

# Supportive Services



**PENNROSE**  
Bricks & Mortar | Heart & Soul

## Our success is measured by that of our residents

**Providing supportive services to provide the relevant tools and resources to residents has always been an integral and vital component of Pennrose property development and management.**



### **We provide everyday connections needed by our residents**

The Pennrose Supportive Services mission is to ensure a successful living experience for residents by providing access to and assistance in securing essential supportive services that enhance the quality of their lives.

We advocate for residents and connect them with appropriate provider agencies and services. Our objective is to provide services that help maintain and prolong the residents' ability to live independently and improve self-esteem, self-sufficiency and self-empowerment, both as individuals and as a community. We strive to alleviate the most common issues to affordable housing (high turnover, rent-delinquency, property damage, vacancy loss and evictions) to improve property operation through enhanced resident relations and stronger fiscal operations.



### **Programs and services to enrich resident lives**

Our fully staffed Supportive Services department is focused on providing quality, life-enhancing programs and services to residents to enable them to live independently, successfully, and improve their overall quality of life. Supportive Services Coordinators link residents to community agencies or programs and provide information and referrals that will help meet resident needs and empower them to be successful.

## Systems for providing tailored support

Pennrose provides Supportive Services at all affordable properties, utilizing either a Pennrose employed on-site Supportive Services Coordinator or through a partnership with a third-party provider. On-site Supportive Services Coordinators build the vital relationships with the residents to proactively identify any needs for resources or referrals. On-site, educational programming for the residents help to eliminate any barriers to residents accessing the programs and services that may improve their self-sufficiency or their overall quality of life. Pennrose prides itself in recognizing that each community is unique and may benefit from a community agency partnership to perform the on-site Supportive Services for our residents. Regardless of the Supportive Services staffing model, we always ensure that the Pennrose service standards are being achieved.



## Seniors

Pennrose has pioneered partnerships that allow our seniors to age in place. The on-site Supportive Services Coordinator links residents to services and programs specific to an aged population that improve their overall quality of life. Numerous services, such as banking, grocery delivery, aging services, housekeeping assistance, and access to affordable and reliable transportation, are brought to the property to enhance resident access to these life needs.



## Homeless

Pennrose has been a part of change in communities working towards ending homelessness by setting aside units in many of our mixed-income housing for the chronically homeless. Our Supportive Service Coordinators develop the necessary connections with encompassing case management and work in partnership to ensure the successful tenancy for the resident.







### Special Needs

Pennrose collaborates with agencies that specialize in providing services to special needs population at several of our properties where we have set aside units restricted to individuals with disabilities. Recognizing the special and unique services that may be needed that cannot be provided by our staff, we form strong partnerships with agencies who can provide the needed services.



### Veterans

A lack of safe, affordable housing and other risk factors contribute to homelessness among our Veterans. Pennrose recognizes the importance of having services available to our Veterans so they can live successfully in quality, affordable, and permanent housing. We form partnerships with Veteran focused agencies and groups who deliver programs and services tailored to the specific needs of Veterans, including transportation to VA hospitals.



### Service Partnership Example

Pennrose has partnered with BAYADA Home Health Services as an essential component of the 62+ enhanced service model available to Pennrose senior property residents. The targeted, coordinated health and long-term services and support provided to residents improve health related outcomes and quality of life. This support enhances residents' ability to maintain residency.

**Pennrose Supportive Services strives to create positive relationships to provide life skills programming for all residents and connect individuals and families to community resources.**