

# NEW *Dimensions*



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& Operations Corporation**

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## ***PACE..... A Community-based Healthcare Program to Enable Frail Elderly to Age-in Place***

Collaborating with community-based services is an effective means to assist older residents in maintaining their independence. It also enables them to age-in-place. The need for timely access to health and supportive services is particularly essential for many frail elderly who may be at risk of premature admission to nursing homes. Over the past few years, EHD OC Service Coordinators have been instrumental in identifying and linking their frail residents with community-based healthcare agencies. These agencies provide a comprehensive and affordable range of health care and services.

For example, at recent Senate hearings, EHD OC Executive Director, Steve Protulis, testified how the Service Coordinator at Mildred and Claude Pepper Towers in Miami was successful in linking a long-term, frail, and older resident with a community-based health care agency that enabled her to remain in her home. This frail resident had suffered an illness that put her at-risk of nursing home admission following her hospitalization. By enrolling in Florida PACE Center, a nonprofit agency, she was able to participate on a daily basis at its nearby health/day care center. There she received extensive physical therapy, physician care, drugs, nutrition and other services to restore and maintain her health. Florida PACE Center assumed responsibility for all of her health/care needs 24 hours a day, seven-days a week. Not only was she able to avoid nursing home



*EHD OC Executive Director Steve Protulis testifies at the Senate hearing supporting the Service Coordinator program.*

admission, but continues to live at her home, and participates in the health/day care center two days a week. She has no co-payment for her various health care needs. They are primarily paid through Medicare and Medicaid.

A similar situation occurred recently at another EHD OC community in Pittsburgh; Steelworkers Tower. One of the original residents of Steelworkers Towers was at risk of

admission to a nursing home. When she first moved into Steelworkers Tower, over sixteen years ago, she was very active. She was even involved as a volunteer in their Community Action Program (CAP); however, over the past few years she has become more frail and at risk of going to a nursing home. The Service Coordinator understanding the needs of the frail, older resident and aware of community resources, linked her with Life Pittsburgh -- a PACE program serving frail elderly throughout Allegheny County. By enrolling her in Life Pittsburgh, the resident was transported by a Life Pittsburgh van several days a week to its nearby health/day care center. At the center a team of physicians, nurses, activity coordinators, therapists, social workers, dietitians, and personal care assistants monitor her ongoing progress, thus providing her primary and specialty medical care, as well as supportive services, tailored to her specific needs. While at the health/day care center, she participates in various activities and therapies, along with receiving a hot meal in a social setting.

*Continued on page 7*

*Each person has an ideal, a hope, a dream which represents the soul.  
We must give to it the warmth of love, the light of understanding and  
the essence of encouragement.*

**- Colby Dorr**



Elderly Housing Development  
& Operations Corporation

## Mission Statement

EHD OC develops and manages safe, secure and affordable housing for senior citizens across the United States. EHD OC advocates for the highest quality of life for the seniors of today and tomorrow.

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# Message from the Executive Director



Steve Protulis

The arrival of the New Year is a time of reflection and assessment of the past year's activities and accomplishments. The EHD OC team has had an outstanding year. Whether it was staff assistance freely given for a resident in need, working together with local community services to bring vital screening to our communities, or the committed volunteer efforts of our residents it has been a good year. Our presence at congressional hearings addressing the needs for additional elderly housing funding, our CAP activities, and involvement with state and local groups, EHD OC board members, staff and residents remain active in their fight to secure more affordable housing.

It is rewarding to see our talented managers and service coordinators combine their expertise to provide the best experiences possible for our residents. Again and again, EHD OC properties remain the benchmark all others copy. Aging in Place has become a stronger message for those who work closely with our resident population. With modern day economic pressures and time constraints it becomes increasingly difficult for family to care for their aging family members. Dedicated EHD OC Service Coordinators labor tirelessly insuring all our residents, but especially our at-risk and frail seniors, are provided the best care possible.

This is not an easy task. Our coordinators must maintain an active directory of services, programs, groups and other community and government sources providing a myriad of services in each community. An intimate knowledge of the residents allows for a careful and proper referral for needed services. For many residents this caring allows them to continue the balance of their lives with dignity and respect.

