

# Image

The Inglis Newsletter

WINTER  
2016

inglis.org



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Inglis Housing Communities

Profiles in Independence

Inglis Housing Corporation Staff

Julie Galen: New Chief Nursing Officer



## Accessible Housing Issue

*Living independently in a home of your own.*



Ability & Independence. Redefined.

# Accessible Housing 101



Ludy Santos and her 17-year-old son Alex show off the keys to their new, accessible Inglis residence.

## When you have a physical disability, finding housing is a daunting task.

It can be challenging for the average American to find a suitable rental apartment. Imagine how these difficulties are compounded for wheelchair users and those with physical disabilities. Typically, their choices are narrowed by very low incomes, and the need for accessible features that allow them to enter, navigate and use the apartment. These include step-free entrances, a single floor layout, wide doors and hallways that can accommodate a motorized wheelchair; plus electrical outlets, plumbing, countertops and appliances that are located within reach.

The supply of affordable, accessible apartments is lacking nationwide, but is particularly scarce in the Northeast, where buildings tend to be old, multi-story and narrow.

This is why construction of affordable, accessible apartments is a strategic priority for Inglis. We have been building housing since 1975. Over the past two years, Inglis has developed an additional 185 accessible apartments. Despite this, Inglis Housing's wait list is hundreds of people and several years long. On the following pages, we welcome you to learn more about Inglis Housing Corporation, its staff and those who live in our developments.

### >> HOUSING GLOSSARY

*Affordable, accessible housing has a language all its own. Throughout this issue, look for the glossary of housing-related terms in the purple boxes.*

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## On the Cover:

*Micki Greenstein lives independently in his Inglis apartment. Also pictured, our current and future housing communities.*

**A home of my own. A door I can open. A kitchen that I can easily use from my chair. A shower I can roll into. A place to entertain friends.**



*President and CEO Gavin Kerr on the site of our newest apartment community, Inglis Gardens at Belmont, opening this summer.*

Many of us take our homes for granted but for thousands of people living with disabilities in the Philadelphia region, a safe, fully accessible and affordable home is beyond their reach. Our consumer research has shown that access to housing is by far the greatest need for consumers in the Philadelphia region. Inglis Housing currently has 317 people on waitlists for our apartment communities which translates to a wait of more than four years! This is why we have increased our commitment to developing even more housing in the months and years to come.

Inglis is the largest provider of fully accessible, affordable housing in the region. While we are widely known for Inglis House, we actually serve more people living in our eight apartment communities. Our 302 housing residents range from six-months to 94-years-of-age, with an average age of 49. Our communities are vibrant, attractive and designed with wheelchair users in mind. Our thoughtful *Accessibility-Plus* design incorporates extra space for power chairs to maneuver; kitchens with reachable sinks, appliances and storage spaces; roll-in shower, and technology-enabled units allowing remote control of doors, windows and much more.

I am proud of our housing staff and supports coordinators who work hard to ensure the safety and comfort of our residents while achieving the consistently high scores in our annual regulatory reviews. It is easy to see why once someone moves into one of our communities, they rarely move out!

We are excited about the opening of our newest community on Belmont Avenue this summer. Most of all, I am proud to lead an organization that enables so many people living with disabilities to say, "Welcome to my home!"

Sincerely,

Gavin Kerr  
President and Chief Executive Officer  
[Gavin.Kerr@inglis.org](mailto:Gavin.Kerr@inglis.org)

## >> HOUSING GLOSSARY

**ACCESSIBLE:** Buildings that can be approached, entered and used by individuals with physical disabilities. Twenty-five years ago, the Americans with Disabilities Act (ADA) mandated that public buildings and employers make their facilities accessible to those with disabilities with wheelchair ramps, automatic doors and accessible restroom facilities.

**ACCESSIBILITY-PLUS:** An expanded standard of accessibility, developed at Inglis. For example, Inglis housing units have 40 in. doorways instead of the standard 36 in. as required by the ADA.



## Arkema donates treasure trove of technology to Inglis

The holidays came early last year when Arkema Inc., an international specialty chemicals company with a Pennsylvania headquarters in King of Prussia, donated 77 laptops to our residents and consumers. The computers, which are of varying memory and processing speeds, are now being inventoried and matched with users whose adapted technology needs are compatible with each device.

