

CottonwoodALCP2012
Exhibit 6
DUNS: 9647017390000
FaxID: 1332880170-8498

- Increase economic security and self-sufficiency for those living in HUD-assisted housing;
- Preserve and retrofit the supply of suitable and affordable housing that enables seniors to age-in-place;
- Streamline and coordinate eligibility and regulatory requirements for better delivery of health care programs in affordable housing communities;
- Expand linkages between HUD assisted properties and local supportive services; and
- Increase opportunities for service coordination and outreach at HUD assisted properties.

c. Exhibit III - A description of community support for your ALCP project:

(1) A description of your links to the community at large and to the minority and elderly communities in particular.

This exhibit addresses these components as presented in this project's Logic Model:

- *HUD Goal- Build Inclusive and Sustainable Communities Free from Discrimination (4C)- Ensure open, diverse, and equitable communities*
- *HUD Goal- Build Inclusive and Sustainable Communities Free from Discrimination (4E) - Build the capacity of local, state and regional public and private organizations*
- *HUD Priority- Capacity Building and Knowledge Sharing (4c)-Support knowledge sharing and innovation by disseminating best practices, encouraging peer learning, publishing data analysis and research, and helping to incubate and test new ideas*

Christian Care is made up of twenty-three non-profit corporations organized by the non-denominational Christian Churches of Arizona to provide safe and affordable housing for the elderly.

Christian Care Cottonwood I (CCC) is located at 859 S. 12th Street in Cottonwood, Arizona. It is a 20-unit, HUD apartment complex for very low-income elderly. Christian



Care Cottonwood I is part of a campus of eight buildings with a total of 88 independent living (IL) subsidized apartments for the elderly.

The complex was completed in September 1995 and maintains an average annual occupancy of 99%.



The complex contains laundry facilities, a multi-purpose meeting area, a common area kitchen and an outside covered patio.

Christian Care Management, Inc. (CCMT) provides organizational and management support to Christian Care Cottonwood as it interfaces with the community and its residents. As such, the activities of CCC and CCMT are transparent to the members of the local community. Each exists to support the primary mission of the other. Christian Care Management, Inc. was incorporated as a 501(c)(3) nonprofit organization in 1979 with a goal to provide affordable retirement housing and services for senior adults. In 1980, the organization began construction of their Skilled Nursing Center in Phoenix, Arizona and continued building for the next 17 years. Today, CCMT's campus in Cottonwood is home to over 90 senior adults. In addition to the Cottonwood Campus, Christian Care operates senior living campuses in Phoenix, Tucson and Mesa, Arizona, providing safe, affordable housing and health care services to over 2,100 seniors.

Ties to the Elderly Community

In order to meet the growing needs of residents, as well as to address the issues of aging in place, the staff and the Board of Directors established ties with community based organizations to provide a wide range of activities, wellness and mental healthcare, personal assistance, transportation services, and meals. These relationships have allowed residents at CCC to age in place and to remain



independent within this community for as long as possible.

Also, as an inherent result of the creation and operation of its existing housing development and the provision and coordination of its wide array of supportive services, CCC has forged additional community ties

with organizations, agencies, and individuals advocating for and delivering services to elderly persons in the Cottonwood, Arizona, area.

The following is a list of community organizations with which CCC has direct ties:

1. Arizona Healthcare Cost Containment System (AHCCCS)/ Arizona Long Term Care System (ALTCs) – assessments for program acceptance
2. Adult Protective Services (APS) – protective services to residents
3. Cottonwood Area Transit Services (CATS)/ADA – transportation to medical appointments, shopping and other activities.
4. Verde Valley Guidance Center – counseling services.
5. Northern Arizona Council of Governments – area services ranging from home health care to cleaning services.

6. DES Food Stamps – PRN for registration
7. VVMC Senior Lifestyles (BHU) – behavior health issues
8. Verde Valley Senior Center – meals and clinics
9. RES Care – area agency that helps with in-home care ranging from grooming to cleaning; visiting nurses
10. Angels Care Home Health – in-home care and nursing services
11. Northern Arizona Veterans Affairs Health Care System – provides transportation to disabled veterans
12. Austin House – area adult day care and assisted living
13. Catholic Charities – area agency that helps with displacement of Seniors
14. Meals on Wheels (Cottonwood Senior Center)
15. Old Town Mission – provides clothing, food, helps with free vision checks and glasses
16. Postal – U.S. Postal Office, UPS
17. Central Arizona Food Bank – provides food boxes, bread, pastries, etc.
18. Cottonwood Chamber of Commerce – area resources of Verde Valley
19. Verde Valley Hospice – hospice care
20. Preferred Homecare – oxygen providers, medical supplies
21. ALL MED – medical equipment, oxygen and supplies
22. Tender Hearts Home Health – meal preparation, errands, light housekeeping
23. CJ's Need a Lift – transportation services.
24. Lion's Club – vision and hearing services
25. Nurses Network – nursing services
26. Methodist Church – food baskets every other Wednesday
27. Verde Valley Caregiver's Coalition – Adopt a resident at Christmas; free light cleaning and handyman services.

- 28. Avon lady – provides reduced cost product and hand massage services
- 29. Clarence – mechanic services for resident vehicles.

As part of its mission to assist residents to successfully age in place and to live independently, CCMT offers amenities and services to all residents on the Cottonwood campus:

- Campus amenities include 24-hour emergency call system, outdoor patio's, book libraries, laundry facilities, and a common kitchen with a multi-purpose room.
- Activities designed to stimulate personal and intellectual growth include a computer lab, craft classes, and monthly potlucks.
- The campus wellness program includes informational classes, health screenings and life enrichment events.
- The organization has a campus-wide social services continuum to provide supportive and referral services for residents in all areas of housing. The service coordinator meets with individual residents in an effort to provide the best possible options, depending on need.



Transportation

Residents of CCC have many convenient accessible transportation options available to them. CCC is serviced by the Cottonwood Area Transit System



(CATS) with a fixed stop located right next to the property, providing the elder residents with convenient access to local amenities and service programs within the City of Cottonwood. Attached is the CATS schedule showing its stop next to the CCC campus. Additional transportation services are available from:

- Dial-a-Ride
- CJ's Need a Lift
- The Northern Arizona Veterans Affairs Health Care System also provides transportation to disabled veteran residents on the Cottonwood campus. Currently, 10% of the residents on the Cottonwood campus are veterans.

Each of these transportation options allows CCC residents to easily reach local amenities such as shopping and medical appointments all located close by within the Cottonwood area.

Community Awards & Recognition

CCMT has been recognized locally and nationally for use of best practices and provision of quality services.

- Christian Care Manor I, II, III, IV and the Cottonwood properties continually receive satisfactory ratings on their annual HUD REAC inspections and

Management Operational Reviews.

- Christian Care Management received a Best Practice Award from the U.S. Dept. of HUD, Phoenix office, Terry Goddard, Director, in Sept. of 1995.
- Christian Care Nursing Center has received seventeen consecutive excellent state survey ratings from the Arizona Dept. of Health Services.
- Christian Care Nursing Center received a Certificate of Leadership from the Health Services Advisory Group (Centers for Medicare/Medicaid) in January 2005.
- The Arizona Association of Housing and Homes for the Aging (AZAHA) presented Christian Housing - Mesa, Inc., the Best Practice Award in 2003 for their development of assisted living services in a HUD Section 202/PRAC project.
- The Arizona Association of Housing and Homes for the Aging (AZAHA) presented Christian Care with a Best Practices Award and an Excellence in Service Award to Aggie Rader, CNA, in 2006.

Ties to the Minority Community

CCMT makes an effort to reach out to minority populations within the community and involve them on campus. The CCC HUD 202 facility advertises the opening of its waiting list in the Spanish newspaper, *Publicidad Para el Monitor Hispano*, as well as the *Arizona Informant*, the State's largest African American owned weekly newspaper. Currently, 6% of residents on the Cottonwood campus are minorities. 10.8% of Cottonwood campus residents are veterans.

Employment

CCMT is an equal opportunity employer and its staff is fully integrated. Of the staff of 480, there are 222 minority employees; this is approximately 46% of the total employees are minorities. Approximately 69% of the total staff on campus are women and minority women. Vacancies are filled through CCMT's rigorous hiring process, which provides opportunities for minorities and persons with disabilities.

CCMT distributes job notices to all staff, other social service agencies, town offices, and groups that represent minorities and persons with disabilities

Improving Access to Persons with Limited English Proficiency

CCC takes reasonable steps to ensure meaningful access to their programs and activities to residents with limited English proficiency by providing written material and information in languages other than English. These include activity and program notices, marketing materials, applications and other materials in languages other than English that are common in the CCC community. **Attached to this exhibit are examples of materials that are available to residents and prospective residents in languages other than English.**

Included in this exhibit are numerous letters from government officials and organizations attesting to the community ties of Christian Care Cottonwood, as well as examples of the many clinics and workshops that are offered on-site at Cottonwood.

4-26-2012

To Cottonwood Christian Care Administration.

I was astounded, delighted and hopeful when I heard that there is the possibility that we might become in part an Assisted Care Facility.

Surely we are a prime location for Assisted Care. Having eight buildings and over 100 residents plus the adequate space to accommodate our residents in this manner, we would be serving the community well.

I am told there are only two facilities available in our town with *only* ten beds per facility available. How dreadful. Or there is the in-home availability which can cause a senior to surrender, to give up their prized possessions and even have to share space. What an insult to one who has lived long and wants to still be a person. What great unkindness and insulting circumstances to hand a senior.

To "Age in Place" is a great gift and one I am sure you want to create for our residents. To have food available and the needed care can give hope to those in need.

I for one have moved too many times. I am exhausted from thirty-nine moves and the thought of having to move again is definitely overwhelming. Most were caused because of job availability etc. Still it is too much to ask a senior to move when they are compromised because of health or disability.

I believe that all of our residents would be most grateful and appreciative of the opportunity to be able to continue to live in this clear air, beautiful setting with competent management knowing we were cared for and about. For some it is their only hope.

May the powers that be recognize this outstanding opportunity to serve the community and the seniors with defiantly a 'win win' situation.

I know many would be grateful.

I implore you to give every consideration to this possibility for the seniors at Cottonwood Christian Care to be treated with dignity, assistance and joy with an availability of Assisted Care Unit.

Resident, [REDACTED] building One, [REDACTED]

Thank you for your kind consideration.

In hopes of hearing a resounding YES!

[REDACTED]

CottonwoodALCP2012
Exhibit 3
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JANICE K. BREWER
Governor



MICHAEL TRAILOR
Director

**STATE OF ARIZONA
DEPARTMENT OF HOUSING**

1110 WEST WASHINGTON, SUITE 310
PHOENIX, ARIZONA 85007

(602) 771-1000 WWW.AZHOUSING.GOV
FAX: (602) 771-1002

April 3, 2012

Mr. John Norris, CEO
Christian Care Companies
2002 W. Sunnyside Drive
Phoenix, AZ 85029

Re: Christian Housing-Cottonwood, Inc.
859 South 12th Street, Cottonwood, AZ

Dear Mr. Norris:

Please allow this letter to serve as support of your FY2012-Assisted Living Conversion Program (ALCP) application for funding to convert Christian Care Cottonwood located in Cottonwood, AZ to an affordable assisted living facility which will be licensed to accommodate twenty-one (21) frail elderly persons and people with disabilities who need certain support services.

It is our understanding that this site is a 20 unit apartment complex for very low-income elderly that was financed through the HUD Section 202 program. As part of the ALCP construction, the unit configuration and related common and service space will be consistent with HUD or the state's statute/regulations (whichever is more stringent), including compliance with all accessibility laws.

The State of Arizona's Department of Housing recognizes that housing low income seniors and providing appropriate supportive services is critical and therefore supports the application of Christian Housing-Cottonwood, Inc.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Rael".

Andrew Rael
Assistant Deputy Director, Programs

CottonwoodALCP2012
Exhibit 3
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FaxID: 1292880170-8498



Northern Arizona Council of Governments

119 EAST ASPEN AVENUE • FLAGSTAFF, ARIZONA 86001-5222
(928) 774-1895 • FAX (928) 773-1135 • E-MAIL: nacog@nacog.org

CHRIS FETZER
EXECUTIVE DIRECTOR

May 4, 2012

John S. Norris, CEO
Christian Care Management, Inc.
PO Box 83210
Phoenix, AZ 85071

Dear Mr. Norris,

We at the Area Agency on Aging, Region III are pleased to convey our support for Christian Housing- Cottonwood, Inc. project to develop assisted living in Cottonwood, AZ for low-income seniors. Through our work serving older adults in Yavapai County, we recognize the critical need for affordable housing and services for the elderly. We strongly support Christian Care's plans to develop this type of housing.

We look forward to collaborating with Christian Care in serving older adults in Yavapai County. responding to the FY12/13 Attendant Care and In-Home Respite Request for Proposal.

Sincerely,

Mary Beals-Luedtka
Director, NACOG - AAA



2345 E. Thomas Rd., Suite 290

Phoenix, AZ 85016

602/322-0100

Fax 602/322-0118

www.azalfa.org

April 24, 2012

Mr. John S. Norris, CEO
Christian Care Companies
2002 W. Sunnyside Drive
Phoenix, AZ 85029

Dear Mr. Norris:

As Executive Director of the Arizona Assisted Living Federation Agency ("Arizona ALFA") I want to express our agency's enthusiastic support for Christian Housing Cottonwood, Inc.'s plan to develop assisted living housing in Cottonwood, Arizona for very low-income elderly. In our experience working with the elders of our community, we recognize on a daily basis that a critical need exists for affordable elderly housing and services. We are pleased to support a project addressing this housing need.

We are very supportive of the idea to create this type of housing in Cottonwood and believe that Christian Care's experience developing supportive elderly housing and providing services to elders will insure its success.

Arizona ALFA has enjoyed a long-standing collaborative relationship with the Christian Care entities and we appreciate the opportunity to be able to provide our input on this project. We look forward to continuing the effective partnership that exists between our agencies, allowing us to achieve our mutual goal of providing supportive services to elders throughout Arizona and the residents of this proposed project.

We are pleased to work in coordination with Christian Care and other area organizations to develop a comprehensive and holistic approach to providing affordable assisted living housing and supportive services to Arizona's senior adults and we heartily endorse Christian Care in its efforts.

Sincerely,



Karen Barao
Executive Director



HOSPICE of the SOUTHWEST

Caring for each other.

