



PHFA's Housing
Services Department
Best Practices

PENNSYLVANIA HOUSING FINANCE AGENCY

Tullio Towers Supportive Services

Categories: Access to Services

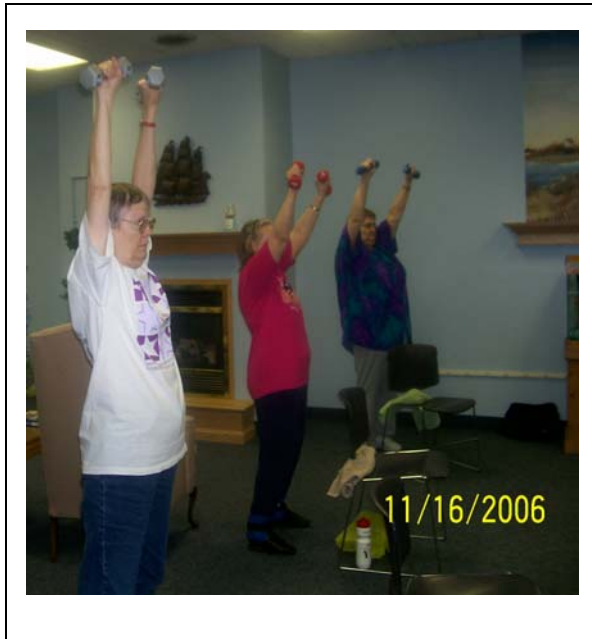
Outcomes:

Residents of Tullio Towers have access to services that provide them with stability, case management and other services that enhance their lives and allow them to stay in compliance with lease provisions. Although designed as an elderly building, more than half of residents are younger persons with a disability. These services make the difference between them being able to live in the apartment complex or not.

Units: 112 Project-based Section 8 units for the elderly in downtown high-rise in Erie, PA
Management Agent: Pennrose Management Company
Service Coordinator: Carol Donlin
814.456.9992

Program Components:

- **Service Coordinator** Carol Donlin has held this position since 1990 and understands the value of staying connected in the community. She is a long-term member of the Erie Independent Council on Aging and participates in the Erie County Community Support Program (for users of the mental health system). Active involvement in these two coalitions of service providers keeps Ms. Donlin aware of new services and allows her to connect directly with service providers and case managers. Ms. Donlin works on-site 40 hours per week.
- A **subsidized housekeeping** service is available to residents at a rate of \$2 per hour. More than 40% of residents in the building take advantage of this service, which is critical to helping them comply with lease standards in the building.
- **Case management** for residents with mental illness is offered by a variety of community-based organizations. While not an official function of the service coordination position, the case management effort is critical to maintaining a stable resident population. Through Ms. Donlin's involvement in service coalitions in the Erie area and direct connections with service providers, she is able to support the case management function and assure that it operates to the benefit of residents and the development. Without a strong case management function, the nearly 50% of the residents would be unable to maintain their lease obligations in Tullio Towers.



- **Health screening** activities are conducted by the Erie Center on Health and Aging. Monthly medical screenings are conducted for hypertension and other blood chemistry and cancer screening tests.
- **Health promotion** activities include on-site immunizations, and exercise programs including the **StrongWomen Program** sponsored by the Pennsylvania Department of Health and Penn State Extension. This 12 week strength and resistance program is designed to prevent osteoporosis. The Edinboro University School of Nursing lead interactive series related to fall prevention, stress relief, diabetes prevention and other wellness

programs.

- The on-site **computer center** is available to residents 24 hours a day. Stairways and the Erie Center on Health and Aging two local community based organizations offer computer classes.
- A large **lounge** on the first floor offers a gas fire place and inviting seating. This is an inviting spot for residents to socialize and stay warm while waiting for rides.

Background:

Tullio Towers has been in existence for nearly 30 years. With initial occupancy in 1977, the resident population over time has become increasingly made up of persons with mental disabilities. The ability of the service coordinator to adjust the type of services she brings to the development has made all the difference in stabilizing this resident population. Ms. Donlin has been the lead service coordinator at the property for more than 15 years and is in tune with the changing needs of residents at Tullio.

Investment in Services:

Approximately \$50,000 is included in the development's annual operating budget to fund the resident services program. This includes salary for the service coordinator, housekeeping aid and program supplies. It is estimated that an additional \$45,000 in resources for residents is leveraged from community-based organizations.

For more information,
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