Pilar Viada, a 95 year young Council Towers resident said it best: "I don't know what poor elderly people like me do without service coordinators to help them live their last days in harmony with themselves." Pilar and her fellow residents remind management that its primary commitment to excellence is for our people, our residents who deserve the best we are able to provide in terms of building and services. The pages of our newsletter are a testament to the exceptional work of our staff and the numerous achievements put forth by our residents. With the coming

new year our continued commitment does carry some concern. More than speculation, the growth in our senior population is upon us. While it is true that many of the "newly senior" are healthier than the preceding generation, the sheer numbers requiring some type of senior services is beginning to skyrocket.

With the myriad of programs requesting government funding, Section 202 housing continues to feel the monetary squeeze. State and local jurisdictions find themselves in a budget crunch as well limiting the level of assistance we can expect from these sources. The true picture shows that we have tremendous waiting lists at our properties, with as many as 10 people waiting for every apartment we manage. With the increasing number of seniors who will need housing in the next ten years, our waiting lists will continue to grow.

This is not a new battle for EHD OC and the other caring organizations working for the low income elderly. We need to continue carrying the message of the need for additional senior housing to various funding organizations and to our politicians at all levels. We need to work even closer within our local governments and local agencies for additional cooperative efforts aimed at delivering quality and timely services to our clients. With the New Year, we pledge to continue to work hard to deliver quality services and to provide the best for our residents.



(Left to Right) Steelworkers Tower, Service Coordinator, Anna Mary Lubbert; resident Ozzie James being interviewed for the Life Pittsburgh Program, and LSW, MBA Outreach Specialist, Paul Lim.



## Community Action Program Seniors Care!

*EHDOC is proud of its Community Action Program (CAP) which encourages seniors and community partners to get involved. As they help others, they help themselves. CAP sponsors many different programs, including advocacy for seniors, health and wellness, and inter-generational programs which bring seniors and children together. The needs are many and the rewards are great! Here are a few of the many more CAP activities happening in our EHDOC communities:*



*Left to Right: Beverly Hiott, Debra Kaiser, Domingo (Dan) Montoute-Howard, Cops for Kids Chairperson, Terri Brodes, Ann Vigilante, Anna Petillo and Mary Bryan.*

### ● Maine Team Effort

Residents and staff from sister properties, Spring Rock Park, Chateau Cushnoc, and John Marvin Towers joined forces in donating and collecting funds for the Adopt-A-Platoon program. For every \$28.00 raised, a troop is adopted and receives a care package. These residents raised a total of 365.00 for this worthy cause. As Peggy Stevens a resident from Spring Rock Park, stated, "You don't have to agree or disagree with the war, but we can all agree that we care deeply for those who serve our country." Many of our residents are veterans or widows of veterans and gave their all to this effort. Gloria Farrell from Chateau Cushnoc took a leadership role for this project and inspired others to get involved.



*Maine residents worked on the Adopt-A-Platoon program.*

### ● Robert Sharp Towers I & II (Miami, FL)

Robert Sharp Towers participates in the "Cops for Kids" toy drive every Christmas. The residents are very generous and donate lots of new toys for underprivileged children in the community.

### ● Hugh Carcella Apts. (Reading, PA)

The Halloween Treat Night Committee organized this annual event. Residents donated candy & gave out over 600 goodies bags to neighborhood children this year. This multigenerational activity has been held for over 10 years at the property. The Mayor, Tom McMahon, stopped by to meet with the residents and neighbors and gave the committee a donation to support their efforts.

### ● Stonington Arms (Pawcatuck, CT)

Students at West Broad Street School celebrated a "Day of Giving" with the residents of Stonington Arms. The kids made cards, quick breads, popcorn and decorated cookies which they then tucked into 85 individual hand-designed bags. Some of the residents visited the school for a presentation tour. The students had a wonderful time working together to make sure there were enough bags. What fun they all had giving back to the community.

### ● Mayfield Manors (Canton, OH)

To promote volunteerism for the Meals on Wheels program, the new Mayor of Canton, William Healy II, came to Mayfield Manors to deliver food to frail shut-ins who cannot come down for congregate meals.



*Canton Mayor Healy & Teresa Barry, CEO of Meals on Wheels of Stark & Wayne County*

### ● Johnson Towers (Washington, DC)

Detective William Asbury of the DC Police Department visited the residents of Johnson Towers to update them on the latest tricks the carjacker are using. He advised all females to lock their cars at the gas station as this is where most ladies purses are stolen. They also received important information and literature on identity theft.