Ms. Aretha Williams
U.S. Department of Housing & Urban Development
451 7th Street, SW
Washington, DC 20410-0500

Dear Ms. Williams:

This letter is being submitted in support of Christian Housing-Cottonwood, Inc. and their grant endeavor through the Assisted Living Conversion Program, to convert existing housing units in efforts to address the growing needs of frail and elderly residents. Given that our own mission is to provide exceptional care as it relates to end of life care for patients and their families, a program like this one, which aims to assist elders to further age in place with independence and dignity, is in absolute synergy with our organization.

Our organizations believes that if Christian-Housing-Cottonwood receives the grant award, the needs of the Cottonwood-Verde Valley community will greatly benefit and have a higher sense of community and continuity of care between healthcare providers, social services and those who chose to live independently.

We genuinely look forward to continuing our "patient-centered" relationship with Christian Care in this community.

Sincerely,

Todd E. Leach
Managing Partner
Hospice of the Southwest



William Hayes
Vice-President and CFO
Verde Valley Community Hospice

Verde Valley Community Hospice
859 Cove Pkwy, #103
Cottonwood, AZ 86326
Phone: (928) 634-1073

450 N. Dobson
Ste. 108
Mesa, AZ 85201

PHONE: (480) 456-9300
FAX: (480) 456-9696
WEB SITE: www.hospiceofthesouthwest.com



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



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Sincerely,



April 16, 2012

Resident Name

Apartment #

Please consider the following improvements and services:

*We need something like it had. There are
not enough assisted living homes in Cottonwood.*



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Sincerely,



Resident Name

Apartment #

Please consider the following improvements and services:

I think Assisted Living is a great idea



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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*Perhaps some sort of outing
or entertainment weekly or monthly?
i.e., VFW to come and play on
July 4th, etc. - Picnic - etc.
game day - church service or bible
study*



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

4/18/12

Resident Name

Apartment #

Please consider the following improvements and services:

a pool table would be nice and also a fish aquarium.



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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

I intend to live here as I age and would love to have the assisted living facility available if I need it. I think it would give many of us peace of mind in our later years.



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[Redacted Signature]
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Apartment # [Redacted]

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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*Am definitely in Agreement with the
Proposal for an "Assisted Living" Conversion -
Improvements & Services -
Christian Care to have its own Van/Bus to
transport persons to Mrs. ect & Shop @ Whirepool
for Hydro therapies / Pool*

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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

A M.H.D. assisted living facility in the Verde Valley
would be a great and much needed facility to not
only the residences of Christian Care but to the
whole area of Northern Arizona. Please approve
the Christian Care application for an assisted living
up grade.



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CHRIS FETZER
EXECUTIVE DIRECTOR

May 4, 2012

John S. Norris, CEO
Christian Care Management, Inc.
PO Box 83210
Phoenix, AZ 85071

Dear Mr. Norris,

We at the Area Agency on Aging, Region III are pleased to convey our support for Christian Housing- Cottonwood, Inc. project to develop assisted living in Cottonwood, AZ for low-income seniors. Through our work serving older adults in Yavapai County, we recognize the critical need for affordable housing and services for the elderly. We strongly support Christian Care's plans to develop this type of housing.

We look forward to collaborating with Christian Care in serving older adults in Yavapai County. responding to the FY12/13 Attendant Care and In-Home Respite Request for Proposal.

Sincerely,

Mary Beals-Luedtka
Director, NACOG - AAA



2345 E. Thomas Rd., Suite 290

Phoenix, AZ 85016

602/322-0100

Fax 602/322-0118

www.azalfa.org

April 24, 2012

Mr. John S. Norris, CEO
Christian Care Companies
2002 W. Sunnyside Drive
Phoenix, AZ 85029

Dear Mr. Norris:

As Executive Director of the Arizona Assisted Living Federation Agency ("Arizona ALFA") I want to express our agency's enthusiastic support for Christian Housing Cottonwood, Inc.'s plan to develop assisted living housing in Cottonwood, Arizona for very low-income elderly. In our experience working with the elders of our community, we recognize on a daily basis that a critical need exists for affordable elderly housing and services. We are pleased to support a project addressing this housing need.

We are very supportive of the idea to create this type of housing in Cottonwood and believe that Christian Care's experience developing supportive elderly housing and providing services to elders will insure its success.

Arizona ALFA has enjoyed a long-standing collaborative relationship with the Christian Care entities and we appreciate the opportunity to be able to provide our input on this project. We look forward to continuing the effective partnership that exists between our agencies, allowing us to achieve our mutual goal of providing supportive services to elders throughout Arizona and the residents of this proposed project.

We are pleased to work in coordination with Christian Care and other area organizations to develop a comprehensive and holistic approach to providing affordable assisted living housing and supportive services to Arizona's senior adults and we heartily endorse Christian Care in its efforts.

Sincerely,

Karen Barbo
Executive Director



HOSPICE of the SOUTHWEST

Caring for each other.

Ms. Aretha Williams
U.S. Department of Housing & Urban Development
451 7th Street, SW
Washington, DC 20410-0500

Dear Ms. Williams:

This letter is being submitted in support of Christian Housing-Cottonwood, Inc. and their grant endeavor through the Assisted Living Conversion Program, to convert existing housing units in efforts to address the growing needs of frail and elderly residents. Given that our own mission is to provide exceptional care as it relates to end of life care for patients and their families, a program like this one, which aims to assist elders to further age in place with independence and dignity, is in absolute synergy with our organization.

Our organizations believes that if Christian-Housing-Cottonwood receives the grant award, the needs of the Cottonwood-Verde Valley community will greatly benefit and have a higher sense of community and continuity of care between healthcare providers, social services and those who chose to live independently.

We genuinely look forward to continuing our "patient-centered" relationship with Christian Care in this community.

Sincerely,

Todd E. Leach
Managing Partner
Hospice of the Southwest



William Hayes
Vice-President and CFO
Verde Valley Community Hospice

Verde Valley Community Hospice
859 Cove Pkwy, #103
Cottonwood, AZ 86326
Phone (928) 634-1073

450 N. Dobson
Ste. 108
Mesa, AZ 85201

PHONE (480) 456-9300
FAX (480) 456-9696
WEB SITE www.hospiceofthesouthwest.com



647017390000
332880170-8498

Verde Valley Senior Citizens' Association, Inc.

April 27, 2012

Ms. Toni Glenn, Property Manager
Christian Care Apartments
859 S. 12th Street
Cottonwood, AZ 86326

Dear Ms. Glenn:

As Executive Director of the Verde Valley Senior Citizens' Association, Inc. I wish to express enthusiastic support for Christian Care's plan to develop assisted living housing in Cottonwood, Arizona for very low-income elderly. In my many years of experience working with the elders of our community, I recognize that a critical need exists for affordable housing for the elderly accompanied by hands-on services. I am pleased to support a project addressing this housing need.

The Verde Valley Senior Center has enjoyed a long-standing relationship with Christian Care Apartments in Cottonwood and we appreciate the opportunity to continue to offer hot nutritious meals, transportation services and social events to the residents. We look forward to continuing the positive relationship that exists between our agencies, allowing us to achieve our mutual goal of providing supportive services to elders in our community and the residents of this proposed project.

We heartily endorse the addition of assisted living services to benefit low-income elderly residents in the Verde Valley.

Sincerely,


Elaine Bremner
Executive Director

Location 500 E. Cherry Street ♦ *Mailing Address* P.O. Box 681 ♦ Cottonwood, AZ 86326
Phone 928.634.5450 ♦ *Fax* 928.649.0520 ♦ *E-Mail* seniorcenter@verdenet.com
Web Site verdevalleyseniorcenter.org

April 25, 2012

Ms. Toni Glenn
Christian Care Organization
859 S. 12th Street
Cottonwood, AZ 86326

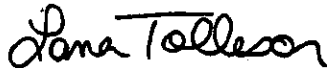
Dear Ms. Glenn:

I am writing to support the HUD Assisted Living Conversion Program (ALCP) grant application being submitted by Christian Care Organization doing business as Christian Care Apartments.

It is my understanding this proposal will enable the modification and adaptation of apartments at Christian Care Manor 1, which is almost 15 years old, to meet the needs of current and future residents. The proposed project will create assisted living apartments in Cottonwood, Arizona providing the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

Meeting the needs of the elderly is a top priority for me. There is a serious need for affordable assisted living in our community and this ALCP project will continue to help meet that need. I fully endorse Cottonwood Christian Care's efforts to bring affordable assisted living to the seniors of the Cottonwood and Verde Valley area.

Sincerely,



Lana Tolleson,
President/CEO
Cottonwood Chamber of Commerce



Catholic Charities
Community Services

Providing Help. Creating Hope. Serving All.

April 26, 2012

Toni Glenn
Resident Manager
859 S. 12th Street
Cottonwood, AZ 86326

Dear Ms. Glenn:

As Programs Director of the Catholic Charities Community Services I want to express our agency's enthusiastic support for Christian Care's plan to develop assisted living housing in Cottonwood, Arizona for very low-income elderly. In our experience working with the elders of our community, we recognize on a daily basis that a critical need exists for affordable elderly housing and services. We are pleased to support a project addressing this housing need.

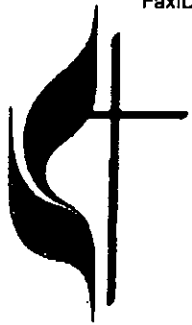
We are very supportive of the idea to create this type of housing in our community and believe that Christian Care's experience developing supportive elderly housing and providing services to our community elders while collaborating with other community organizations will insure their success.

Catholic Charities Community Services has enjoyed a long-standing collaborative relationship with Christian Care and we appreciate the opportunity to be able to provide our input on this project. We look forward to continuing the effective partnership that exists between our agencies, allowing us to achieve our mutual goal of providing supportive services to elders in our community and the residents of this proposed project. Catholic Charities Community Services enthusiastically supports increasing low-income assisted living housing for the elders of our community and hopes that our contribution will further the success of this project.

Catholic Charities Community Services looks forward to the informational meetings planned by Christian Care. We are pleased to work in coordination with Christian Care and other area organizations to develop a comprehensive and holistic approach to providing affordable assisted living housing and supportive services to the community's elders and we heartily endorse Christian Care in its efforts.

Sincerely,

Carol Quasula, MSW
Programs Director



Mountain View United Methodist Church

901 SOUTH 12th STREET
COTTONWOOD, ARIZONA 86326
Telephone (928) 634-8857

April 25, 2012

Ms. Toni Glenn
Christian Care Organization
859 S. 12th Street
Cottonwood, AZ 86326

Dear Ms. Glenn:

I am writing to support the HUD Assisted Living Conversion Program (ALCP) grant application being submitted by Christian Care Organization doing business as Christian Care Apartments.

It is my understanding this proposal will enable the modification and adaptation of apartments at Christian Care Manor 1, which is almost 15 years old, to meet the needs of current and future residents. The proposed project will create assisted living apartments in Cottonwood, Arizona providing the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

Meeting the needs of the elderly is a top priority for me. There is a serious need for affordable assisted living in our community and this ALCP project will continue to help meet that need. I fully endorse Cottonwood Christian Care's efforts to bring affordable assisted living to the seniors of the Cottonwood and Verde Valley area.

Sincerely,

Paula Jane O'Neil

Mountain View United Methodist Church

April 27, 2012

Ms. Toni Glenn
Christian Care Apartments
859 S. 12th Street
Cottonwood AZ 86326

Dear Ms. Glenn:

I've been a local resident of Cottonwood, AZ since 1976; I am also a customer service representative of Country Bank. I am very active in our community and very excited to hear about a possibility of an assistant living program in our area.

I have elderly parents and in-laws that live in this community as well. I know first hand how difficult it is to find the right agencies to help with care. In my experience, our families had to drive to the next town for care. This is not only expensive, but it takes time away from being close by to our loved ones in order to meet their needs.

I support your agency on a proposal to create an assistant living facility. It is very important to our families of Verde Valley to have options available for their loved ones. These types of facilities are helpful for our elders, and it also helps our community by creating jobs.

I look forward to attending your local meetings and becoming informed of the progress. Our elderly citizens and there families are very deserving of these types of facilities available for use. Good luck with your project, I wish you great success.

Sincerely,



Rebecca Hernandez
Customer Service Representative
Country Bank
597 St. Rt. 89A
Cottonwood, AZ 86326.
(928) 639-0020

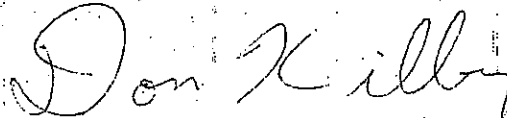
4/26/2012

Concerning Christian Care Senior Apartments
12th Street, Cottonwood, Arizona, 86326

To whom it may concern:

My name is Don Kilby and I work for Angels Care Home Health. We are an in-home skilled nursing and Therapy Company located in Cottonwood Ariz. I have had the pleasure of working with Arlene and Toni while educating residents on Health care issues and have found them always to be helpful and very professional at all times. The Verde Valley is very abundant in seniors who require and are searching for both Independent living and Assisted Care Homes. There is a shortage of both. I would be thrilled to see a portion of Christian Care Apartments converted to Assisted Care Units. Angels Care looks forward to assisting all your residents in staying healthy and away from emergency rooms and skilled nursing facilities.

Sincerely, Don Kilby
Account Executive
Angels Care Home Health, Phone: 928-649-8890



Angels
Care Home Health
www.angnarkholdings.com

Don Kilby
Account Executive

Cottonwood • Prescott Valley & Surrounding Areas

301 S. Willard Street • Cottonwood, AZ 86326
P: (928) 649-8890 • F: (928) 649-8891
dkilby@angnarkholdings.com

April 23, 2012

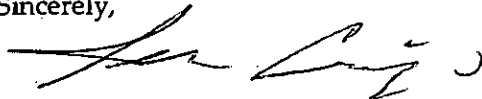
To Whom It May Concern:

I am writing to support the HUD Assisted Living Conversion Program grant application being submitted by Christian Care Organization for the Cottonwood location.