The donation was spearheaded by Michael Hagdorn, a Senior Human Resources Business Partner with Arkema. "Innovation is a key element of Arkema's global business strategy," says Michael. "We focus on delivering both innovative and sustainable solutions that address our customers' needs. This same passion for innovation first brought our attention to Inglis' Adaptive Technology Program. After hearing more about it and the great impact that it has on Inglis residents and consumers, we recognized an opportunity to get involved and quickly jumped in. Arkema is committed to building relationships with those in our community, and we are thrilled to support Inglis with such an admirable and impressive mission."



*Arkema staff load donated corporate laptops bound for Inglis consumers and residents. Left to right: Bill Staiber, Kurt Fisher and Phil Stanz, all Analysts in Arkema's Desktop Services Department, and Michael Hagdorn, Senior HR Business Partner.*

Visit us at [Inglis.org/image](http://Inglis.org/image) to read the Fall 2015 issue focusing on adapted technology and its impact on the Inglis Community.

## Inglis CEO participates in Federal Reserve Bank Conference



Inglis President and CEO Gavin Kerr was among a panel of national experts at the Philadelphia Federal Reserve's *Pay for Success Financing* program this fall. The Conference provided participants with an overview of pay for success financing, also known as social impact bonds. Panelists included (left to right): Andrew Rachlin, Managing Director, Lending and Investment, The Reinvestment Fund; Maari Porter, Executive Director, Philanthropy Network of Greater Philadelphia; Andrew McMahon, Managing Director of Government Affairs and Innovations, Corporation for Supportive Housing; Gavin Kerr; David Wilkinson, Director, Office of Social Innovation and Civic Participation, The White House; William Pinakiewicz, Vice President of Advisory Services and Chief Business Development Officer, Nonprofit Finance Fund; David Streim, Associate Director, Nonprofit Finance Fund; Eileen Neely, Director of Capital Innovation, Living Cities; and Jeff Shumway, Vice President of Advisory Services, Social Finance.



## Inglis Housing continues to expand offerings

Inglis' newest housing development, **Inglis Gardens at Belmont** (above left), will open adjacent to the Inglis campus on Belmont Avenue this summer. The new community offers 40 enhanced accessibility apartments for people with disabilities relocating primarily from nursing homes, and 40 apartments for qualified community residents seeking affordable housing. Totalling approximately \$25 million, the project is made possible through Pennsylvania Housing Finance Agency tax credits and through Inglis and donor contributions. This community is being developed in partnership with Regan Development. The team includes architect, Barton Partners and general contractor, McDonald Building Co.



Inglis is partnering with Conifer, a nationally recognized affordable housing developer, on our next project, **Inglis Gardens at Pennypack Crossing**, in Northeast Philadelphia (lower left). The building, which will house qualified seniors and persons with disabilities, is located at 2327 Holme Avenue in Philadelphia on the campus of Nazareth Hospital.

For more information about Inglis Gardens at Belmont or Inglis Gardens at Pennypack Crossing, contact Christine Lacy at (215) 581-5798 or [housing@inglis.org](mailto:housing@inglis.org).

# Inglis board member keeps the legacy of past generations alive

Inglis Board member Ted Robb never knew his grandmother, who died long before he was born. "I didn't know anything about her for the first half of my life, although I knew she was a nurse," says Ted. Then one day, he learned of her portrait at Johns Hopkins Hospital where his grandmother served as the first nursing school superintendent and an innovative pioneer of professional nursing practice.

Since then, Ted's learned a lot about his grandmother (see sidebar) known as the "Architect of American Nursing." He thinks of her often, particularly when making decisions. "I wouldn't want to disappoint her," he says. Inspired by her legacy, Ted has been involved with nonprofits for many years as a volunteer, donor and board member.

Ted made a bit of history of his own - he was among the first men on the Inglis Board when he joined in 2007. And before that, he guided Inglis through the development of its first off-campus housing community in 1998. "When asked to join the Board, I said 'yes,' without a second thought," he says. "When I worked with former governor Dick Thornburgh, as PA Secretary of Labor, I got to know his son, Peter, who lived with a traumatic brain injury. It was my first real exposure to someone with a serious disability and he made a tremendous impact on me."

Ted was also intrigued by Annie Inglis, another woman of his grandmother's era. "Annie was the birth mother of Inglis," he says "She was an incredible visionary at a time when the attitude was 'out of sight, out of mind' for many with disabilities."

Motivated by his grandmother's life, Ted feels inspired to uphold Annie's legacy, which for him means being a member of the Annie Inglis Society, honoring those who include Inglis in their estate plans.

With a background that includes heading Philadelphia's office of Housing and Urban Development, and as a consultant creating housing communities in Pennsylvania, New Jersey and New York for low-income residents, Ted was eminently qualified to help Inglis expand its housing developments.