## New Maine State Flag Presented

State Representative, Patsy Crockett and State Senator, Libby Mitchell visited Chateau Cushnoc and John Marvin Tower residents to donate a Maine State flag to replace the old one, which was becoming tattered. They also updated residents on current legislation going on. The flag was then dedicated to residents and hung by Maintenance Supervisor, Glenn Mercier, with the help of Representative Patsy Crockett and Senator Libby Mitchell.



*Dedication of State Maine Flag*

# News from the Communities

## Earl Bourdon Claremont, NH

Earl Bourdon opened their doors to the community for an open house and they had over a 100 visitors. Some residents opened their homes for visitors to come in. It was really a success, showing everyone throughout the building and giving them the history and benefits of living at the property.



*Service Coordinator Sandi Franklin and visitors during the open house.*

## Clyde F. Simon Lakeview Apts. Bath, NY

Bath Rotary Club, Lakeview Apts. cut ribbon on "Rotary Lane". A 250-yard concrete walkway now extends from Clyde F. Simon to the nearby Deal's Plaza, replacing a rough dirt path. Residents no longer will have to walk along Route 54. Volunteers helped to built benches, a gazebo and plant flowers and trees.

## Oakwood Apts. Cheneyville, LA

Residents of Oakwood Apts. opened their doors to the community. Sponsors for the Open House included local politicians, Synergy Home Health, Comm. Care and other volunteers. Activities included a barbecue meal, bingo, dominos, door prizes, and a DJ. Marilyn Jones, Community Manager presented a door prizes to the many guests who enjoyed the fun-filled day.



*EHDOC Executive Director Steve Protulis and the Residents of Council Towers North & South Celebrate the 28th Annual Anniversary.*

## Council House Marlow Heights,

Congressional staff members from individual member offices, the House Financial Committee and the Senate Aging Committee joined the Elderly Housing Coalition to learn about the importance of affordable housing preservation. The Elderly Housing Development and Operations Corporation (EHDOC), opened its doors and offered staff and visitors a tour of their newly renovated, 162 unit property in Marlow Heights, MD. Pat Kohnke, EHDOC's Director of Field Operations detailed the renovations to the property and had the lender on hand to discuss the refinancing of the project. The members of the residents' council were on hand and several opened up their homes and gave attendees a tour of the renovated apartments. Steve Protulis, EHDOC's Executive Director has been a frequent witness before congressional committees to discuss the importance of affordable seniors housing and preservation; he has also served as a commissioner on the congressionally convened "Commission on Housing and Health Facility Needs for Seniors in the 21st Century."



*EHDOC Director of Field Operations Patricia Kohnke and attendees during the tour of Council House, Marlow Heights, MD*

## North Park Village Chicago, IL

Alderman Margaret Laurino awarded the property of North Park with a service grant. The grant, donated by Shirley Marx, President of the Edward M. Marx Foundation, was used to hold a "Hawaiian Night" theme party with Polynesian dancers. The Royale Polynesian Revue Performers danced to Hawaiian, Samoan and Tahitian music in the beautifully decorated hall, at the property. The dancers also spot lighted residents willing to go onstage and shake their leis.



*La Maison Comm. Mgr. Gene Pelletier and EHDOC Executive Director Steve Protulis*

## The Protulis Computer Room!

The staff and residents of La Maison Acadienne dedicated a Computer Room to Steve Protulis, Executive Director of EHDOC. He was recognized for his hard work, caring and commitment to ensure quality of life for all residents. A plaque will be placed in the computer room in his honor.





# Housing With A Heart



*County Commissioner, Barbara J. Jordan joining Senior Aerobics Class.*

## Robert Sharp Towers Miami, FL

County Commissioner, Barbara J. Jordan lent her support to arrange for the Miami Dade Health Dept. to administer Flu and Pneumonia shots to residents and members of the community at the property. Commissioner Jordan greeted the residents getting their shots and joined the Senior Aerobics Class.

## La Maison Acadienne Madawaska, ME

Blanche Roix, Interium Club President and the assistance of Barbara Morin, SC of La Maison helped to put together a food drive at the annual Christmas party. All residents were more than willing to give to our local town people. A total of five boxes were collected and donated to the local food pantry. Residents decided to keep the donation box going all year long.