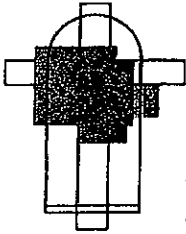
It is my understanding this proposal will enable the modification and adaptation of apartments of building one, which is almost fifteen years old, to meet the needs of current and future residents. The proposed project will create assisted living apartments in building one providing the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

Meeting the needs of the elderly is a top priority for me, as my mother is a resident of Christian Care in building one, and I am a technician at ALL-Med Equipment servicing many residents of this Senior Housing in my profession. There is a serious need for affordable assisted living in our community and I believe Cottonwood Christian Care, ALCP project will continue to help meet that need. I fully endorse this proposal of bringing affordable assisted living to the seniors to our Verde Valley Community

Sincerely,



John Cickavage,
ALL-Med Field Technician



National Church Residences

Affordable Housing Management & Services | info@ncr.org | www.ncr.org | TDD 800.925.8689

Tuzigoot Village | 1600 E. Skyline Dr. | Cottonwood, AZ 86326 | 928.634.3669 | Fax 928.639.0116 | 0950@ncr.org

National Church Residences

Bristol Village

Heritage

InCare

Traditions

NCR University

April 24, 2012

Attention: Toni Glenn, Resident Manager

RE: Christian Care Manor 1 Plan

Dear Ms. Glenn

I want to express my enthusiasm and support for Christian Care Cottonwood Manor 1 plan to develop assisted living housing in Cottonwood, Arizona, for the low-income elderly. Within our community we recognize that a serious need exists for affordable elderly housing and services. We are pleased to support a project addressing this for the Cottonwood and Verde Valley area.

I believe that Christian Care has the experience to develop this Assisted Living Center for low income seniors and I endorse it and the efforts of Christian Care for the necessity of our community.

Respectfully,

Lori Talley
Property Manager, Tuzigoot Village



Since 1961 combining compassion with professionalism in our ministry of housing and supportive services to families and older adults.



DUNS: 9647017390000
Mountain View Villa Apartment Homes

25 April, 2012

To whom it may concern;

As Property Manager of Mountain View Villa Apartment Homes I want to express our community's enthusiastic support for Christian Care Apartments plan to develop assisted living housing in Cottonwood, Arizona for very low-income elderly. In my experience working with the elders of our community, I recognize on a daily basis that a critical need exists for affordable elderly housing and services. I am pleased to support a project addressing this housing need.

I, along with my staff are very supportive of the idea to create this type of housing in our community and believe that Christian Care's experience developing supportive elderly housing options will insure its success.

I have enjoyed a long-standing collaborative relationship with Christian Care Apartments and appreciate the opportunity to be able to provide our input on this project. I look forward to continuing the effective partnership that exists between our agencies, allowing us to achieve our mutual goal of providing supportive services to elders in our community and the residents of this proposed project.

I look forward to further information provided on this venture and certainly support the need for this expansion of services.

Sincerely,

Cari J. Wells
Property Manager



Fire Extinguishers*Emergency and Exit Lighting*Sprinkler systems

Christian Care Apartments
801 S. 12th St.
Cottonwood, Az. 86325

To whom it may concern:

I want to express our support for Christian Care Cottonwood Manor 1 plan to develop assisted living housing. This is a needed service in the Cottonwood area and would be a great benefit to the community. We are pleased to support a project addressing this.

We are in the fire protection business, and have been involved in the fire protection aspect of the Christian Care Apartments. Our company wishes to support the building projects that we service. Abreeze Fire Protection has enjoyed a long-standing relationship with Christian Care Cottonwood and we appreciate the opportunity to be able to provide our input on this development. We look forward to continuing the effective partnership that exists between us, allowing us to achieve mutual goals of providing supportive services in our community and safety to the residents of this proposed project.

Date 4-27-12

Coy Baumgaertel Jr.
Vice President
ABREEZE FIRE PROTECTION
ROC234174

4-27-12

Letter of support for Christian Care,

As a citizen of the City that Christian Care resides in, I offer my support for the organization and the assisted living service it provides. As I get to the point in my life where my parents may require the service, it is good to know that these folks will be there.

Having recently been elected to the City Council I know that our community has very few assisted living facilities to serve an aging retiree population. We should do all we can to assure our seniors a place where they can age in peace and still be cherished members of the community that can still impart the wisdom that many years of life can provide.

Once again I appreciate and support the work that Christian Care is doing to make the City a better place for all of its citizens both young and old.

Jesse Dowling
654 Silver Springs Circle
Cottonwood, AZ 86326



CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

DARLENE COOK BODDY
Health Insurance Agent
Cell (928) 300-9851
Office (928) 649-9939
Email: boddycook@gmail.com
830 South Main St, 2E
Cottonwood, AZ 86326

April 24, 2012

To Whom It May Concern:

I am writing in support of the assisted living facility that Christian Care Apartments is trying to create in their wonderful complex on 12th Street in Cottonwood, Arizona.

Numerous older friends of mine have been or are housed here. It is convenient to groceries, doctors, hospitals and physical therapy centers making it ideal for our older population. The one thing missing is assistance as they get older and incapable of doing some things for themselves that they are used to doing. Losing these abilities is extremely hard. Add to that the necessity of moving out of the complex to new surroundings and it is terribly overwhelming.

I encourage you to allow this effective complex for our older citizens to remodel a portion of the complex to house those needing extra assistance as they age.

Thank you for your consideration,

Darlene Boddy
1462 E Bart Circle
Cottonwood, AZ 86326
928-300-9851

**Arlene Railey
P.O. Box 201
Cottonwood, AZ 86326
928-202-9260**

April 24, 2012

Attention: Toni Glenn, Resident Manager

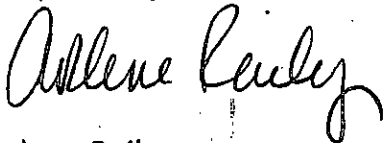
RE: Christian Care Manor 1 Plan

Dear Ms. Glenn

I would like to express my passion and support for Christian Care Cottonwood Manor 1 plan to develop assisted living housing in Cottonwood, Arizona, for the low-income elderly. This is a needed housing center in our area that will benefit our residents her to age in place and within our community we recognize that a serious need exists for affordable elderly housing and services. I am pleased to support a project addressing this for the Cottonwood and Verde Valley area.

I believe that Christian Care has the involvement and expertise to develop this Assisted Living Center for low income seniors and I highly recommend it and the efforts of Christian Care for the necessity of our community.

Respectfully,



Arlene Railey,
Resident Service Coordinator

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(9) Policy Priority Points: HUD has selected the Policy Priority: “Using Housing as a Platform for Improving Quality of Life” for this NOFA.

This exhibit addresses these components as presented in this project's Logic Model:

- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3B)
Utilize HUD assistance to improve health outcomes*
- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3D)
Utilize HUD assistance to improve housing stability through supportive services for vulnerable populations including the elderly, people with disabilities, homeless people, and those individuals and families at risk of becoming homeless*
- *Policy Priority- Housing as a Platform- Number of outreach activities per year to increase the awareness and access to public benefits*
- *Policy Priority- Housing as a Platform- Number of public benefit programs for which ALF/SEH residents apply for as a result of the work of the outreach activities*

CCC, in its efforts to actively encourage HUD's Policy Priority: Housing as a Platform for Improving Quality of Life, will enter into collaborations with:

1. Arizona Healthcare Cost Containment System (AHCCCS)/ Arizona Long Term Care System (ALTCSS) – assessments for program acceptance
2. Adult Protective Services (APS) – protective services to residents

3. Cottonwood Area Transit Services (CATS)/ADA – transportation to medical appointments, shopping and other activities.
4. Verde Valley Guidance Center – counseling services.
5. Northern Arizona Council of Governments – area services ranging from home health care to cleaning services.
6. DES Food Stamps – PRN for registration
7. VVMC Senior Lifestyles (BHU) – behavior health issues
8. Verde Valley Senior Center – meals and clinics
9. RES Care – area agency that helps with in-home care ranging from grooming to cleaning; visiting nurses
10. Angels Care Home Health – in-home care and nursing services
11. Northern Arizona Veterans Affairs Health Care System – provides transportation to disabled veterans
12. Austin House – area adult day care and assisted living
13. Catholic Charities – area agency that helps with displacement of Seniors
14. Meals on Wheels (Cottonwood Senior Center)
15. Old Town Mission – provides clothing, food, helps with free vision checks and glasses
16. Postal – U.S. Postal Office, UPS
17. Central Arizona Food Bank – provides food boxes, bread, pastries, etc.
18. Cottonwood Chamber of Commerce – area resources of Verde Valley
19. Verde Valley Hospice – hospice care.
20. Preferred Homecare – oxygen providers, medical supplies
21. ALL MED – medical equipment, oxygen and supplies
22. Tender Hearts Home Health – meal preparation, errands, light housekeeping
23. CJ's Need a Lift – transportation services.

24. Lion's Club – vision and hearing services
25. Nurses Network – nursing services
26. Methodist Church – food baskets every other Wednesday
27. Verde Valley Caregiver's Coalition – Adopt a resident at Christmas; free light cleaning and handyman services.
28. Avon lady – provides reduced cost product and hand massage services
29. Clarence – mechanic services for resident vehicles.

These efforts will help to improve education, health, economic and public safety outcomes as stated in the HUD Policy Priority Points Housing as a Platform for Improving Quality of Life

As part of this initiative CCC will identify the Assisted Living populations to be served and the baseline from which improvements are to be measured. This project-based collaborative planning approach will facilitate coordination and accountability among the various service providers which will be key in making this Policy Priority successful at CCC. Stable housing will provide an ideal platform to deliver a wide variety of services to improve education, health, economic security, and safety for the residents at CCC. ALCP grant funding will enable CCC to provide physical space to co-locate healthcare and wellness services with housing on-site for the residents at CCC.

Taking the initiative through outreach and other means, ultimately contributes to successfully utilizing HUD Policy Priority housing as a platform for improving quality of life.

Funding of this ALCP grant will allow CCC to support the following activities to promote HUD's Policy Priority: Housing as a Platform for Improving Quality of Life:

- Improve health outcomes for those living in HUD-assisted and HUD regulated housing;



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]
Resident Name

00
Apartment #

Please consider the following improvements and services:

*my thoughts on matter are
undecided at the moment*

*I believe there pros and cons
with this I will inform you as soon
as I know further. But will be eternally grateful
for residents could age in place with
assisted living*



859 South 12th Street • Cottonwood, Arizona 86326

Direct Line (928) 641-5104

Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org

Page 1 of 165



*at
Christian
Care.*



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



Christian Care Apartments
A Christian Care Company

April 16, 2012

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I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*I believe the addition's to this complex will do alot of people
alot of good. Maybe some part time jobs for Residents
could develop. Especially for ones who have the experience to do
them. ~~These~~ Consideration's should be also for People in
Roxie Anderson's additional needs.*



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

Three levels of care; building was renovated for assisted care living. This will be so much easier for older people not to be moved so much. I think the improvements proposed would help financially in the long run. It will also be helpful to community and surrounding area. Please God.



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*I would appreciate services for laundry, meals
and personal care since I broke my hip.*



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

Transportation for these people to go to Dr. Hoery, or the hospital, if needed. If considering a bus for transportation, I would like you consider me as a driver. Also helping residents w/ their physical ability, any kind of movement will help.

859 South 12th Street • Cottonwood, Arizona 86326

Direct Line (928) 641-5104

Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

NONE



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

A Nice big area to play piano, organ, computers, games
A big kitchen for our pot lucks. Covered patio for outdoor
BBQ's. Fitness area & TV. (as seniors are staying fit longer)
I'd hope you can think of a shopping trip etc.
bus. Thank You. [Redacted]



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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

Please change the plumbing fixtures from this:
change it from A Single faucet TO THIS:
These will hurt arthritic hands & keep them from shaking. Separate hot & cold faucets are easier to adjust for temp & easier on hands.
It hurts your wrist too having to bend wrist back & forth



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letterhead.doc

See back →



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Sincerely,

Resident Name

Apartment #

Please consider the following improvements and services:

New Windows to improve cost of heat & cooling
This is a great Idea

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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

4-17-12

Resident Name

Apartment #

Please consider the following improvements and services:

I think Christian Apts. really does need
a partial care here. So many of the long term
patrons has to go to these other care places, when
they would love to stay here, as this was their
home I would like to stay here also.



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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

When the time comes that I must go into assisted living, how comforting it would be to remain in the Christian Care Apartments in Cottonwood Arizona which I consider my home, not just an apartment.



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

I think it would be wonderful if
The clients were able to Age in place
& knowlege that we are able to have
assisted living here on the campus
Thank you.



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*covered patios would be nice for seniors to be
able to sit under during the hot summer days.
its good for residents to be outside sometimes.
may God Bless all you do here.*

[Redacted]



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

Resident Name

Apartment #

Please consider the following improvements and services:

I think this is a good idea



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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*Since I live in an apt. away from Bldg. #1
I'm not thinking about moving. I am already old
& I'm sure that in 2 or 3 yrs. I won't be here. I'm
sorry I can't support this plan. I am very satis-
fied with my apt.*



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

Resident Name

Apartment #

Please consider the following improvements and services:

*I think it is a very good idea and plan for assisted living here for residents of Christian Care. It will ease the minds of residents that are getting to the point of assistance we all may reach that at one time.
Blessing to you all & Thank you.*



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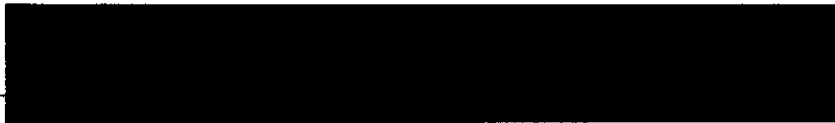
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Sincerely,



Resident Name

Apartment #

Please consider the following improvements and services:

Re the proposed 39' X 19' "Multi-Purpose" extension (hopefully, separate from the Computer Room),
I envision a Christian Care Cottonwood Multi-Purpose/Community Room, which, by nature of its size
and layout, encourages a Resident sit down to a piano and express themselves, not only for their
own appreciation and enjoyment, but for others, as well. Indeed, it has been my happy experience,
at other multi-family Senior facilities, to be an integral part of such rewarding sessions.. LTC



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help manage chronic conditions such as diabetes, heart, disease, COPD or arthritis. Skilled nursing staff are on-call 24 hours a day, seven days a week to work with residents and their health care team to provide personalized health services such as:

- Diabetes management and teaching
- Cardiopulmonary assessment
- IV infusion therapy
- Laboratory testing
- Pain management
- Postoperative care
- Wound care
- PT, OT and Speech Therapies
- RN Medication Organization
- RN Client Assessment
- Supportive Services for Activities of Daily Living

Skilled Nursing

Located on the Christian Care Companies, Phoenix Campus, Christian Care has been serving the health and retirement needs of North Central Phoenix since 1981. A 20-acre campus, located near 19th Avenue and Cactus Road, provides retirement living and health care of the highest quality.