When first joining the Board, he obtained a HUD grant to develop and subsidize rental housing for persons with disabilities. This became Inglis Gardens at Eastwick. "Then, we completed Inglis Gardens at Eastwick II," says Ted. "It just caught fire after that, growing to a total of eight developments with more to come. It's a great thing for Inglis and the people we serve and I am very proud of Inglis' fine reputation in Harrisburg as a provider of high quality affordable, accessible housing."

Ted will complete his service on the Inglis Board in 2016. However, he leaves a legacy that will continue to flourish with each new generation enjoying "ability and independence" at Inglis' housing communities.



When involved in philanthropic endeavors, Ted is often guided by two strong women who were contemporaries: His paternal grandmother, Isabel Hampton Robb and Annie Inglis, founder of Inglis.

## ISABEL HAMPTON ROBB 1860-1910

This "Architect of American Nursing," was a friend and professional associate of Florence Nightingale's. In fact, at Isabel's London wedding to Dr. Hunter

Robb, she carried a bouquet sent by the nursing founder.

- First Superintendent of Nurses and Principal of the Training School at Johns Hopkins
- A founder of the *American Journal of Nursing*
- Helped establish organizations now known as the National League for Nursing, the International Council of Nurses and the American Nurses Association
- Helped to launch the Army Nurse Corps
- Wrote texts on nursing ethics and the groundbreaking, *Nursing: Its Principles and Practices*
- Developed the first post-graduate collegiate nursing program at Columbia University

## ANNIE C. INGLIS 1856-1875

In 1875, young Annie Inglis, a wheelchair user, gave her mother a gold coin and asked that it be used to establish a home for impoverished, severely disabled individuals in Philadelphia. After her death from scarlet fever, Annie's vision led to the creation of Inglis in 1877, and helped to revolutionize the care provided to those with disabilities. Inglis' planned giving society is named in her honor.



## Visitability vs. Accessibility

### Accessible Housing: Not just for those with complex disabilities

The accessible housing needs of wheelchair users are readily apparent. But accessibility is key to everyone's independence and full participation in life.

Fortunately, more builders are embracing the concepts of "universal design," and "visitability," by building homes that include features like zero-step entrances, a ground-floor wheelchair-accessible bathroom and ground-floor master suites.

Accessibility benefits everyone: the young mom who is forced to navigate steep stairs with a stroller, the homeowner trying to move heavy boxes into a new house, or the grandmother who avoids visiting her grandchildren because she can't reach their upstairs bathroom. Even if you don't need accessible housing today, you may in the future.



## Inglis Housing Communities

Inglis' eight housing communities are located throughout Greater Philadelphia and in New Jersey. They provide accessible housing to people with disabilities, as well as affordable housing for community residents. Inglis Housing Corporation has received numerous awards and citations recognizing its housing communities, which consistently scores above 95% in Real Estate Assessment Center inspections.

*For more information about these properties, please call Christine Lacy at (215) 581-5798 or email [housing@inglis.org](mailto:housing@inglis.org).*



### MORRIS-KLEIN APARTMENTS

2610 Belmont Avenue;  
Philadelphia, PA 19131  
24 units: 16 studio,  
6 one-bedroom and  
2 two-bedroom apartments  
Opened in 1975

### INGLIS GARDENS AT EASTWICK I

3002 Mario Lanza Boulevard; Philadelphia, PA 19153  
24 units: 12 one-bedroom and 12 two-bedroom apartments  
Opened in May 1998

### INGLIS GARDENS AT EASTWICK II

8000 Lyons Avenue; Philadelphia, PA 19153  
18 units: 10 one-bedroom and  
8 two-bedroom apartments  
Opened in February 2002



### INGLIS GARDENS AT EVESHAM

304 N. Elmwood Road;  
Evesham, NJ 08053  
16 one-bedroom  
apartments  
Opened in November 2003

### >> HOUSING GLOSSARY

#### **LOW-INCOME HOUSING TAX CREDIT (LIHTC):**

*A tax incentive to increase the availability of low-income housing. The program provides an income tax credit to investors in newly constructed or substantially rehabilitated low-income rental housing.*

**VERY LOW-INCOME:** *Households whose incomes do not exceed 50 percent of the median area income, adjusted for family size.*

**WORST CASE HOUSING NEEDS:** *Needs experienced by unassisted, very low-income renters who pay more than one-half of their monthly income for rent, live in severely inadequate conditions, or both.*