*Residents of Sunshine Center Apts. holding their quilts*



*Patricia Daigle (volunteer) and Blanche Roix (interium club president)*

## Sunshine Center Apts. Leesville, LA

Sunshine Center residents were presented with a quilt from a local gift store, The Rabbit Patch. Residents enjoyed their gifts and the festive Christmas luncheon.



*Christmas with Gilbert School 2nd graders and residents.*

## Chateau Cushnoc & John Marvin Tower Augusta, ME

In December three 2nd grade classes from Gilbert School visited to sing Christmas carols with residents and share their art. Small gifts were put together with donations from residents for each child. Residents were surprised to have live music provided by a couple who live on a neighboring street to accompany the children. They played songs for a sing along with residents and refreshments were donation from Maine Council of Senior Citizens.



*Ardith Grimes, Co-captain and Pat Hodgson, member of Mayfield Planing Committee*

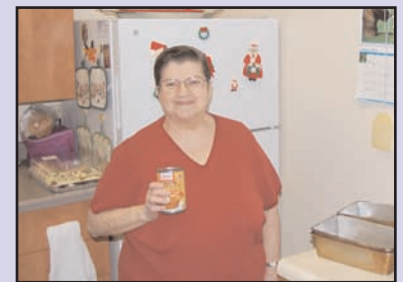
The residents volunteers on the Mayfield Manors Planning Committee have been busy all year raising money from craft shows, selling baked goods and sandwiches on Saturday evening game night, and any other creative idea so, that they could have a free catered Christmas dinner for Mayfield residents. But that just didn't seem to be helping enough. So, the Committee asked each resident to donate two food or paper items which were split between the Mayfield food pantry and the Canton Calvary Mission's food pantry.

## Gifts from their Heart

*There is nothing more fulfilling than helping those truly in need during the holiday season.*

## Mayfield Manor I, II & III Canton, OH

## Senate Apartments Chicago, IL



*Kathy Kuroda's (resident of Senate Apts.) has a secret ingredient for her pumpkin bread.*

"I've had the recipe since 1972 and that's how many years I've been baking it," Kathrine Kuroda shares about her famous pumpkin bread. "This season I made eighteen 2 1/2 pound loaves, some with walnuts, some without since not everyone can eat nuts." In the 1990's, Kuroda's secret-recipe pumpkin bread was not



# Service Coordinator's Page

## Service Coordinators go beyond the call!

*This years AASC National Service Coordinator Conference was held in Salt Lake City Utah, where service coordinators gathered to be informed with latest changes in policies and receive their continuing educational credits. AASC President Jan Monks and her staff did an outstanding job in putting together a very comprehensive conference. AASC Board President Steve Protulis addressed the conference and thanked the Service Coordinators for their tireless efforts and dedication to seniors. The classes and presentations were professional and informative giving attendees the opportunity to learn new skills and to network with service coordinators from around the country.*

EHDHC Service Coordinators are committed to enhancing the lives of our seniors. Our mission in assisting seniors to age in place drives us to continuously press forward and be innovative to our approach in seeking programs that will benefit residents. Seniors are faced with challenges that go beyond bricks and mortar. With declining health concerns, complicated health programs, limited finances and continuous changes in supportive services the Service Coordinators role is vital. As one Service Coordinator commented "Service Coordinators wear many hats, and the position is defined by residents in so many ways as you fulfill different needs for many different people".

### Going the extra mile.....

I once had a elderly male resident who was extremely intellectually bright, but he didn't care if anyone liked him. He had some very bad experiences in life, and he had no real use for people. Before I even had the pleasure of meeting him when I first began my job, he slipped a note under my door that very clearly directed me to butt out of his affairs. In time he had the misfortune of becoming very ill, and subsequently he was sent to rehab for several weeks for recovery. While he was in rehab, since he was alone, had no family or friends, I dropped him a get well card to the nursing home, and later gave him a call. To my surprise he was very gracious. In the next few weeks, I worked with the nursing home social worker to get home care services and home



*EHDHC Executive Director Steve Protulis presented the "Executive Director Award" to Clyde F. Simon Service Coordinator Deby Kline.*

delivered meals in place, as well as the household items he desperately needed. I learned that he loved orange juice so I made sure that there was some in his fridge. Shortly after he got home, I knocked on his door to see how he was doing. He let me in! When he was well enough to come down to my office he said, "Now I know what a Service Coordinator does." He was frail and had his ups and downs, but he did begin to let people back into his life-and before he passed away-he told me he considered me a friend. Sometimes when I am dealing with a difficult case or difficult resident, that story is what reminds me of what needs we serve in the lives of our senior residents.