Racial/ethnic composition of the populations served:

Presently six percent (6%) of the elderly residents in the Christian Care Cottonwood campus are minority, which consists of six Hispanic.

Specific meals and/or supportive services provided on a regular basis:

Please see attached Events flyers, newsletter and brochures, all of which evidence Christian Care's capabilities and experience in providing meals and supportive services to frail residents on a regular basis.

Information and testimonials from residents or community leaders on the quality of the services:

Community Awards & Recognition

CCMT has been recognized locally and nationally for use of best practices and provision of quality services.

- Christian Care Manor I, II, III, IV and the Cottonwood properties continually receive satisfactory ratings on their annual HUD REAC inspections and Management Operational Reviews.
- Christian Care Management received a Best Practice Award from the U.S. Dept. of HUD, Phoenix office, Terry Goddard, Director, in Sept. of 1995.
- Christian Care Nursing Center has received seventeen consecutive excellent state survey ratings from the Arizona Dept. of Health Services.
- Christian Care Nursing Center received a Certificate of Leadership from the Health Services Advisory Group (Centers for Medicare/Medicaid) in January 2005.
- The Arizona Association of Housing and Homes for the Aging (AzAHA) presented Christian Housing – Mesa, Inc., the Best Practice Award in 2003 for their development of assisted living services in a HUD Section 202/PRAC project.
- The Arizona Association of Housing and Homes for the Aging (AZAHA) presented Christian Care with a Best Practices Award and an Excellence in Service Award to Aggie Rader, CNA, in 2006.

Please see attached letters from residents and community leaders and organizations attesting to the quality of services at CCC.



Christian Care Apartments
A Christian Care Company

Angles Care Home Health Presents "Ask the Nurse"



Bring any medical questions you may have.

**This will be a great opportunity for you to
receive beneficial information. Come out and
join us Tuesday, April 10th at 10:30am Bldg 1.**

We will be providing light refreshments.



859 South 12th Street • Cottonwood, Arizona 86326
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Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org

RESIDENT POTLUCK

WHEN: **Wednesday, March 21st**

WHERE: **Community Room Bldg #1**

TIME: **11:30 AM**

**Come join in the fun with your neighbors &
Christian Care Staff for March resident potluck.**



St. Paddy's Pot Luck

Don't forget to come wearing your green!

Food Suggestions: Main Dish, Side Salads, Finger Foods, Desserts
Bring your own drinks!

Christian Care will be providing 1 pan of Baked Ziti





Christian Care Apartments
A Christian Care Company

ANGELS HOME CARE PRESENT FREE BLOOD SUGAR TESTING



Please come out and get your blood sugars
check by a certified RN and get some great
information **Wednesday, October 7th at**
10:30am Bldg 1.



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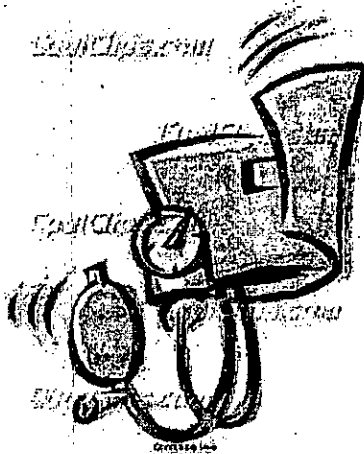


Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org



Christian Care Apartments
A Christian Care Company

VERDE VALLEY HOSPICE PRESENT FREE BLOOD PRESSURE SCREENING



Please come out and get your blood pressure
check and get some great information
Tuesday, November 15th at 10:30am Bldg 1.



859 South 12th Street • Cottonwood, Arizona 86326
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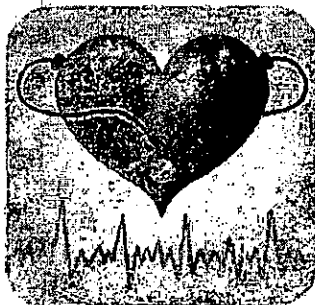


Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org



Christian Care Apartments
A Christian Care Company

Angles Care Home Health Presentation Stroke Prevention



Please come out and join us for some great
information **Tuesday, October 4th at**
10:30am Bldg 1. We will be providing light
refreshments.



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Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org



Christian Care Apartments

A Christian Care Company

NOW TAKING APPLICATIONS

Let us be your next home!

Cottonwood Christian Care Apartments is an affordable HUD subsidized Senior Housing Community for those **62 years of age and older**. The Department of Housing & Urban Development's financial eligibility criteria currently is:

- \$20,200 gross income per year or below for single occupancy
- \$23,100 gross income per year for household of two

At this time our wait list currently is approximately 6 months.

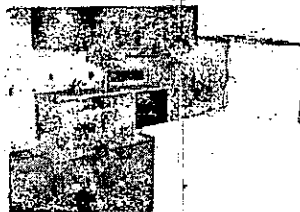
We are conveniently located just off 12th Street in Cottonwood, Arizona offering lovely single story one bedroom, one bath, spacious 600 square foot apartments in our 88 unit campus.

- | | | |
|--|-------------------------------|---------------------------|
| * Affordable Housing | * Planned Social Events | * Renovated units |
| * All Ground Floor Units | * Pets Allowed (under 20 lbs) | * Library, TV, Movie Area |
| * Utilities <u>Included</u> except Phone/Cable | * Handicap Accessible Units* | * 24 Hour Maintenance |
| * Community Room | * Central Air/Heating | * On-Site Laundry |

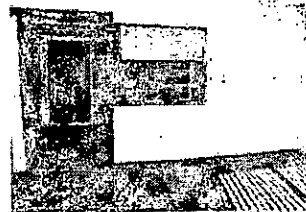
A Senior Lifestyle Community



Lovely Landscaping & Patios



Modern Updated Kitchens



Large Open Living Rooms



Spacious Baths

Let Cottonwood Christian Care Apartments be your new Home!

*One Handicap Unit In Each of our Eight Buildings.



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Springtime Blooms

One of the most beautiful potted plants in abundance in spring is the Easter lily. Native to Japan, lily bulbs were introduced in the United States after World War I. Many growers in the Northwest and Canada tried and failed to find the right combination of climate and soil needed to produce the best lilies. Today, 95 percent of the bulbs grown for potted lilies are produced along a stretch of coastline in southern Oregon and northern California.



R is for Rushing to dodge the falling drops

A is for April showers

I is for nature's Irrigation

N is for watering Newly planted gardens.

D is for Ducking under an overhang

R is for seeing a Rainbow

O is for hoisting an umbrella Over your head

P is for splashing in a Puddle

The rhyme "April showers bring May flowers" can be seen as a lesson in patience and optimism. It may be gloomy and wet today, but remember what we have to look forward to—the beauty and fragrance of spring blossoms.



Pest Control:

Stan's Pest Control will be here on the 20th this month.

~Please sign on the clipboard for this service.~

Area Services

Food Bank 634-7447

Senior Center 634-5450

Area Transportation

C.A.T.S. 634-2287

C.J.'s Need a Lift

Creative Friends

Tues. and Fri.—10:30 a.m.

Breakfast Club

First Sat.—10 a.m.

Games

Wed. and Sat.—6 p.m.

Film Fridays TBA



Q: Why did Justin cut a hole in his new umbrella?

A: Because he wanted to be able to tell when it stopped raining.

Q: If a band plays music in a thunderstorm, who is most likely to get hit by lightning?

A: The conductor.

Q: Why do mother kangaroos hate rainy days?

A: Because the children have to play inside.

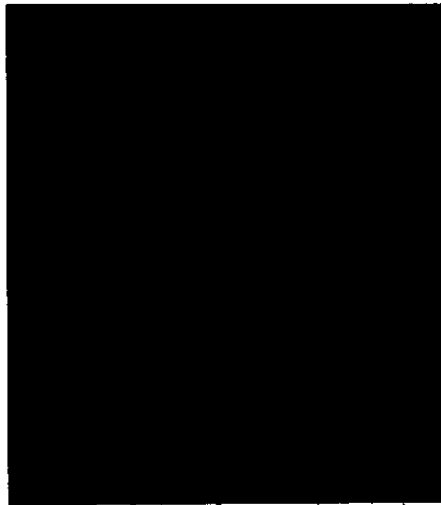
Q: Why did the weather want privacy?

A: It was changing.

Q: What doesn't get any wetter no matter how much it rains?

A: The ocean.

Happy Birthday



Maintenance Corner

Our environmental services department (Greg) will be providing a recycling container can in the lobby of each building.

We are replacing the old cardboard boxes off the floors with these great containers. They are a convenient way for the recyclables to be collected and have an appealing look rather

Welcome New Residents



Resident Party

Spring Themed Potluck,
Wednesday, April 18

than the brown boxes we currently use. We hope that all residents find them handy. Please remember **ABSOLUTELY NO GARBAGE OR WASTE** can be placed in them, only paper and cardboard and **empty rinsed out** plastics and non broken glass. Also, remember that there is still the big recyclable dumpster located by building 4 for those who want to get out for a walk and enjoy the nice spring air. Thank you, Greg, for this wonderful idea.



Manager's Corner

With warmer weather on the way and spring in the air, it's a great time to get outside and rid yourself of that cabin fever feeling. Take advantage of our many amenities and local parks, and while you're out and about, stop by the office and say hi. We love to hear from our residents! Thanks again for continuing to call our community your home. Have a great spring!

As warmer weather heads our way and more of our residents head outdoors, we want to remind our pet owners that pets must be on leashes at all times when outside your home and that you are responsible for picking up after them. Your neighbors will appreciate not finding surprises when they head out for a walk. Thanks!



Playful Pranks

Use this discussion topic to have a good laugh! Talk with your friends, family and neighbors about pranks you pulled in the past.

What was a clever prank you pulled on someone?

What was the best or most embarrassing prank someone else pulled on you?

Have you ever tried to trick someone and the prank went horribly wrong? What happened?

Was there ever a prank you wanted to pull but you decided against it?

Staff Directory

Name.....Title.....Direct Number

Office Main Line..... (928) 634-7571

Arlene Railey (8 a.m.-3 p.m. M-F)...Service Coordinator... (928) 641-5105

Greg Narciso.....Environmental Services..... (928) 641-5106

Jason Terrell.....Facilities/Maintenance..... (928) 641-5106

Toni Glenn (8 a.m.-Noon M-F)... Manager..... (928) 641-5104

Repairs..... (928) 641-5106

After-Hours and Weekend Emergencies..... (800) 628-1232
 (Phoenix Security)

April

Word Search



April Fools	Poetry
Arbor Day	Rainbow
Butterfly	Recycle
Clouds	Reduce
Daffodil	Reuse
Earth Day	Showers
Meadow	Tulips
Mist	Umbrella

S	L	O	O	F	L	I	R	P	A	K	E	B	L	C
M	H	V	B	U	T	T	E	R	F	L	Y	D	R	L
E	E	O	F	T	U	P	B	V	C	T	A	E	L	O
H	K	W	W	L	O	O	C	Y	S	F	D	W	O	U
G	J	B	I	E	R	J	C	I	F	U	H	O	M	D
A	F	P	T	D	R	E	M	O	C	P	T	B	P	S
P	S	R	A	Z	R	S	D	E	Q	P	R	N	L	E
K	Y	Y	J	O	Y	I	S	O	A	E	A	I	G	J
D	H	J	V	S	L	U	M	C	L	D	E	A	Q	W
V	K	O	J	V	E	E	D	L	O	C	O	R	P	A
W	R	C	E	R	C	J	A	O	S	O	X	W	Z	E



In a *Manor* of Speaking

News & Views of Activities at Christian Care Manors

VOLUME 15, NO. 5~

(602 Area Code:)

Jessica Duran, HUD Apartment Manager

443 - 5449 (Hours: p. 3)

Alex Periut, HUD Assistant Manager

861 - 3970 (Hours: p. 3)

Sheila Asala, Srv. Coord./Notary/Editor

Monday-Friday

443 - 5446

SECURITY / MAINTENANCE

678 - 4939

HAIR SALONS / BARBERSHOPS:

Oasis:443 - 5463

Health Center:443 - 5432

Fellowship Square:443 - 5422

Home Health (HelpCare).....443 - 5447

Health Center Admissions: 708 - 0460

Sr. FITness (Britt).....443 - 5479

Volunteering Info:....443 - 5419

FS/HC Front Desk:....943 - 1800

Manors Addresses:

M-I:11830 N. 19th Avenue

M-II:11802 N. 19th Avenue

M-III:1944 W. Sunnyside Drive
(plus apartment #), Phx., AZ - 85029

Anyone can see this newsletter at

www.christiancare.org

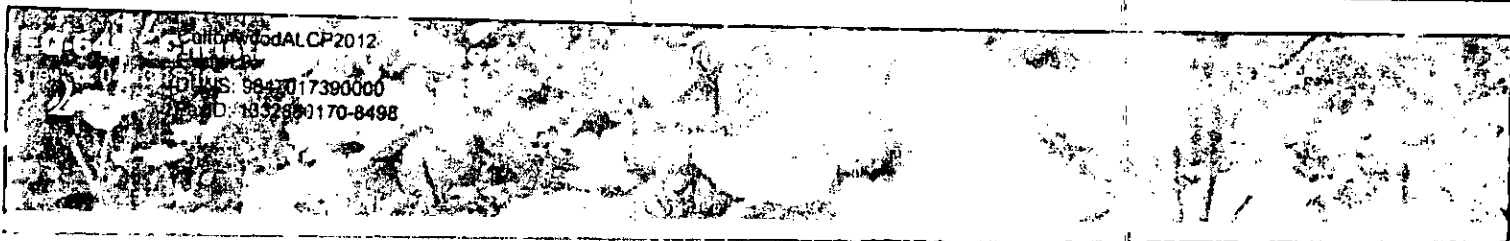
May 2012



2012 BBQ a SUCCESS!

Delicious pork/chicken BBQ + strawberry shortcake helped distract from rain (hail!) and cold during the annual event which this year included an Art Show, M-I 30th Anniversary Recognition, musicians and tours of our 20-acre campus! "Thanks, everyone!"