**INGLIS GARDENS AT WASHINGTON LANE**

1200 E. Washington Lane; Philadelphia, PA 19138  
14 units: 10 one-bedroom and  
4 two-bedroom apartments  
Opened in July 2006



**INGLIS APARTMENTS AT ELMWOOD**

6200 Eastwick Avenue; Philadelphia, PA 19142  
40 units: 31 one-bedroom and  
9 three-bedroom apartments  
Opened in December 2007

**INGLIS GARDENS AT GERMANTOWN**

334 E. Walnut Lane; Philadelphia, PA 19144  
14 units: 10 one-bedroom and 4 two-bedroom apartments  
Opened in August 2007



**MISSION GREEN**

70 Shady Lane;  
Jenkintown, PA 19046  
61 Units: 59 one-bedroom and  
2 two-bedroom apartments  
Opened in September 2014

**INGLIS GARDENS AT BELMONT**

2560 - 2564 Belmont Avenue;  
Philadelphia, PA 19131  
80 units: 27 one-bedroom,  
31 two-bedroom, and  
22 three-bedroom apartments  
Opening Summer 2016



**Inglis Housing Highlight**

**Inglis' first apartment building, the Esther M. Klein (now called Morris-Klein) Apartments, was built adjacent to Inglis House in 1975.** It was the first in the area constructed without architectural barriers, allowing persons with disabilities to live independently. Since then, Inglis has become the largest provider of affordable, accessible housing in the Philadelphia area.

## Profiles in Independence



## Micki Greenstein: Taking a Chance on Independence

When Micki Greenstein, who lives with paraplegia, was almost 21, he knew he'd have to move out of the Woods School, where he'd lived since his diving accident as a young teenager. Then, a bus driver at the School took him to see Inglis House and Micki knew he'd found a new home. "Living at Inglis House helped me to learn just how much I was capable of doing on my own," he says.

Several years later, a friend who lived in Inglis' Morris-Klein Apartments told Micki about a vacancy there. "I was skeptical but realized that he had even less mobility than I do," he says. Since moving into his apartment in 2002, Micki has never looked back. In fact, he has earned a college degree, worked as a volunteer coordinator and even helped others make the same transition.

However, Micki admits there have been challenges. "Back then, after your caregiver left at 9 pm, you were completely alone. That was difficult, but I got over it," he says. Now, when others are considering taking that same chance on independence, they come to Micki for answers and advice.

### >> HOUSING GLOSSARY

**AFFORDABLE HOUSING:** *Housing for which occupants pay no more than 30 percent of their income for housing costs, including utilities.*

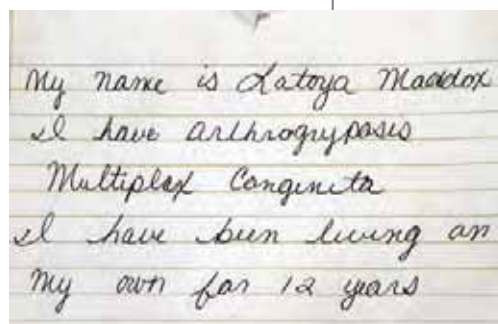
**UNIVERSAL DESIGN:** *A design concept that makes housing usable or visitable by all people, regardless of ability. Features include a zero-step entrance and an accessible bathroom on the main floor.*

## Latoya Maddox: Fully Engaged in Life

Latoya Maddox, a resident of Inglis Gardens at Germantown, is a former Inglis House resident who has achieved several personal, professional and educational milestones. Now an administrative assistant at Liberty Resources, Inc., in Philadelphia, and mother of four-year-old Emmanuel, Latoya's goal is to become a social worker for people with disabilities. "When I started taking courses at Community College of Philadelphia, I really enjoyed studying behavioral health," she says. "I continued on and am now a part-time student majoring in social work at West Chester University. I will have my bachelor's degree in two years, and my master's a year later."

Latoya lives with Arthrogyrosis Multiplex Congenita, a condition that affects the range of motion in the joints. A person with Arthrogyrosis has joints that are in a permanently flexed or extended position. This dedicated student has mastered the art of penmanship, writing with a pen in her mouth. Her handwriting is just one example of her determined spirit.

Although she has been living independently for 12 years, Latoya is glad to have settled at Inglis Gardens at Germantown. "I've lived other places, but the set up in my current apartment is so much better," she says Latoya. "For example, I can actually cook for myself, which I couldn't do before moving here."





## Lester Davis: Coming From a Place of Positivity



Lester Davis suffered a life-changing spinal cord injury when he was shot on a Southwest Philadelphia basketball court at the age of 14. “I was just in the wrong place at the wrong time,” says Lester. But he hasn’t let this turn of events shake his faith or his positive outlook on life.