**Jo-Ann Miles  
Robert Sharp Towers I**

### Reaching for higher standards.....

I love being a Service Coordinator! Especially those days when I know that I made a big difference in a resident's life by getting them services or helping their budget. I see how excited a new resident gets when I explain and help him/her to apply for Medicare Assistance programs. I know that I made a difference in the lives of many residents who could not understand the complicated letters and packets that came to them in the mail for open enrollment. As EHDHC Service Coordinators our goal is to go the extra mile and work on expanding our partnership with professional organizations that will provide invaluable service for low income seniors, reaching for higher standards in the services provided. "Thinking outside the box" is what EHDHC is about, helping our seniors to enhance and simplifying their lives. Working with programs like the "PACE" is an example of our commitment to help simplify the lives of seniors and assuring they receive the care the need.

**Linda Duckworth  
Mayfield Manor I & II**

Looking forward to the New Year EHDHC is working on implementing Health Wellness Program in an effort to continue our mission in helping our seniors to live independently.

**Elia Alvarez, Associate Director of  
Fundraising and Social Service Management**



Continued from page 1

setting. Because of her required level of care, she receives assistance in her apartment both mornings and evenings by Life Pittsburgh staff. Although she is frail enough for a nursing home, through her enrollment in Life Pittsburgh, she is able to remain independent in her home at Steelworkers Tower. Currently, there are seven Steelworkers Tower residents with different levels of frailty who are enrolled in the Life Pittsburgh program.



*Steelworkers Tower resident, Bernice Brennan, is being transported by Life Pittsburgh to their nearby health day-care center with the help of Melvin (driver).*

As indicated by its name, Program of All-inclusive Care for the Elderly (PACE), provides the full continuum of health care for its enrollees. It includes preventative care, home health, hospitalization, assist-

ed living, long-term and hospice care. National PACE Association (NPA) states that PACE is centered on the belief that it is better for the well-being of seniors, with chronic care needs, and their families to be served in the community whenever possible. Additional information on PACE, including a list of PACE programs (different names in some states) is available from the National PACE Association (NPA) website at: [www.npaonline.org](http://www.npaonline.org)

### **First Christian Towers joins the EHDOC Family**

In November, EHDOC became the management agent for a 155 unit senior development, First Christian Towers, in Winter Haven, FL. This property had been experiencing some problems and asked FAHSA for assistance. As a result of EHDOC's involvement with FAHSA and our reputation for quality management, FAHSA referred EHDOC to the Board of Directors for the property. After several weeks of reviewing the property operations, identifying issues and discussion with the Board, EHDOC was asked by the Board of Directors of First Christian Towers to formally take over the management. We are pleased to welcome First Christian Towers to the EHDOC family!

## **EHDOC Awarded Two New HUD Development Grants**

EHDOC has been awarded grants by the federal government to develop two new Section 202 properties - Ed Romero Terrace in Albuquerque, NM; and John Piazza Apartments in Fontana, CA.

Ed Romero Terrace will bring 40 new senior housing units to Albuquerque. EHDOC was the only organization to receive approval for a new development in the entire State of New Mexico. The City of Albuquerque donated the land for the project, and is going to be donating a second parcel for a future development.

John Piazza Apartments will add a much needed 60 units of senior housing on property adjacent to our existing Dino Papavero Center. This new development will be able to join with Dino Papavero in activities, common grounds and services. When completed, EHDOC will have over 200 units available for the seniors in Fontana.

## **TOP REAC SCORES**

*EHDOC Properties earning Superior Scores!*

* <b>Chateau Cushnoc</b>	<b>100</b>
* <b>Spring Rock Park</b>	<b>100</b>
* <b>Dino Papavero</b>	<b>99</b>
* <b>Oakwood Apts.</b>	<b>99</b>
* <b>Savoy Heights Apts.</b>	<b>99</b>
* <b>South Boston</b>	<b>99</b>
* <b>Clyde F. Simon II</b>	<b>98</b>
* <b>Jacksonville Towers</b>	<b>98</b>
* <b>Riverbend Apts.</b>	<b>98</b>
* <b>Johnson Towers</b>	<b>96</b>