CANDIDS:



Jo Theodore



Charlie Diehl



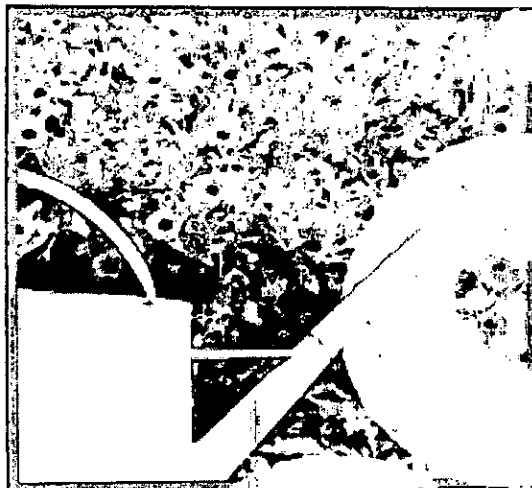
Gary Stacy



Vi LiLau



Norma Arnold
(More candids: p.3)



Knowledge IS Money!:

1. Name the one sport in which neither the spectators or participants know the score or the leader until the end.
2. What famous N. American landmark is constantly moving backward?
3. Of all vegetables, only 2 can live to produce on their own for several seasons. All others must be planted each year. What are the 2 perennials?
4. What fruit has its seeds on the outside?
5. One can buy pear brandy with a real whole, ripe pear inside the bottle. How did it get there?
6. Only 3 words in standard English start with 'dw'. Name two of them.
7. Of the 14 punctuation marks in English grammar, can you name at least half of them?

(Continued on page 6)



Let's hear "Cheers!" for:



the FS Diningroom & Café Staff

Fry's site ADDED:

We will go to Fry's on Union Hills & 19th Avenue in response to residents wanting both this site and the Chase Bank within. 3rd Wednesday at 1:30 this month.

Comments?: please contact Sheila

Volunteer Corner



"Congratulations, Roy!"

On May 31st, Roy Patterson, M-I, will be awarded 'Volunteer of The Year' for AZ at the Radisson Resort during the LeadingAge Conference. "Thanks, Roy!" for all you do for so many!



CANDIDS:



One example of the hangers being made

EXTRA SAFETY the FUN way!

Many Manor I residents joined together to add a *Door Hanger* program to our Alert System already in place! While residents have tried this *Door Hanger* program in different Manors over the years, newer independent living folks now make this the added safety assurance everyone increasingly wants these days!

This '*buddy system program*' is recommended for all!

Want information? Please call the Managers
(Management will assist if requested.)



Joe Magurany



Carol Cardinal

TRANSPORTATION:

Dial-A-Ride - 253 - 4000

Only for registered persons with disabilities certified via ADA.

All trips must be scheduled one to 14 days in advance.

DUET - 274 - 5022

Only for those homebound due to physical disability.

Need four to five days' notice.

A.D.A. - 495 - 5777

Requires application/verification of need. ~Application available in Sheila's office.~

SENIOR CAB:

Vouchers for Cab Rides:

Only \$6 for \$20 Worth!

(Not '20 rides')

MVD Transportation

CALL 801-1163 or 801-1164

For rides after receiving Voucher Booklet, customers should call one of the 19 cab companies directly.
(List comes with booklets.)



St. Mary's Food Bank

A monthly commodities food box delivered to your door each third Tuesday.

Maximum qualifying incomes are:

\$1,180 (singles) (gross income)

\$1,580 (couples) (gross)

Please be home that day

or have a note on your door as to which nearby apartment will have a person to sign for it.

For their application, please call Sheila.



Jovan Gilgic



Shirley Lange



Lucy Knott

May 20

Phone: 964-717-3800
Fax: 964-717-3800
FaxID: 1332880170-8498

Home Health:

Jamie Childress & Anita

Garrett, RN

1-101

443-5447

(Watch for updated
photo, please)



CC Outpatient Re-Hab

1-101



Dr. Askew + Robin, HH
Palliative Care, 1-101



Donna Wilt, InSpiris
Intake/Advisor
463-9364



Dr. Saima Jesmin, PCP



Yvonne Velasco, NP

Sunday

Monday

Tuesday

~ Be sure to sign up for trips in
your Blue Book ahead of time
(so drivers can plan for spaces
needed)!
~ Please be in your lobby 15
minutes prior to stated bus
departure time.
~ Round-trip
fare still only \$1.25.

LEGEND:

I = Manor I

II = Manor II

III = Manor III

FS = Fellowship Square
(‘Centerview’ is on their 2nd
floor)

HC = Health (Nursing) Center

O = Oasis Assisted Living

SPRAY - I

2:30: SrFIT Walk

6

7

8

11: Bible Study: I

2:30: SrFIT Group Exercises: II

6:15: Bingo: FS

3: Church: FS

SPRAY - II

2:30: SrFIT Group Exercises: II

13

14

15

11: Bible Study: I

2: **VIP** Support Group: II
(Visually Impaired Persons
Support Group)
Everyone Welcomed!

2:30: SrFIT Group Exercises: II

6:15: Bingo: FS

3: Church: FS

SPRAY - III

7: SrFIT Pool*
(* fee required)

7: FoodPlus deliveries begin

2:30: SrFIT Walk

20

21

22

11: Bible Study: I

2:30: SrFIT Group Exercises: II

6:15: Bingo: FS

3: Church: FS

7: SrFIT Pool*
(* fee required)

2:30: SrFIT Walk

27

28

29

11: Bible Study: I

6:15: Bingo: FS

Memorial Day

3: Church: FS

2:30: SrFIT Walk

Calendar of Events

Wednesday	Thursday	Friday	Saturday
<p>2</p> <p>8:30: Fry's Trip (10% OFF for Seniors)</p> <p>2:30: Bible Study: II</p> <p>2:30: SrFIT Group Exercises:II</p> <p>6:15: Bunco!:FS</p>	<p>3</p> <p>2:30: SrFIT Walk</p> <p>4: CC Choir Practice: FS</p>	<p>4</p> <p>1:30: Super-Target Trip</p> <p>2:30: SrFIT Walk</p>	<p>5</p> <p>10: Mass: FS</p> <p>2: Sing-Along: I</p>
<p>9</p> <p>8:30: Fry's Trip</p> <p>2:30: Bible Study: II</p> <p>2:30: SrFIT Group Exercises:II</p> <p>6:15: Bunco!: FS</p>	<p>10</p> <p>1:30: Super-WalMart Trip</p> <p>2:30: SrFIT Walk</p> <p>4: CC Choir Practice: FS</p>	<p>11</p> <p>9: WellsFargo + Chase Banks Trip</p> <p>1:30: Breads, Sprouts, Walgreens Trip</p>	<p>12</p> <p>10: Mass: FS</p> <p>2: Sing-Along: I</p>
<p>16</p> <p>8:30: Fry's Trip</p> <p>1:30: 'Fry's on UH' (w/Chase Bank)</p> <p>2:30: Bible Study: II</p> <p>2:30: SrFIT Group Exercises:II</p> <p>6:15: Bunco!: FS</p>	<p>17</p> <p>7: SrFIT Pool* (* fee required)</p> <p>2: Lutheran Service: FS</p> <p>2:30: SrFIT Walk</p> <p>4: CC Choir Practice: FS</p>	<p>18</p> <p>1:30: 99¢ Store Trip (W. Bell + 43rd)</p> <p>2:30: SrFIT Walk</p>	<p>19</p> <p>10: Mass: FS</p> <p>2: Sing-Along: I</p>
<p>23</p> <p>8:30: Fry's Trip</p> <p>2: AMRC General Meeting: II</p> <p>2:30: Bible Study: II</p> <p>6:15: Bunco!: FS</p>	<p>24</p> <p>1:30: Super-WalMart Trip</p> <p>2:30: SrFIT Walk</p> <p>4: CC Choir Practice: FS</p> <p>4: Dinner Trip***: Macayo's *** = please call Sheila to get on this list</p>	<p>25</p> <p>1:30: Breads, Sprouts, Walgreens Trip</p>	<p>26</p> <p>10: Mass: FS</p> <p>2: Sing-Along: I</p>
<p>30</p> <p>8:30: Fry's Trip</p> <p>2:30: Bible Study: II</p> <p>2:30: SrFIT Group Exercises:II</p> <p>6:15: Bunco!: FS</p>	<p>31</p> <p>2:30: SrFIT Walk</p> <p>4: CC Choir Practice: FS</p>	<p>(WinCo Grocery Store is open on Bell + 7th Avenue. Do you want a trip to explore this 'you-pack-it' big box store? Yes? Then let Sheila know")</p>	<p>"Why should I sign up in my Blue Book ahead of that day's trip?"</p> <p>Answer: The drivers check to make sure at least 5 will go, as that's the minimum for most trips, and to see what scooters, wheelchairs must be accommodated.</p>



Manor-isms:



MEAL CARD:

Two ways to use your Meal Card:

1. Pre-pay, and/or
2. Use it and be billed for meals purchased, on your monthly rent statements.

(If you do not have enough balance on your card, purchases will automatically be billed.)

In M-II, balances are not available on a receipt or from staff. Please do not contact the Accounts Dept. Questions should be directed to the **Manager's Office:**
861-3970



Jessica Duran
and Alex Perlut
Apartment Managers

Managers' Office

Hours:

Mon.: 9 - 4
Tues.: 9 - 4
Wed.: 9 - 5
Thurs.: 9 - 5
Fri.: 9 - 4
(Sat.: By Appointment)

'Knowledge IS Money' con'd:

8. Name the only vegetable or fruit that is never sold frozen, canned, processed, cooked or in any other form except fresh.
9. Name 6 or more things that you can wear on your feet beginning with the letter 's'.

The first Manors resident to submit all correct answers, after 8:30 a.m. on Monday,

April 30th,

to Sheila's M-II office will win \$5.00 cash!

Resident Council:

Our All-Manors Resident Council (AMRC)

will meet on Wednesday,

May 23rd, in M-II, 2 - 3 pm

All residents encouraged to attend!

Please return your

Response Form by

Friday, the 11th! Thank you!

Welcome New Residents

Each new Manors resident receives complete documentation from the Managers, plus a welcoming letter from the Services Coordinator, outlining what's available.

Some outside agency assistance is based upon income levels, and some is open to any applicant.

As details change over time, we recommend that residents seek management for answers to policy or procedural questions.

We are here to help each person make the most of apartment community life! Please explore our 20-acre campus and its common-area amenities!



At the west end of the Circulator Bus route (which goes by our campus on Sunnyside Drive) is Rose Mofford Park on 25th Ave. (with toilet facilities). It is a picnic place, a destination after taking the entire Circulator trip, and an adventure opportunity within our community!

Anyone interested in joining an Outing Group? Did I mention **FREE**?
(Call Sheila if you want more information, please)

Happy Birthday

MAY BIRTHDATES

Manor I:



Manor II:



Manor III:



Keep the Color:

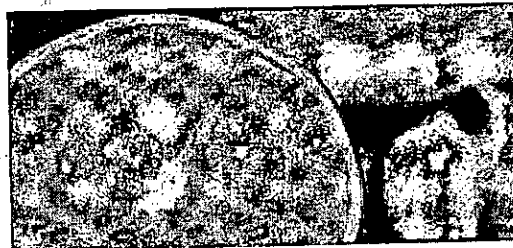
To keep cut flowers fresh longer,
add
a teaspoon of baking soda
to the water in the vase.



The Christian Care Health Center,
celebrating 30 years of 5-star service, is on
campus to meet skilled care needs as one
recovers from surgery or to strengthen
after an illness.
For more information, please contact the
Admissions Coordinator at
(602) 708-0460.

*"Dear God,
Please
treat me tomorrow
as I treat others today!"*

*('Shoeshine Mike',
a recent guest on
The God Show
92.3 Sundays 6:30 a.m.)*



Citrus Can Calm

Feeling stressed?

Grab a piece of fruit...preferably
an orange, tangerine or grapefruit.
Citrus fruits contain folic acid,
which can reduce the levels of
serotonin released
in your body.

(Excess serotonin can lead to
feelings of anxiety, depression and
stress.)

Manor-isms too:

In the event
of an emergency,
it is very important
that we have
updated information
on file for your
medical condition
and personal contacts:
Security Office:
(602) 678 - 4939

Britt's Bits:



Britt Hanagan, Trainer
443 - 5479
May Focus:
ARTHRITIS

SrFIT



Mon. & Wed.
Group Exercises
Led by a Certified
Fitness Specialist
~ fun while helping
accomplish
greater health
and mobility!
443 - 5479



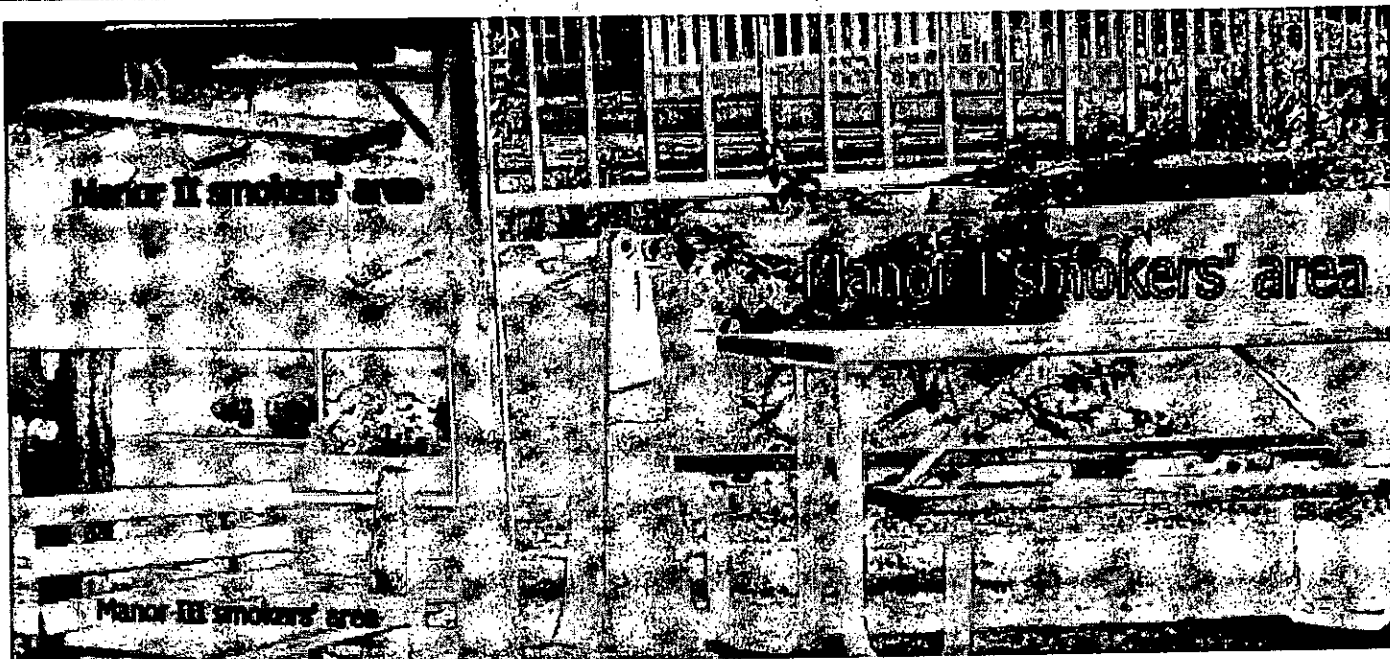
May 2012

MEMORIAL DAY

HONORING THOSE WHO
DIED IN SERVICE
TO OUR COUNTRY



ARMY • NAVY • COAST GUARD • AIR
MAIL • POLICE • FIRE • ARMY •
AIR FORCE • MARINES • POLICE •
NAVY • COAST GUARD • AIR



"Thanks!" to all for abiding with these exclusive areas!