***“I know that true happiness and true success is not measured by what you have but by who you are,” he says.***

After his injury, Lester became a wheelchair user. He’d have to wait outside his mother’s inaccessible, two-story walk-up house for someone—anyone—to come by and carry him up the stairs. “After school, I’d literally wait outside the building, sometimes for hours,” he recalls.

All that changed when at age 18, Lester moved to a wheelchair accessible apartment at Inglis Gardens at Eastwick. “I like to do things for myself,” he says. “It was such a relief to be able to move around freely and not have to depend on anyone.” Now 32, Lester is a licensed insurance agent who helps older adults learn about and select Medicare supplemental insurance. He works full time from his home. “I know that true happiness and true success is not measured by what you have but by who you are,” he says. “I’ve had some difficult times, but I cope with them by remembering that I’ve always gotten through them. I am happy for what I do have.”

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## Starting Young: School-age Philanthropist Recognized

Gladwyne Elementary School fifth grader Tessa Mahoney recently received the Outstanding Youth in Philanthropy Award at the Association of Fundraising Professionals’ 30th Annual Philanthropy Day.

Tessa’s journey to winning the award began more than two years ago when she was a third grader. Teacher Jennifer Gilbert assigned her class a community service project and Tessa, who is the niece of Inglis Board member Tim Mahoney, chose to work with Inglis. “When I heard about all the cool things that Inglis does to help people with disabilities live their best life, I knew that I should definitely raise money for them,” says Tessa.

Tessa continued to attend Inglis events, volunteer and raise money for Inglis. At her last birthday party, she asked friends and family to donate to Inglis in lieu of gifts. Inglis Development staff were so impressed, that they nominated Tessa for the philanthropy award. In her acceptance speech, Tessa thanked her former teacher for being an “extraordinary mentor” and for inspiring her to embrace the spirit of giving.



*Tessa (second from right) at the Philanthropy Day awards ceremony. Also pictured, l. to r.: Regina Donovan, President, Association of Fundraising Professionals-Greater Philadelphia Chapter, Anne Mahoney, wife of Tim Mahoney, Tessa’s uncle and Inglis Board member and Tessa’s mother, Megan Mahoney.*

### Inspired by this young girl with a big heart?

*Make a donation in Tessa’s honor by using the envelope in the center of this publication or by visiting [www.inglis.org/donate](http://www.inglis.org/donate). Be sure to check the box indicating that your gift is an “in honor of” tribute gift and enter Tessa Mahoney’s name.*

# Meet the Inglis Housing Staff



Back row, left to right: Brian Vaughn, Virginia Booth, Chris Maddox, Virginia Whittington (retired), Nakia Parker and Jeffrey Toole. Second row, left to right: Janice Matthews, Christine Lacy and Bill Wright. Front row, left to right: Lolita Williams and Cherise Harris.



## Christine Lacy, CPM

**Director, Inglis Housing Corporation**

Joined Inglis in 2008

A love of architecture spurred Inglis Housing Director Chris Lacy towards a career in property management. Her extensive background focuses on housing development and management in the non-profit sector serving the elderly, disabled and family communities.

At Inglis, Chris oversees nine properties, and supervises a staff of 11. She has spoken on accessible housing development on behalf of the U.S. Department of Justice, and maintains several certifications from the Institute of Real Estate Management, the National Center for Housing Management and other credentialing organizations.

*All Inglis Housing Corporation property managers are certified by the Institute of Real Estate Management and hold numerous other real estate and management credentials.*



## Virginia Booth, CPM

Property Manager, Inglis Housing Corporation  
Joined Inglis in 2009

"Working for Inglis Housing Corporation is less of a job and more of a mission. I am able to make someone's very simple dream of living independently come true. Sometimes people feel their disability will be the end of the road for them, and we give them a new beginning at life."



## Nakia Parker, CPM

Property Manager, Inglis Housing Corporation  
Joined Inglis in 2010

"The thing I love most about my job is being able to provide support for people who may not have anyone else to help them. My role is ever-changing, and I enjoy assisting others to ensure that they have the tools they need to be independent in the community."



