

Friends Foundation for the Aging End of Grant Report Form

1. What problem were you addressing?

Center in the Park's In-Home Support Program (IHSP) has addressed a critical service gap by supporting older adults, including those who are homebound, who have needed services beyond the parameters of a Community HealthChoices (CHC) managed care plan, the OPTIONS program, or care management services from the Philadelphia Corporation for Aging (PCA). The IHSP has been able to serve clients who do not meet the strict eligibility criteria for these programs or who have needed more extensive services than what they had qualified for. The IHSP has also supported clients who may have been eligible for these other services but were overwhelmed by the application processes and needed assistance completing the required paperwork and documentation. Others have had urgent needs and could not spare the time on a waiting list for a PCA assessment to be completed.

CIP had run an In-Home Support Program for 26 years through a contract with PCA. In 2022, PCA suffered a \$3.5 million funding loss that led to it eliminating its support for the IHSP city-wide, causing a \$400,000 cut to CIP's budget and the loss of several positions. More importantly, this PCA cut left a critical lack of supportive services for homebound older adults in Northwest Philadelphia who had relied on the IHSP to help them maintain their independence in their homes and communities.

2. What solution did you propose to address it?

Since the 2022 funding cut, CIP has re-envisioned its IHSP to continue helping community-dwelling older adults to safely age in place. CIP's independently-run IHSP coordinates short-term interventions, provides support navigating community services, assists with applications for benefit programs, and when necessary, disburses direct financial assistance from its Emergency Assistance Fund to address critical needs. The program is designed to enable older adults to remain safely in their own homes rather than transitioning into a long-term care facility.

Services provided by the IHSP have included coordinating short-term housekeeping services (cleaning, shopping, meal preparation) for individuals who are temporarily homebound, providing referrals for home-delivered meal programs, assisting with applications for Community HealthChoices (CHC), replacing broken appliances, and purchasing adaptive medical equipment not covered by Medicare. The IHSP specializes in performing these one-time or short-term engagements that address time-sensitive needs, as opposed to providing the ongoing long-term care services offered by a Community HealthChoices managed care plan or PCA's OPTIONS program. A core tenet of the IHSP is for the program to address the most urgent need while also connecting individuals to the programs and resources that will support any longer-term needs for ongoing care management.

3. What actions did you take? What did you learn?

CIP has continued to operate its IHSP following a successful pilot program funded by the Friends Foundation for the Aging in 2022. CIP has implemented these services with one part-time staff person. CIP was able to increase the hours of this staff position when it hired a new IHSP Outreach Worker in November, expanding the position from 11 hours/week to 20 hours/week. The increased hours have allowed the IHSP to have deeper engagements with clients, including the provision of home visits for homebound older adults. CIP has also been able to further develop the structure of the program this year, including creating a new intake process, refining eligibility criteria, and reincorporating home visits into the program design.

The response to the IHSP has continued to demonstrate that there remains a large population of community-dwelling older adults who need supportive services in order to age in place, but who are not connected with sufficient services from PCA or a CHC managed care organization. The IHSP has also witnessed a growing number of requests for services beyond the capacity of the program, indicating increasing needs in the

community for major home repairs including roof repair, cement work, and more expensive accessibility modifications. The IHSP makes referrals to PCA's SHARP program and to PHDC's Home Improvement Programs, though both services typically have long wait lists.

4. How do you know your actions had an impact? Please describe those who participated, outputs and outcomes. Stories or photos are welcome.

The IHSP served 158 older adults during the grant term. The following are a few examples of how the program has been effective:

- The IHSP supported an 82-year-old woman who was recovering from knee surgery and was having trouble managing her personal care and daily household tasks. The IHSP Outreach Worker coordinated three weeks of homecare services, with a homecare worker visiting three days per week to help the client with housekeeping and meal preparation. She shared that this service was vital in allowing her to focus on her physical recovery and to do so in her own home, rather than a skilled nursing facility.
- The IHSP supported a 65-year-old woman from Nicetown whose bedroom windows had been badly damaged in a storm. She had hung plastic wrap over the windows to try to provide some weatherization but could not afford to have them repaired on her social security income. CIP utilized emergency assistance funds to have the three broken windows repaired before the worst of the winter weather set in.
- The IHSP also replaced a refrigerator for a 70-year-old woman in Mt. Airy who had been battling cancer and did not have the financial means to replace the appliance on her own. CIP was able to purchase a new refrigerator and coordinate its delivery and installation.

5. Is there anything else you would like FFA to know about this project?

The IHSP Outreach Worker position was vacant from August to November after the previous IHSP staff person, Ms. Lorraine Philmore, had her hours as CIP's Service Coordinator increase as part of CIP's new contract to provide service coordination at the Maple Village apartments. CIP continued to respond to IHSP inquiries during this time, with the Executive Director and Center Counselor filling in to keep the program on track. Ms. Darlene Jackson was hired in November and has been successfully leading the program since then.

CIP has continued to work on a long-term funding strategy for the IHSP since the loss of PCA's support. CIP was recently awarded a \$15,000 project grant from the Gordon Charter Foundation for the IHSP, which will allow us to at least continue the program into 2026 as we continue pursuing longer-term funding opportunities.

6. Feedback on your interaction with FFA would be helpful.

CIP is incredibly grateful for the support of the Friends Foundation for the Aging as the primary funding source for the In-Home Support Program over the past two and a half years – first funding the IHSP pilot in your fall 2022 grant cycle and then awarding a second year of funding in spring 2024. The 2022 PCA cuts that eliminated the IHSP were devastating to CIP and older adults in Northwest Philadelphia who had relied upon its services. We are proud that of the six senior centers who previously administered the IHSP through PCA contracts, CIP is the only one still providing an In-Home Support Program. The FFA's generosity is the reason we are still able to offer these services.

7. Include a simple program budget/actual with income and expenses (eg. staff, program supplies, travel, etc)

A Budget vs. Actual for the grant period is attached.