*Tom Buffenbarger, International President of IAM; Morton Bahr, EHDOC President; Steve Protulis, EHDOC Executive Director; Maria Cordone, EHDOC Secretary and other dignitaries from the IAM, unveil the dedication plaque at the Winpisinger Grand Opening.*

William Winpisinger Apartments, newest EHDOC property to be completed added 42 new senior housing units for the City of Cleveland. A dedication of the property was held with many dignitaries attending, including Mr. Tom Buffenbarger, International President of the IAM; Morton Bahr, President of EHDOC; Maria Cordone, IAM, EHDOC Board Member, and President of William Winpisinger Board of Directors; and many representatives from the IAM. The building was named for William Winpisinger a former President of the IAM and a long time supporter of working families and senior issues.

Continued from page 5

just delicious: it was also the answer to her financial blues. "I'd make 50 for Thanksgiving and 50 for Christmas and set aside half to sell and the rest to give to family and friends." Now her only motivation is the pure joy she gets by baking and the joy she sees on the faces of those who are long-time devotees or just trying the bread for the first time. She asks for nothing and accepts nothing for all the ingredients and labor and packaging. "Starting the Thursday before Christmas, I baked every day for at least six hours. That's a big challenge with our small kitchens and refrigerators. Luckily my neighbor let me use her refrigerator for storage. "It's a lot of work and a lot of planning making sure I stretch every penny." So why does she do it? "It comes from my heart.

## Tips for Seniors

Here are some helpful website links to local and national resources for seniors:

### www.agenet.com

Solutions and resources to assist aging population.

### www.elderweb.com

Links to long-term care, legal, financial, medical, housing, policy, research and other information. Library of articles, reports, news and databases.

**Is there someone special who makes a difference in your EHDOC community?**

**Let us hear from you!**



Editor's Note: Send in your creative thoughts, inspiration and success stories to [news@ehdoc.com](mailto:news@ehdoc.com)

# Resident Corner

## EHDOC Residents Honored As Volunteers

If you see a hand knit Afghan in a resident's apartment or in a staff member's office, chances are it was made by Senate resident Mary Ann Hennek. Adorable baby Afghans and booties adorn visiting grandchildren. In the resident-run gift shop (whose proceeds support resident activities), Hennek's crocheted creations are always well represented, as she rapidly restocks items as they sell. Though she crochets for others throughout the year, she's especially busy around the holidays. She watches for sales on yarn year-round to keep costs low. Not long after Halloween, she was making about one large Afghan a week, and could knock out smaller items in a day or two. She made three Afghans for the Resident Association raffle, and several others for staff and neighbors and their grandchildren and great-grandchildren. "I do this out of my heart; it's because I want to do it. I have a lot of love in there, I tell ya," Hennek says as she pats her chest. She started crocheting at age 50 and she's 83 now, though you wouldn't guess it. "I don't know all the stitches because I can't read from a diagram. I don't have the patience. I have a photographic memory so I learn by watching someone do it once." She's a stickler for neat stitches, too. "I feel if I'm doing something and it's helping somebody out, it gives me a good feeling."



Mary Ann Hennek



"The following is a letter to Mr. Steve Protulis from Jacquelin Gandy the daughter of Marie Gandy resident of Mildred & Claude Pepper Towers"

"Until her death of this year, my mother, Marie Gandy, was a resident of the Mildred and Claude Pepper Towers in Miami. I am writing to let you know that my mother was fortunate to have ave spent the last months of her life in that building because of the wonderful team that is currently in charge."

"During my time there it was abundantly clear that Ms. Mazyck and Carmen Mignott were both very caring people who were willing to go above and beyond their assigned duties to make sure the building residents receive the best care possible."

**Charles Brown**, (resident of Pine Grove Apts.) was honored this summer by Pinecrest Developmental Center for 3 years of service in the Foster Grandparent Program. He volunteers daily at the center, working with developmentally disabled adults. Although he had bypass surgery recently, he continues to be devoted to his clients and returned to work as quickly as the doctor released him.



## Community Comments

Mr. Morello would like to thank the Maintenance Staff of CFS Apts. for the great job of keeping the new walkway open (snow). "I really feel the walkway is a great asset, and the trip is safe"

Joseph Morello  
Clyde F. Simon Lakeview Apts., Bath, NY