## Kevin Kelly

Managing Director, Inglis Housing Corporation  
Chief Financial Officer, Inglis  
Joined Inglis in 2009



## Janice Matthews

Community Systems Coordinator  
Joined Inglis in 2010



## Chris Maddox

Maintenance Coordinator  
Joined Inglis in 2008



## Meet the Inglis Housing Staff



**Perry Carson**

Maintenance Technician  
Joined Inglis in 2012



**Brian Vaughn**

Janitor  
Joined Inglis in 2010



**Lolita Williams**

Administrative  
Assistant  
Joined Inglis in 2011



**Bill Wright**

Maintenance  
Technician  
Joined Inglis in 2012



**Cherise Harris**

Administrative  
Assistant  
Joined Inglis in 2013

### >> HOUSING GLOSSARY

**HOUSING CHOICE VOUCHER PROGRAM:** *The federal government's program for assisting very low-income families, the elderly, and the disabled to afford housing in the private market.*

**REASONABLE MODIFICATION:** *A structural change that allows a person with a disability to inhabit a unit.*

## Inglis Housing Corporation's "Service in Service" program unites veterans, school children and people with disabilities



How can school-aged children become more aware of people with disabilities while learning about the contributions of our veterans? Inglis Housing Corporation (IHC) found a way. Working with the After School Program administered by Education Works, IHC staff conducted a five-week "Service in Service" series that brought fourth and fifth graders from the Thomas Morton School together with residents of Inglis Apartments at Elmwood and Brady Veterans Homes.

During the series, the youngsters took guided tours of an accessible apartment and heard veterans give presentations

on what their military service meant to them. Students and vets also decorated wreaths with words that expressed their thoughts about freedom and independence.

"We definitely achieved our goal of helping young people feel more understanding of wheelchair users," says IHC Director Chris Lacy. "At the end of the program, one student told me, 'People in wheelchairs are no different than we are. It's just that we walk, and they roll!'"



Janet Ries Stern established the Inglis ACE Awards as a member of the Inglis Board. Janet is a Senior Associate with Pembroke Philanthropy Advisors and the principal of Visionaries Logic, a coaching and consulting company serving not-for-profits.

## ACE Awards Celebrate 10 Years by Establishing New Strategic Partnership Initiative

For the last decade, the Inglis Awards for Continuing Excellence (ACE) proves that excellence does have its rewards. The program, which honors the outstanding performance of regional not-for-profit organizations serving people with physical disabilities, has made more than 50 cash awards to more than 40 organizations since its inception.

To celebrate this milestone, Inglis is excited to establish the ACE Program Strategic Partnership Initiative, providing open forums and opportunities for thought-leaders in the disability community to share ideas and best practices, helping to spark new conversations and alliances among organizations that provide exemplary care, programs and services. ACE founder and ongoing committee member, Janet Ries Stern, continues to devote herself to Inglis and, along with others as part of the ACE10 Celebration Committee, is helping to raise money for this important initiative. "We want to reach other organizations serving people with physical disabilities," says Janet, "to increase awareness, learn about each other and find ways to collaborate to provide outstanding services together."



ACE10 Celebration Committee members: (front row, left to right) Daphne Rowe, Janet Ries Stern, Alysse Einbender and Carolyn Bennett. (Second row, left to right) Nancy Kirby, John Melvin, MD and Luisa Rabe.

"We are looking forward to celebrating ACE's 10th anniversary on May 18th," says Inglis President & CEO, Gavin Kerr. "We will also celebrate Janet's inspired vision, which has helped to shine a light on organizations who are demonstrating what excellence is all about."

## Tax Incentives for Low-Income Housing Development

Inglis is grateful to the following partners for helping to increase the supply of quality, affordable housing available in our area:

- Pennsylvania Department of Housing & Urban Development
- Pennsylvania Housing Finance Agency
- Philadelphia Housing Authority
- BNY Mellon
- Boston Financial Investment Management
- Capital One
- Federal Home Loan Bank of Pittsburgh
- First Sterling
- JP Morgan Chase
- RBC

In a political environment that does not support costly community development projects, how can organizations like Inglis create much-needed affordable, accessible housing communities? The Low Income Housing Tax Credit (LIHTC) Program is one solution.

LIHTC was created by the federal government in 1986 to provide tax incentives to attract private capital to the development of affordable housing. The federal government delegates the awarding of tax credit to the states. In our state, the Pennsylvania Housing Finance Agency administers the program and awards tax credits through a highly competitive application process. Corporate investors, typically commercial banks, provide most or all of the capital required to develop the affordable housing community in exchange for the tax credits.

LIHTC apartment communities provide housing at affordable rents for individuals who meet income and other requirements. In some cases, HUD provides direct rent subsidies through project-based vouchers, which pay the difference between what the tenant can afford and the market-based rent for the apartment.

