



National Church Residences



SUPPORT SERVICES

THE NEED

On the outside, Larry was an typical, good spirited resident. What couldn't be seen were his struggles with depression and the silent killer that lurked right below the surface - high blood pressure. Larry was moments away from a life-altering stroke, and no one knew it.

The service coordinator in Larry's building assessed the needs of residents and found that 70% of the residents had high blood pressure with no access to help. The service coordinator organized community partners to provide resources for the residents' needs, and fortunately for Larry, the service coordinator had partnered with a local hospital to provide ongoing wellness clinics. The nurse arrived on-site and offered no-cost wellness checks for every resident. When Larry met with the nurse, she immediately discovered the hidden danger and rushed Larry to the hospital. Through the Home For Life model, Larry's life was saved.

Home For Life is National Church Residences' progressive plan for helping seniors remain happy and health wherever they call home. **Support Services—Quality Assurance, National Church Residences Care Guide, Enhanced Service Coordination, and Grant Writing and Management—can implement the Home For Life model at your properties**, ensure your existing program meets quality standards, and assist you with funding sustainability.

Larry enrolled in the wellness program at his building and was given tools to help him gain control of his blood pressure. Through this and other programs, Larry has regained control of his life. He went from near stroke to finding employment, obtaining health insurance, and frequently enjoying bike riding.



OUR SERVICES

QUALITY ASSURANCE



Program support and oversight providing clinical solutions and measuring effectiveness

National Church Residences CARE GUIDE™



Web-based assessment and decision-making tool targeting social determinants of health

ENHANCED SERVICE COORDINATION



Proactive resident engagement resulting in outcome-focused services

GRANT WRITING & MANAGEMENT



Expert education and support on funding options for program stability



QUALITY ASSURANCE



WHAT IS QUALITY ASSURANCE?

The Quality Assurance service provides each Service Coordinator with outcomes-based measurement tools. These monitoring services produce statistically significant data that shows the effectiveness of your program.

Our 28 years of experience providing Quality Assurance to Service Coordinators have shown that oversight of social service personnel is vital to the success of a quality service coordination program. Appropriate leadership facilitates cooperative relationships between residents, managers, outside service providers, and the Service Coordinator.

Quality Assurance services include:

- Compiled HUD Semi-Annual Performance Reports and Standards for Success Reports
- Clinical Assistance with Resident Issues
- Semi-Annual Program Assessors & Resident File Reviews
- Online Report Review and Feedback
- Annual Resident Satisfaction Survey
- On-site visits (as requested for additional fees)

ENHANCED SERVICE COORDINATION



WHAT IS ENHANCED SERVICE COORDINATION?

The first step in the National Church Residences Home for Life model is ensuring your Service Coordinator is properly equipped. By having a qualified Service Coordinator who knows and passionately cares about their residents, your community is able to thrive with all of its needs being met.

National Church Residences provides staffing management to equip your property with a qualified Service Coordinator. From hiring, onboarding, and training to performance reviews and collaborative communication, National Church Residences offers an all-inclusive service coordination management approach.

Your property staff need a knowledgeable bridge between the residents and your facilities. Enhanced Service Coordination and Management bring the two together.



National Church Residences

CARE GUIDE



WHAT IS CARE GUIDE?

National Church Residences Care Guide is an online, evidence-based assessment tool that drives best practice interventions producing outcome data. National Church Residences created the system with an in-depth understanding of your senior population and the determinants that most affect them.

The software guides an enhanced Service Coordinator through focused assessments in order to identify the most vulnerable residents and target interventions based on specific individual and community needs. The system tracks individual and community-wide outcome data, so your property can form effective partnerships.

Advancing better living for seniors wherever they call home is our vision at National Church Residences. Our Home for Life model utilizes National Church Residences' Care Guide as a tool to better understand individual resident and community needs, effectively reducing turnover while keeping your community happier and healthier.

GRANT WRITING & MANAGEMENT



WHAT IS GRANT MANAGEMENT?

National Church Residences' Grant Writing and Management service helps you receive and maintain funding for your service coordination program to ensure its sustainability.

Our expert grant staff can assist you in communicating with funders, understanding HUD policy and procedures for service coordination, and completing paperwork required for grant compliance. National Church Residences provides guidance on grant budgeting, new grant applications, or budget-based rent increases to maintain financial stability of your current service coordination program or help fund a new program.



National Church Residences

EXCELLENCE THAT TRANSFORMS LIVES

Our commitment to keeping seniors home for life emerges from our overarching vision, mission and values.

TAKING CARE OF PEOPLE IS WHAT WE DO

- National Church Residences is an innovative leader in integrating house, health care and other supportive services for seniors who need us. Thousands of people nationwide come home to the comfortable, affordable housing that we offer.
- National Church Residences is the nation's largest not-for-profit provider of affordable senior housing, with a diverse portfolio that also includes continuing care retirement communities and adult day facilities.
- National Church Residences is committed to consistently improving services and standards of care for the people we serve. We provide an array of health care services that allows seniors to age at home.

Call Us Today | 614-233-2146

www.NationalChurchResidences.org/SupportServices