CottonwoodALCP2012
 HUD Subsidized Housing
 FaxID: 1332880170-8498

The Manors



**Manors 1 and 3 at Christian Care
 are *Independent Living Apartments***

**Manor 2 is
*Assisted Living***

SERVICES PROVIDED AT THE MANORS

- ◆ Efficiencies, 1-bedroom, and handicap apartments
- ◆ Emergency call system
- ◆ Utilities included (telephone is extra)
- ◆ Cable TV included only in Manors 1 and 2
- ◆ Planned social activities & scheduled transportation
- ◆ Barber/Beautician available
- ◆ Chaplain services



ADMISSION QUALIFICATIONS

- 1) The household's annual income does not exceed the very low income limit set by the U.S. Department of Housing and Urban Development (HUD) for the present year.
- 2) The applicant agrees to pay the rent required by the subsidy program under which the applicant will be admitted.
- 3) The apartment will be the family's only residence.

Please Note:

- 1) Services vary among Manors 1, 2, and 3.
- 2) All buildings on campus are smoke-free!



SeniorFitness™ Program! *Included at no extra charge!*

SeniorFitness™ is a specialized wellness program for seniors designed to:



- ◆ Enhance the quality of life for seniors
- ◆ Increase performance of daily activities
- ◆ Increase independence
- ◆ Reduce health care costs by reducing functional decline

Every participant in the program receives a customized fitness plan developed by a certified Fitness Specialist. Specialized classes are offered to address aging issues, balance and fall prevention, healthy lifestyles, and managing chronic diseases. Results are measured and progress is tracked to document the success of every participant.

Manor 1 - 95 Apartments
 11830 North 19th Avenue
 Phoenix, AZ 85029
 602-861-3970

Manor 2 - 46 Apartments
 11802 North 19th Avenue
 Phoenix, AZ 85029
 602-861-3970

Manor 3 - 43 Apartments
 1924 West Sunnyside Dr.
 Phoenix, AZ 85029
 602-861-3970

HUD Subsidized Housing

The Manors

- ♥ The Manors at Christian Care – Phoenix provides affordable housing in a friendly environment.
- ♥ Comfortable apartments surrounded by carefully tended grounds, enhance the homelike atmosphere.
- ♥ Our residents enjoy a beautiful campus and activities that provide fellowship, and fun ... all in one location and just minutes from local churches, restaurants, and shopping centers.



We do business in accordance
with Federal Fair Housing Law.



SHIRLEY ESTES

"There is an appointed time for everything, and that time was 1979 when Christian Care was established. For many years, there had been a need in our Valley for a place where elderly persons could retire to spend their later days in comfort and security.

Christian Care is a wonderful place to 'let your light shine' and be of service to others. I've enjoyed opportunities to help organize all sorts of campus activities.

'Care' is the cornerstone of Christian Care, from the management staff to all who help in the subsidized apartments, Assisted Living, the Nursing Center, and the independent living varieties. I have been a recipient of such care since 1986!"



www.ChristianCare.org



AHCCCS/ALTCS



**ALL BUILDINGS ON CAMPUS
ARE SMOKE FREE**



**We do business in accordance
with Federal Fair Housing Law.**



CHRISTIAN CARE MANOR II

HUD Assisted Living
Housing, AHCCS and
ALTCS approved.

Christian Care Manor II is a well established fair-housing community in Phoenix that has earned a reputation for providing safe, affordable housing for Seniors 62 and older.

Our 46 newly designed, licensed Assisted Living apartments feature spacious one- bedroom and efficiency floor plans with private walk-in showers and kitchens with full size appliances. Our caring dedicated staff provides specialized services 24 hours each day to meet individual care needs.

We offer three levels of care at Manor II:

LEVEL 1- Supervisory Care

LEVEL 2- Personal Care

LEVEL 3- Direct Care

Our Wellness Center features a beautiful spacious dining room. You'll also find a library with internet service. You will also find our Senior Fit facility that has state-of-the-art fitness equipment and programs focused on strength & balance along with a variety of creative programs and activities designed to enhance a wellness centered lifestyle.

Call for a tour and plan to visit us real soon!

(602) 861-3970

YOUR RENT INCLUDES:

- Spacious One Bedroom or Efficiency Apartments with Full Kitchens
- 24 hour Emergency call Systems
- Weekly Housekeeping
- Cable T.V.
- All Utilities (Phone Service Available)
- 3 Meals / 2 snacks Daily
- Individual Heating/ Cooling units
- Laundry Service done weekly
- Medication Management
- Shower Assistance
- Active Social & Recreational Programs
- Personal Fitness Specialist
- Restaurant Style Dining Room
- Broadband / High Speed Internet Available

4-26-2012

To Cottonwood Christian Care Administration,

I was astounded, delighted and hopeful when I heard that there is the possibility that we might become in part an Assisted Care Facility.

Surely we are a prime location for Assisted Care. Having eight buildings and over 100 residents plus the adequate space to accommodate our residents in this manner, we would be serving the community well.

I am told there are only two facilities available in our town with *only* ten beds per facility available. How dreadful. Or there is the in-home availability which can cause a senior to surrender, to give up their prized possessions and even have to share space. What an insult to one who has lived long and wants to still be a person. What great unkindness and insulting circumstances to hand a senior.

To "Age in Place" is a great gift and one I am sure you want to create for our residents. To have food available and the needed care can give hope to those in need.

I for one have moved too many times. I am exhausted from thirty-nine moves and the thought of having to move again is definitely overwhelming. Most were caused because of job availability etc. Still it is too much to ask a senior to move when they are compromised because of health or disability.

I believe that all of our residents would be most grateful and appreciative of the opportunity to be able to continue to live in this clear air, beautiful setting with competent management knowing we were cared for and about. For some it is their only hope.

May the powers that be recognize this outstanding opportunity to serve the community and the seniors with defiantly a 'win win' situation.

I know many would be grateful.

I implore you to give every consideration to this possibility for the seniors at Cottonwood Christian Care to be treated with dignity, assistance and joy with an availability of Assisted Care Unit.

Resident, [REDACTED], building One, unit [REDACTED]

Thank you for your kind consideration.

In hopes of hearing a resounding YES!



Christian Care Apartments
A Christian Care Company

April 16, 2012

To Whom It May Concern:

I am a resident of Christian Care Apartments in Cottonwood, Arizona. The owner has made me aware of their intent to pursue funds through the U.S. Department of Housing and Urban Development Assisted Living Conversion Program to create assisted living apartments at Christian Care Cottonwood that will provide the accessible features necessary to meet the special needs of residents who need assisted living services, allowing them to age in place.

I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

2 more washer + dryers
sewing and alterations person



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*I think its a good Idea But —
I dont like the idea of having to
move because I like my apartment
and enjoy living here!*



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Sincerely,

[Redacted Signature]

Resident Name

Apartment #

[Redacted Name and Apartment Number]

Please consider the following improvements and services:

Do we have an earthquake plan? If not why not & when will we get one?

HAVE HOUSEKEEPING SERVICES AVAILABLE ON A 15 MINUTE 30 MINUTE ETC FOR FEE BASIS AVAILABLE TO NON-ASSISTANT LIVING RESIDENTS AS WELL AS MEALS + OTHER SERVICES ON AN AS NEEDED BASIS.

TO AGE IN PLACE IS INDEED A GREAT NEED & OUR COMMUNITY DEFINATELY NEEDS IT. SURELY WE ARE A PRIME CANDIDATES WITH OUR 8 BUILDINGS AND SOME RESIDENTS ALREADY IN NEED



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I am writing to you to express my support of the intended application for funds and the proposed improvements and services.

Sincerely,

[Redacted Signature]

Resident Name

Apartment #

Please consider the following improvements and services:

*A much needed facility in Cottonwood.
I am 87 years old and while I can
live alone at this time, I have a concern
about my future. It would be wonderful to
transfer if needed.* [Redacted] *5/17/12.*



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Direct Line (928) 641-5104



Phone (928) 634-7571 • Fax (928) 634-7728 • Email toni.glenn@christiancare.org

SECTION I

INTRODUCTION

1. PHILOSOPHY

The Board of Directors of Christian Care recognizes that to successfully provide healthcare and housing requires the satisfaction and productivity of every employee. Because we earnestly want our employees to be satisfied with their work, and to assist Christian Care in reaching and maintaining these goals we shall endeavor to:

- A. Employ the best-qualified personnel, regardless, of race, color, creed, national origin, age, sex, religion, handicap or veteran status;
- B. Provide uniform and impartial personnel administration;
- C. Promote from within, whenever possible, and provide opportunities to qualify for promotions through continuing educational programs when feasible;
- D. Provide a clean, safe and healthful work environment;
- E. Treat each employee with dignity and respect;
- F. Provide continuous on-the-job training programs;
- G. Keep employees informed of developments that affect them;
- H. Provide wages and fringe benefits comparable to like industries within or near our community; and
- I. Expect each employee to show a genuine interest in his/her work and to perform such work in a professional manner.

2. OBJECTIVES

The objectives of Christian Care Human Resources Policies are to:

- A. Provide a ready reference to employees to assure that the Christian Care mission of providing quality health care and housing will be maintained without interruption.
- B. Provide a basis for impartial and uniform human resource administration for all employees.

- C. Identify authority and responsibility for the administration of Christian Care Human Resources Policies and procedures.
- D. Standardize the handling of Human Resources Policies.

3. RESPONSIBILITY

- A. It shall be the responsibility of the Chief Executive Officer, through the Department Directors and/or Department Supervisors, to inform all personnel of our policies and procedures and of the responsibility each employee has in following and implementing such rules.
- B. A copy of the Human Resources Policies shall be made available to each employee and assistance in understanding the contents, or any portion thereof, will be made available to the employee whenever possible. Each employee will receive a copy of the Human Resources Policies upon hire. Human Resources Policies are published in English.

4. ADOPTION OF HUMAN RESOURCES POLICIES

The Board of Directors, through the Chief Executive Officer, has adopted the Human Resources Policies and procedures outlined within this manual, which best reflect the needs and operational requirements of Christian Care.

5. DELEGATION OF AUTHORITY

The Chief Executive Officer shall have power to delegate the authority for implementation of Christian Care Human Resources Policies and procedures, or any part thereof, to other responsible person(s) (i.e., Department Directors, Department Supervisors, etc.)

6. CHANGES IN POLICY

- A. We welcome any recommendations that would be beneficial to Christian Care in providing impartial personnel administration. Recommendations should be in writing, signed and dated, and placed in the "suggestion" box or submitted to the Chief Executive Officer for review.
- B. The contents of this manual are subject to change at any time at the sole discretion of the employer, with or without notice. The Chief Executive Officer has sole authority to amend these policies.

- A Probation Performance Review Form must be dated and signed by the supervisor and employee. The original is placed in the employee's personnel file and a copy is given to the employee. This process must be completed before the end of the probationary period.

The New Hire Probation Period is essential to both Christian Care and the new employee. During this time period, Christian Care evaluates the employee's abilities and potential, and determines whether the employee should be retained or separated from employment.

Length of New Hire Probation Period:

- The New Hire Probation Period is generally considered 90 days from the new employee's date of hire, unless otherwise determined by Christian Care.
- The length of the New Hire Probation Period may be extended as necessary and as determined by the Christian Care.

12. ORIENTATION

- A. All personnel are required to attend several orientation programs such as: Employee Services, Corporate, and Departmental.
- B. Records will be maintained to reflect the actual dates such orientation programs are completed.
- C. The first six months of employment (or re-employment) is an orientation period. This time is used for evaluative work performance, etc. It also serves as an adjustment time to become familiar with the job. There is no guarantee the orientation period will last the entire 6 months, because all employment at Christian Care is on an at-will basis.

13. PERSONNEL RECORDS

- A. Federal and State regulations require that Christian Care maintain an individual personnel record for each employee. Employee personnel records are the sole property of Christian Care. It shall be the employee's responsibility to provide Christian Care with the required data.
- B. Should it become necessary for an employee to furnish additional data, or records, the employee will be notified, by the Employee Services Office, and such data must be completed and provided within the time frame specified on the notice.
- C. Personnel records shall be retained for seven years from date employment ends.

- D. Christian Care will protect the confidentiality of all employee records in accordance with the Privacy Act of 1974 and the Gramm-Leach-Bliley Act. Christian Care does not disclose information about employees to anyone, except as permitted by law. The law does permit Christian Care to share this information with companies that perform services for our staff including insurance companies and marketing services. Christian Care maintains physical, electronic, and procedural safeguards that protect your information.
- E. Please notify the HR Department in writing immediately after you have changes in any of the following:
1. Name or address
 2. Telephone number at which you are accessible
 3. Person(s) to notify in an emergency
 4. Your marital status and/or number of dependents
 5. Your exemptions for tax withholding purposes
 6. Your beneficiary for group insurance benefits and/or the 403(b) plan
 7. Your dependent(s) covered under group insurance benefits
 8. Your driver's license is suspended/revoked/cancelled (if you drive on company business)
 9. Your personal vehicle insurance is cancelled/revoked/not renewed (if you drive on company business)
 10. Professional licenses or registrations
 11. Education or special training completed.