In exchange for tax credits, the developers and owners of LIHTC apartment communities commit to maintaining affordable rents at the property for thirty years, assuring the stability and growth of affordable housing across the country.

### >> HOUSING GLOSSARY

**LOW-INCOME FAMILY:**  
Families whose combined income does not exceed 80 percent of the median family income for the area.



## Community Re-Entry

### A home of one's own

## Helping Inglis House residents transition to the community

Many residents choose to live at Inglis House only temporarily, finding that after the support and therapy that Inglis House provides, they are ready to live independently. Inglis offers a Community Re-Entry Program that can make for a successful transition to the community.

The re-entry process begins with a multidisciplinary team who meet to consider whether the resident maintains the cognitive, decision-making and problem-solving skills that are needed. "Our primary consideration is always the resident's safety," says Jae Lee, CTRS, Community Re-Entry Program Coordinator.

If the resident is a good candidate for independent living, he or she begins life skills training. Participants learn and practice medical care management, budgeting, grocery shopping, cooking, cleaning and self-care, as well as hiring and managing home care attendants.



Jae Lee (at left) and Sylvia Waring, who acts as a mentor to independent living candidates, discuss plans for upcoming Community Re-Entry sessions.

Sylvia Waring is a former Inglis House resident who made a successful transition back to the community in 2014. "Inglis House is a beautiful place," she says, "but I've always been an independent person, and I was determined not to let multiple sclerosis win."

Sylvia admits that although there have been challenges, she enjoys her personal freedom and building one-on-one relationships with her in-home attendants. "This is something I had to do for me."

**Our donors make it possible for residents to prepare for this life-changing transition. To make a gift to Inglis, use the envelope in the center of this publication or visit [www.inglis.org/donate](http://www.inglis.org/donate).**

## Connelly Foundation Grant Advances Person-Centered Care at Inglis

A \$250,000 grant from the Connelly Foundation has enabled Inglis to transform the 2 South nursing unit into a Person-Centered Care (PCC) Neighborhood, creating a warm, home-like environment for residents who live there.



The funds were used to replace flooring, molding, and furnishings on the unit—all

chosen with input from residents and staff. In the dining solarium, extensive renovations added a stovetop, refrigerator and pantry storage so that cooking can be done right in the Neighborhood, filling the hallways with the enticing aromas of home.

Emily C. Riley, Executive Vice President of the Connelly Foundation, is a longtime friend and associate of Inglis. Emily served on the Inglis Board from 1984 to 1995, and on various Board committees, including the 135th anniversary committee in 2012. Also, the Foundation has supported previous Inglis capital projects and equipment purchases.

The Connelly Foundation, established in 1955 by Emily's parents Josephine and John, has granted more than \$220 million to local non-profit organizations. Inglis was awarded the PCC grant based on recent successes to apply an innovative model of care to our expansive population with a variety of physical disabilities.

Inglis' PCC model replaces a more institutional care delivery system with one that emphasizes a resident's preferred choices and activities. Eventually, all nursing units will transition to PCC neighborhoods.

**Learn more about how you can help transform an Inglis nursing unit into a neighborhood by contacting [meredith.waldron@inglis.org](mailto:meredith.waldron@inglis.org).**



## Community Support Services

# Supporting Independence: Inglis Care Management

When you first meet Ted Beaver, who lives with cerebral palsy, it might come as a surprise that he lives independently in his own apartment. But throughout his 66 years, Ted has triumphed over all sorts of challenges. As a child, he was raised in a group home where staff incorrectly assumed that Ted had an intellectual disability. He went on to live a fulfilling life that included visiting Europe on several occasions.

Most recently, Ted survived a critical illness and the amputation of both legs. Although it hasn't always been easy, he has remained determined to live independently. Today, Ted is thriving in his apartment at Inglis Gardens at Eastwick.



Care Manager Jacqueline Smith and Ted Beaver.

Inglis Care Management helps people like Ted, who have complex physical disabilities and want to live in their own apartments in the community. Care Managers support tenants of Inglis Housing Corporation's eight apartment communities, but will also respond to the needs of people with disabilities throughout the greater Delaware Valley, serving those as far away as the New Jersey shore. Care Managers link consumers to home care, financial assistance programs and transportation services, among many other services. They also provide personal support to help consumers problem-solve, work towards goals and navigate the health care system.

"A big part of care management is coaching clients to help them solve their own problems," says Jacqueline Smith, Care Manager. "All are active participants in setting and achieving their goals, resolving problems and obtaining needed services."