14. TERMINATION OF EMPLOYMENT – INVOLUNTARY SEPARATION

- A. Employees whose services are terminated by disciplinary action are **INELIGIBLE** for rehire. Such information will be provided to the State Department of Economic Security.
- B. No recommendations will be furnished to an employee whose services are terminated for disciplinary action. Former employees must check in with security or the front desk if they are on the campus.
- C. **Termination of Employment – Involuntary Separation**
(Non-Probationary Employees)

High standards of work and conduct are important at Christian Care. Failure to maintain standards established and expected by Christian Care may affect the well-being of residents in our care and are essential for the safety, welfare and morale of our visitors, your co-workers, yourself, and the protection of our property. Occasionally, an involuntary separation action will be taken to correct the misconduct or behavior that does not contribute to an effective nor conducive work environment. The goal of this action is to reduce the likelihood of recurrent

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

CottonwoodALCIP2012
Exhibit D
DUNS: 0647017300000
FaxID: 1332000170-0400

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(4) The monthly individual rate for board and supportive services for the ALF or SEH listing the total fee and components of the total fee for the items required by state or local licensing for the ALF and a list of the appropriate rate for any optional services you plan to offer to the ALF or SEH residents. Provide an estimate of the total annual costs of the required board and supportive services you expect to provide and an estimate of the amount of optional services you expect to provide.

Assisted living services at Christian Care Cottonwood are primarily funded through two (2) funding sources. Residents who meet the state Medicaid financial and clinical criteria qualify for the **Arizona Long Term Care System (ALTCS) program** and receive supportive services funded by the Arizona Health Care Cost Containment System. Residents who do not qualify for this program and need assisted living receive assisted living services through **private pay**.

Monthly Fee Structure

Arizona Long Term Care System Medicaid program

Basic Services Rate: \$95.53/day

ALF for Private Pay

Basic Services Rate: \$2,900/month on average

Items Included in Basic Services Rate are individualized per participant and may include as needed:

- Supervision of and assistance with ADL's 7 days a week;
- Supervision of and assistance with IADL's on an as needed basis;
- Medication Management Plan;
- Emergency Response Plan as outlined;
- Three (3) meals per day + snacks;
- Coordination, implementation, and updates of a service plan by the ALF interdisciplinary team;
- Development of an Admission Plan as outlined;
- Basic program activities (other activities may require an additional fee); and
- Education, information and programs as provided by staff.

All residents at Christian Care Cottonwood have access to, at no additional cost, the following amenities and services:

- Service Coordination;
- 24 hour oversight;
- Apartment maintenance;
- Basic program activities (other activities may require an additional fee); and
- Education, information, and programs as provided by the services coordinator.

Christian Care Cottonwood expects to provide residents in the newly converted assisted living units with all services funded through ALTCS, therefore the amount of services purchased on an optional basis will be minimal.

Please see attached Supportive Services budget which provides an estimate of the total annual costs of the required board and supportive services CCC expects to provide.

Assisted Living Conversion Program

Supportive Services Budget

Revenue

MEALS SERVICES REVENUE

Resident Contribution (Private Payments)	\$	
Federal Grant	\$	
State Program (Medicaid)	\$	91,980.00
Private Grant Donations	\$	
Total Revenue - Meals	\$	91,980.00

HOUSEKEEPING AND PERSONAL SERVICES REVENUE

Resident Contribution (Private Payments)	\$	
Federal Grant (CHSP)	\$	
State Program (Medicaid)	\$	525,282.45
Private Grants/Donations	\$	
Total Revenue - Housing and Personal Care Services	\$	525,282.45

TOTAL: ASSISTED LIVING SERVICES REVENUE	\$	617,262.45
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Expenses

MEALS EXPENSES

Total Food Cost (raw food and labor)	\$	87,000.00
Total Expenses - Meals	\$	87,000.00

HOUSEKEEPING AND PERSONAL SERVICES EXPENSES

Salaries & Benefits	\$	498,225.00
Monitoring/Alarm Systems (Life line)	\$	10,000.00
Total Expenses - Housekeeping and Personal Care Services	\$	508,225.00

MISCELLANEOUS SERVICES EXPENSES

Supplies	\$	10,000.00
Transportation	\$	3,000.00
Activities	\$	7,000.00
Total Expenses - Miscellaneous Services	\$	20,000.00

TOTAL: ASSISTED LIVING SERVICES EXPENSES	\$	615,225.00
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CollonwoodALCP2012
Exhibit 8
DUNS: 0047017390000
FaxID: 1332880170-0400

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(5) List the amount, and who will pay for the board and supportive services. For example, include such items as:

(a) Meals by sponsors \$

(b) Housekeeping services by the City government \$

(c) Personal care by State Department of Health \$

(d) Service paid for by state program \$

(e) Fees paid by tenants \$

Supportive services are paid for through the Arizona Long-Term Care System (ALTCS) Medicaid program funded by the Arizona Health Care Cost Containment System. ALTCS is an all-inclusive program, covering the costs of all supportive services needed by the resident including personal care, meals, housekeeping, and emergency response.

Christian Care currently contracts with Covenant Health Network to negotiate ALTCS agreements with Evercare, which is the designated ALTCS health plan in the Cottonwood, AZ region. Christian Care Cottonwood is eligible to participate in Covenant Health Network's current network contract with Evercare for Medicaid Assisted Living. This will give all residents residing in the 20 newly converted assisted living units access to ALTCS funding for assisted living services. CCC must

CellarwoodALCP2012

Exhibit 9

DUNS: 9647017390000

FaxID: 1332880170-8498

first obtain funding through the ALCP grant program to convert 20 units to assisted living and obtain an assisted living license.

Attached please find the budget for the Supportive Services. Additionally please see the support letters from Covenant Health Network and Evercare and appropriate pages from Christian Care's current contract with Evercare showing the services included in the reimbursement rate.

Assisted Living Conversion Program Supportive Services Budget

Revenue

MEALS SERVICES REVENUE

Resident Contribution (Private Payments)	\$	
Federal Grant	\$	
State Program (Medicaid)	\$	91,980.00
Private Grant Donations	\$	
Total Revenue - Meals	\$	91,980.00

HOUSEKEEPING AND PERSONAL SERVICES REVENUE

Resident Contribution (Private Payments)	\$	
Federal Grant (CHSP)	\$	
State Program (Medicaid)	\$	525,282.45
Private Grants/Donations	\$	
Total Revenue - Housing and Personal Care Services	\$	525,282.45

TOTAL: ASSISTED LIVING SERVICES REVENUE	\$	617,262.45
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Expenses

MEALS EXPENSES

Total Food Cost (raw food and labor)	\$	87,000.00
Total Expenses - Meals	\$	87,000.00

HOUSEKEEPING AND PERSONAL SERVICES EXPENSES

Salaries & Benefits	\$	498,225.00
Monitoring/Alarm Systems (Life line)	\$	10,000.00
Total Expenses - Housekeeping and Personal Care Services	\$	508,225.00

MISCELLANEOUS SERVICES EXPENSES

Supplies	\$	10,000.00
Transportation	\$	3,000.00
Activities	\$	7,000.00
Total Expenses - Miscellaneous Services	\$	20,000.00

TOTAL: ASSISTED LIVING SERVICES EXPENSES	\$	615,225.00
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COVENANT

Health Network

May 2, 2012

Ms. Aretha Williams
U.S. Department of Housing & Urban Development
451 7th Street, SW
Washington, DC 20410-0500

Dear Ms. Williams:

Covenant Health Network has received the Supportive Services Plan for Christian Care Cottonwood and supports the proposed conversion of 20 units to Assisted Living units. In our experience working with senior citizens of our community, we recognize a critical need exists for affordable elderly housing with services.

Covenant Health Network is contracted with Christian Care and negotiates Medicaid's Arizona Long Term Care System agreements with designated health plans in the Cottonwood, AZ region. Christian Care Cottonwood is eligible to participate in Covenant Health Network's current network contract with Evercare for Medicaid Assisted Living. Tenants residing in the designated assisted living units and enrolled in the Arizona Long Term Care System would be able to access the services. The current reimbursement rate for services under the current network contract is \$95.53 a day and includes on-site access to personal care, health status monitoring, 24 hour oversight, and meals. Please see attached list of services included in the ALTC reimbursement.

Please accept this letter as a confirmation of available funds for eligible residents at Christian Care Cottonwood. If I can be of any assistance, please contact me at (602) 287-0484.

Sincerely,



Matt Luger, CEO
Covenant Health Network

May 01, 2012

Ms. Aretha Williams
U.S. Department of Housing & Urban Development
451 7th Street, SW
Washington, DC 20410-0500

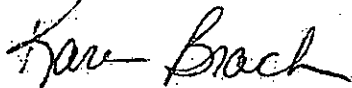
Dear Ms. Williams:

Evercare Select has received Christian Care Cottonwood's Supportive Services Plan (SSP) detailing their HUD Assisted Living Conversion grant request.

The addition of affordable assisted living units in Cottonwood, Arizona will allow more elders to receive long term support in a residential setting. Evercare Select is supportive of Christian Care's plan and would enter into contract negotiations with the goal of reaching a mutually acceptable agreement.

Please feel free to contact me if you have any questions.

Sincerely,



Karen Brach
Executive Director

Cc: Anne Green
Lisa Waggoner
Francine Pechnik

EVERCARE OF ARIZONA, INC.

FACILITY SERVICES AGREEMENT SUPPLEMENT ASSISTED LIVING FACILITIES*

(*Includes Adult Foster Care "AFC", Assisted Living Home "ALH", Assisted Living Center "ALC" and other Assisted Living facilities)

- I. Services and Supplies Included in Assisted Living Facility Monthly Rate:
- A. On-site management and oversight of facility including but not limited to:
 - 1. Hiring and directing staff to ensure compliance with Assisted Living Facility rules and regulations
 - 2. Developing and implementing written procedures for the day-to day operation of the facility.
 - 3. Maintaining resident records.
 - 4. Ensuring member rights are upheld.
 - 5. Providing services to meet the needs of each resident including the coordination of care with scheduled and unscheduled needs, general supervision, transportation and the ability to intervene in a crisis 24 hours a day.
 - 6. Notification to Plan within one (1) business day of urgent or crisis situation.
 - 7. Compliance with all Assisted Living Facility rules outlined in the Arizona Administrative Code R9-10-701 through 724.
 - 8. Compliance with OSHA standards for employees including personal protective equipment and supplies (i.e. gloves, soap, etc).
 - B. Health Care Services as outlined in residents care plan and consistent with the level of service licensed to provide, including but are not limited to:
 - 1. Documented level of assistance with medication.
 - 2. Restorative services (including range of motion).
 - 3. Personal care services (assistance with bathing, grooming and dressing).
 - 4. Routine vital signs.
 - 5. Assistance with eating and ambulating.
 - 6. Nursing services
 - 7. Daily recreational and social activities
 - C. Nutritional and dietary services, including but not limited to, preparation, administration and cost of special diets and adaptive tools for eating. Three balanced meals per day and at least one snack per day must be available to residents.
 - D. Homemaking Services including but not limited to: housekeeping, personal laundry and environmental services. Homemaking services will be provided at least one time per week or more frequently if deemed necessary.
 - E. Adult Day Health Care services is not a covered benefit for members when they reside in an Assisted Living Facility. Therefore, Provider must provide comprehensive recreational and social activities, individualized to the residents cultural needs with a posted list of activities offered daily.

- F. A variety of reading materials must be available and accessible to residents, such as:
1. Daily newspapers
 2. Current magazines
 3. Books
- G. Members residing in ALC's have the right to reside in a single unit or room at no additional charge. Upon member request, Provider will place member on a wait list for the next available single unit or room. If Provider has multiple floor plans for single occupants, Provider may designate a specific floor plan(s) for ALTCS members. Provider may not pass over a Plan member for a single occupancy unit or room for a resident with a different payor source unless the member declines the room availability.
- H. Unless the resident provides own furnishings, the facility will provide the following:
1. A bed, at least 36" wide, consisting of a frame and mattress.
 2. Linens, including mattress pad, sheets, pillow, blanket, bedspread and waterproof mattress pad.
 3. A bedside lamp.
 4. Window covers.
 5. One armchair or side chair.
 6. One table where a resident may eat a meal.
 7. Misc. dishes.
 8. Towels and washcloths for kitchen and bathroom.
 9. Shower curtain.
 10. Clock.
 11. Wastebasket.
- I. Personal supplies will be provided if necessary, including but not limited to:
1. Soap, shampoo, deodorant, and skin lotions.
 2. Toothpaste, toothbrush, shaving cream, shaver and mouthwash.
 3. Facial tissue and toilet tissue.
 4. Dish soap and laundry soap for personal items.
- J. Incontinence supplies, pads and briefs are not a covered ALTCS benefit and will not be covered by Plan.
- K. Other Services
1. Provider is responsible of verifying member eligibility via AHCCCS. Plan is not responsible for reimbursement of Long Term Care services on dates of member ineligibility. Obtaining member eligibility status through the Plan is not a guarantee of current ALTCS member eligibility.
 2. Overall management and evaluation of care plan as required by ADHS. Provider may not charge a member or Plan for these services.
 3. Observation, assessment and follow up intervention of a patient's changing condition.
 4. Cooperation and communication with the Plan case management staff.
 5. Participate in the Plan's' quality management program and quality of care studies. Monitoring will be completed (at least annually for ALC's and twice per year for ALH's and AFC's) by Plan or Plan's designee. Investigations will be completed as necessary by Plan or Plan's designee.

6. Self-report all quality assurance incidents and concerns to Plan within one (1) business day.
7. Adhere to all of the Plan's policies and procedures as identified in the Plan's Provider Manual.
8. Collection of Member's share of room and board which shall be deducted from Provider's rate of reimbursement. The following shall apply to Provider or the Plan regarding management and collection of Member's room and board:
 - a. The Plan is responsible for notifying the Member and Provider of the Member's share of room and board amount.
 - b. The Provider is responsible for collection of the Members share of room and board (MSORB).
 - c. If the member or responsible party has not paid the MSORB by the 10th of the month, the Provider shall contact Member Services to initiate a Plan MSORB notification letter. This notification will be sent certified mail to the member or responsible party to request the MSORB payment.
 - d. The Plan will follow-up with the Provider by the 20th of the month to verify compliance of payment.
 - e. If payment has not been made after the actions described above, the Plan will be responsible for contacting APS/AHCCCS of suspected Fraud and Abuse.
 - f. The Plan will make every effort to assist the Provider in obtaining appropriate MSORB.