*You can help provide vital care management support for people like Ted. To donate, use the envelope in the center of this publication or visit [www.inglis.org/donate](http://www.inglis.org/donate).*

## New Medical Director

Caroline McWilliams, MD, has been appointed Medical Director at Inglis. Dr. McWilliams, who joined Inglis in 2012, is a graduate of the Temple University School of Medicine, and is Board-certified in Internal Medicine. She completed her internal medicine residency program at Pennsylvania Hospital, and received her Bachelor of Science degree at Brown University.

Dr. McWilliams succeeds David Jones, DO, who retired after serving as Inglis Medical Director for the past nine years.



Dr. McWilliams examines resident Joseph Barber.

## INGLIS CARE MANAGEMENT SERVICES

- **Information, referral and support-**  
Example: Connecting new tenants to agencies that can help them maintain their independent living situation (i.e., attendant care, equipment and health care)
- **Problem solving and brain storming-**  
Example: Conflict resolution between tenants
- **Identification of/progress towards goals-**  
Example: Obtaining a degree or getting a job
- **Navigating health care/social services-**  
Example: Reminding and helping clients to complete applications for heating assistance each fall



## New Chief Nursing Officer & Inglis House Co-Executive Director

Julie Galen, MBA, BSN, RN, has joined Inglis as Co-Executive Director and Chief Nursing Officer for Inglis House, bringing exemplary clinical and leadership skills to our community. Julie has over 20 years of nursing and management experience, including leadership roles at Penn Presbyterian Medical Center and Good Shepherd Penn Partners. Her values-based, servant leadership approach is fully aligned with Inglis' Person-Centered Care vision. Julie also maintains strong business skills that will help us navigate the challenging and rapidly changing Medicaid and Medicare reimbursement environment.



Julie Galen

Julie chats with resident Emma Branch.



## Share the Love!

## Tribute Pages – Coming Soon!



The Inglis Community—our residents, program participants, family members, staff and volunteers—is filled with incredibly gifted, kind and amazing people who make a lasting impact on the lives of others.

We are proud to announce a new way to share the love—our new online Tribute Pages! In your own words, honor or celebrate a loved one, a special occasion or even an Inglis caregiver or program on our website. Then, share your story with friends and community.

**This new feature will be online Spring 2016!**

[www.inglis.org/sharethelove](http://www.inglis.org/sharethelove)

For more information, please contact Meredith Quirin Waldron at [meredith.waldron@inglis.org](mailto:meredith.waldron@inglis.org) or 215.581.0703.

## The Inglis Client Assistance Fund

Twenty-two percent below the federal poverty line: this is the income level at which most of the residents of Inglis Housing communities receiving Supplemental Security Income must live. With low incomes and few assets, they are extremely vulnerable and often unable to cover unforeseen expenses.

For example, a consumer may not be able to afford medical equipment or medications. Or, during a particularly hot summer, higher air conditioning costs—a medical necessity due to health concerns—can cause a consumer to fall behind on other household expenses.

In situations like these, a grant from the Client Assistance Fund can assure health, safety and quality of life for Inglis consumers. This financial reserve was created in 2005 with the leadership support of the TJX Foundation, the charitable branch of TJX companies, which own TJ Maxx, Marshalls and HomeGoods, among other stores. Other donors have also generously contributed to the Fund.

Recent grants from the Fund were used to cover:

- Emergency shelter for a client who could not remain at home when his primary caregiver was hospitalized
- Living expenses following a theft
- Emergency car repairs
- Apartment furniture
- Rent and food assistance
- Medical equipment, wheelchair batteries and eyeglasses

**Special thanks to the TJX Foundation for their sustained support.**



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## 2016 Annual Inglis Golf Outing June 13th

### Mark your calendar for the Inglis Golf Outing on June 13th.

In this milestone 15th year, the Outing will take place at the St. Davids Golf Club in Wayne, PA. Last year, funds raised at this event were used to upgrade the Inglis Wi-Fi system. Proceeds from the 2016 Golf Outing will support a newly renovated neighborhood for the residents of Inglis House. Sponsorships and foursomes are available. To learn more about how you, or your organization, can participate, contact [meredith.waldron@inglis.org](mailto:meredith.waldron@inglis.org), or visit [www.inglis.org/golfouting](http://www.inglis.org/golfouting).

*2015 Golf winners from Flat Iron Building Co., (l. to r.) Mike Burns, Whitney Hunter, Tom Stover and Rich Ryan celebrate with Outing Co-Chairs, Marie Logue and James P. Gaffney*

Share the Love! Tribute Pages – Coming Soon! [www.inglis.org/sharethelove](http://www.inglis.org/sharethelove)