II. Services and Supplies Not Included in Assisted Living Facility Monthly Rate:

- A. Private Room/Single Occupancy Charges (Assisted Living Home and Adult Foster Care Home providers only):
 1. ALTCS members have the right to reside in a single occupancy/private room.
 2. Provider's wishing to charge a member extra for a single occupancy/private room must have both single and double occupancy rooms or all double occupancy rooms in the facility.
 3. Providers that have only single occupancy/private rooms may not charge members above the contracted rate as set in this Agreement.
 4. Provider must post the private room rate in the home. The total private room rate may not be higher for a Plan member than any other private room resident.
 5. If a member elects to reside in a private room and Provider has set Private Room rates, the member's Room and Board agreement must reflect the additional charges above the contracted rate as set in this Agreement, which includes the member's Share of Cost, that the member's responsible party will be charged for the private room. If the private room rate changes at any time, a new Room and Board agreement must be signed by the member, facility, and Case Manager.
 6. All members currently residing in single occupancy/private rooms that have not previously be assessed a private room charge will be "grand-fathered in" and will not be charged a private room fee during their stay at the facility, nor will the member be moved into a double occupancy room or be requested to move out of the facility for this reason. This charge may only be assessed for members moving into single occupancy/private rooms after the effective date of this Agreement or for non health Plan private room residents that enroll onto the Plan and wish to remain in the private room.

III. Move-out Notification:

- A. Member initiated move-out: Per AHCCCS regulation, ALTCS members are not required to give notice of their move-out date. MSORB is applied at the contracted daily rate until the MSORB is exhausted. If the MSORB is not exhausted at the date of discharge, Provider is required to refund remaining MSORB to the member. Provider has up to thirty (30) days from the move-out date to refund the MSORB.
- B. Provider initiated move-out: If Provider wants a member to move out of their facility, Provider must give 30 days written notice to the member and Case Manager to allow for appropriate placement. MSORB is applied at the contracted daily rate until the MSORB is exhausted. If the MSORB is not exhausted at the date of death or discharge, Provider is required to refund remaining MSORB to the member. Provider has up to thirty (30) days from the move-out date or date of death to refund the MSORB.

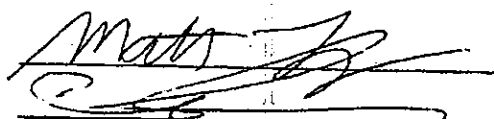
EVERCARE OF ARIZONA, INC.
FACILITY PROVIDER
ASSISTED LIVING CENTER COMPENSATION

PROVIDER NAME: Christian Care Mesa III, Inc d/b/a The Oasis at Brown & Center

The Plan shall pay Provider for Covered Services with an all-inclusive daily rate, as follows:

Code / Modifier	Service Description	Rate	Per
T2033	Assisted Living Center / Composite	\$ 95.53	Day
T2033 TG	Assisted Living Center / Alzheimer Unit	\$ 119.22	Day

1. The monthly rate is reduced by the Member's Room and Board payment, which will be collected in accordance with Paragraph H.7 of the Assisted Living Supplement.
2. Plan will reimburse Provider at the Authorized level of care determined by the Plan's Case Manager. Authorization is required for reimbursement.
3. The Plan will reimburse the Provider at the current level of care for services delivered by the Provider on the Date of Death if a member expires.
4. Provider can only be reimbursed by Plan for those services that Provider is registered with Arizona Health Care Cost Containment System (AHCCCS) to provide.

Provider's Signature: 

Date: 3/19/11

Plan's Signature: 

Date: 4-8-11

Chuck Timmers
Director
National Network Strategy

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(6) A support/commitment letter from EACH listed proposed funding source per paragraph III.E.2.e. above, for the planned meals and supportive services listed in the application.

The letter must cover the total planned annual commitment (and multiyear amount total, if different) and the length of time for the commitment, and

(a) The amounts payable for each service covered by the provider/paying organization.

(b) The number of residents and/or units the supportive services provider intends to serve.

There must be a letter from EACH participating organization listed above in paragraph (e).

This exhibit addresses these components as presented in this project's Logic Model:

- *Policy Priority- Housing as a Platform- Number of outreach activities per year to increase the awareness and access to public benefits*
- *Policy Priority- Housing as a Platform- Number of public benefit programs for which ALF/SEH residents apply for as a result of the work of the outreach activities*
- *Housing- Provide commitment and financial support letters from funding and licensing agencies*

The Arizona Long Term Care System (ALTCS) is a state funded Medicaid Managed Long Term Care program that provides assistance with activities of daily living in a residential setting to elderly and/or disabled Medicaid recipients who are at risk of institutionalization. Residents who meet the state Medicaid financial and clinical criteria qualify for the ALTCS program and receive assisted living services funded by the Arizona Health Care Cost Containment System. ALTCS is an all-inclusive program, covering the costs of all supportive services needed by the resident, including personal care, meals, housekeeping, and emergency response.

Christian Care currently contracts with Covenant Health Network to negotiate ALTCS agreements with Evercare, which is the designated ALTCS health plan in the Cottonwood, AZ region. Christian Care Cottonwood is eligible to participate in Covenant Health Network's current network contract with Evercare for Medicaid Assisted Living. This will give all residents residing in the 20 newly converted assisted living units access to ALTCS funding for assisted living services. CCC must first obtain funding through the ALCP grant program to convert 20 units to assisted living and obtain an assisted living license.

A copy of Christian Care Cottonwood's Supportive Services Plan was submitted to the appropriate local agencies for review prior to submission in this ALCP application.

Attached please find the support letters from Covenant Health Network and Evercare.

COVENANT

Health Network

May 2, 2012

Ms. Aretha Williams
U.S. Department of Housing & Urban Development
451 7th Street, SW
Washington, DC 20410-0500

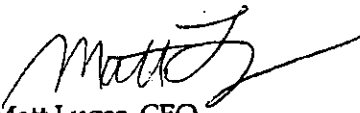
Dear Ms. Williams:

Covenant Health Network has received the Supportive Services Plan for Christian Care Cottonwood and supports the proposed conversion of 20 units to Assisted Living units. In our experience working with senior citizens of our community, we recognize a critical need exists for affordable elderly housing with services.

Covenant Health Network is contracted with Christian Care and negotiates Medicaid's Arizona Long Term Care System agreements with designated health plans in the Cottonwood, AZ region. Christian Care Cottonwood is eligible to participate in Covenant Health Network's current network contract with Evercare for Medicaid Assisted Living. Tenants residing in the designated assisted living units and enrolled in the Arizona Long Term Care System would be able to access the services. The current reimbursement rate for services under the current network contract is \$95.53 a day and includes on-site access to personal care, health status monitoring, 24 hour oversight, and meals. Please see attached list of services included in the ALTC reimbursement.

Please accept this letter as a confirmation of available funds for eligible residents at Christian Care Cottonwood. If I can be of any assistance, please contact me at (602) 287-0484.

Sincerely,



Matt Luger, CEO
Covenant Health Network



by UnitedHealthcare



Community Plan

AZ009-800E

1 East Washington, Suite 800
Phoenix, AZ 85004

602.255.8913

877-395-5993 Fax

May 01, 2012

Ms. Aretha Williams
U.S. Department of Housing & Urban Development
451 7th Street, SW
Washington, DC 20410-0500

Dear Ms. Williams:

Evercare Select has received Christian Care Cottonwood's Supportive Services Plan (SSP) detailing their HUD Assisted Living Conversion grant request.

The addition of affordable assisted living units in Cottonwood, Arizona will allow more elders to receive long term support in a residential setting. Evercare Select is supportive of Christian Care's plan and would enter into contract negotiations with the goal of reaching a mutually acceptable agreement.

Please feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Karen Brach".

Karen Brach
Executive Director

Cc: Anne Green
Lisa Waggoner
Francine Pechnik

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(7) A support letter from EACH governmental agency that provides licensing for ALFs in that jurisdiction. The support letter from governmental agency must include the following:

(a) Confirmation that the appropriate agency has reviewed the SSP and provided the applicant with their appropriate comments.

(b) Acknowledgement of the proposed ALF units.

(c) Their approval or the conditions of approval of the proposed ALF

This exhibit addresses these components as presented in this project's Logic Model:

- *Housing- Provide commitment and financial support letters from funding and licensing agencies*

Please see attached support letter from the Arizona Department of Health Services. As the letter indicates, the Department does not find any conflicts between the SSP and the statutes and rules cover assisted living facilities in Arizona.



**Division of Licensing Services
Office of Assisted Living Licensing**

150 North 18th Avenue, Suite 420
Phoenix, Arizona 85007-3242
(602) 364-2639
(602) 364-4766 FAX

JANICE K. BREWER, GOVERNOR
WILL HUMBLE, DIRECTOR

May 3, 2012

Ms. Kathy Loscheider
Executive Director
Christian Care Cottonwood
859 S. 12th Street
Cottonwood, AZ 86326

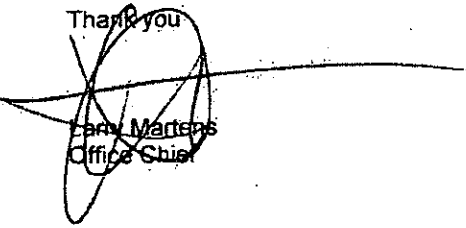
Dear Ms. Loscheider:

Thank you for sending your Supportive Services Plan (SSP) detailing your HUD Assisted living Conversion grant request. The Department does not find any conflicts between the SSP and the statutes and rules covering assisted living facilities.

As I know you are aware, The Department cannot guarantee to you that you will obtain a license to operate this facility because there are several steps in the licensing process. First, you must obtain state architectural approvals because this project's size requires compliance with the requirements for assisted living centers. Next, you must complete a health care institution application. Once the Department determines that your application is complete, we will survey your facility. Finally, if your facility is in substantial compliance with the statutes and rules that govern assisted living facilities, we will issue you a license.

I hope this letter provides what you need for HUD. Please call 602-364-2936, if you have any questions.

Thank you


Cary Martens
Office Chief

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(8) A description of your relevant experience in arranging for and/or delivering supportive services to frail residents or elderly persons with functional limitations. The description should include any supportive services facilities owned/operated; also describe your past or current involvement in any project-based programs that demonstrates your management capabilities. The description should also include data on the facilities and specific meals and/or supportive services provided on a regular basis, the racial/ethnic composition of the populations served, if available, and information and testimonials from residents or community leaders on the quality of the services.

This exhibit addresses these components as presented in this project's Logic Model:

- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3B)
Utilize HUD assistance to improve health outcomes*
- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3D)
Utilize HUD assistance to improve housing stability through supportive services for vulnerable populations including the elderly, people with disabilities, homeless people, and those individuals and families at risk of becoming homeless*
- *Case Management-Coordinate assisted living services*
- *Case Management- Provide assisted living services (ALF) or service-enriched housing (SEH) services*

- *Case Management-Residents aware of benefits and services offered by the facility*
- *Case Management- Linkages provided to residents*
- *Case Management- Residents linked to services*

(8) A description of your relevant experience in arranging for and/or delivering supportive services to frail residents or elderly persons with functional limitations.

Any supportive services facilities owned/operated:

Christian Care is made up of twenty-three non-profit corporations organized by the non-denominational Christian Churches of Arizona to provide safe and affordable housing for the elderly. Since 1979, Christian Care has added Assisted and Independent living units to their communities and has grown to five campuses throughout Arizona; making them the largest provider of senior housing in Arizona.

Christian Care Cottonwood I (CCC) is located at 859 S. 12th Street in Cottonwood, Arizona. It is a 20-unit, HUD apartment complex for very low-income elderly. Christian Care Cottonwood I is part of a campus of eight buildings with a total of 88 independent living (IL) subsidized apartments for the elderly.

The complex was completed in September 1995 and maintains an average annual occupancy of 99%. The complex contains laundry facilities, a multi-purpose meeting area, a common area kitchen and an outside covered patio.

Christian Care Management, Inc. (CCMT) provides organizational and management support to Christian Care Cottonwood as it interfaces with the community and its residents. As such, the activities of CCC and CCMT are transparent to the members of the local community. Each exists to support the primary mission of the other. Christian Care Management, Inc. was incorporated as a 501(c)(3) nonprofit organization in 1979 with a goal to provide affordable retirement housing and services for senior adults. In 1980, the organization began construction of their Skilled Nursing Center in Phoenix,

Arizona and continued building for the next 17 years. Today, CCMT's campus in Cottonwood is home to over 90 senior adults. In addition to the Cottonwood Campus, Christian Care operates senior living campuses in Phoenix, Tucson and Mesa, Arizona, providing safe, affordable housing and health care services to over 2,100 seniors.

"Fellowship Square" - Independent Living

During the past twenty-five years, Christian Care added Independent living units to their communities and has grown to five campuses throughout Arizona; making them the largest provider of independent senior housing in Arizona.

"The Oasis" - Assisted Living

During the past twenty-five years, Christian Care added approximately 332 Assisted Living units to their communities and has grown to five campuses throughout Arizona; making them the largest provider of assisted living senior housing in Arizona.

"The Oasis" - Memory Support

Their mission statement of "Providing quality of care and responsive senior housing services" led to the establishment of Memory Support services at the Oasis. A memory loss diagnosis of Alzheimer's or dementia does not mean a lonesome or difficult path. The program of activities - including walks, cooking, brain teasers, musical entertainment and gardening help residents maintain socialization. Certified staff serves residents with patience and compassion to help with memory support.

Outpatient Rehab Clinic

Christian Care Outpatient Rehab Clinic provides a comprehensive range of therapeutic services to meet Senior's specific needs and goals. Physical, occupational and speech therapies are offered in a dedicated outpatient therapy room using state-of-the-art equipment. Therapy services are provided by the skilled staff of Covenant Alliance Rehab, a leader in rehabilitation services. Our residents benefit from a level of expertise unmatched for effectiveness and efficiency, which makes Christian Care Outpatient Rehab a referral center of choice for healthcare professionals and their clients.

Past or current involvement in any project-based programs that demonstrates your management capabilities:

Ties to the Elderly Community

In order to meet the growing needs of residents, as well as to address the issues of aging in place, the staff and the Board of Directors established ties with community based organizations to provide a wide range of activities, wellness and mental healthcare, personal assistance, transportation services, and meals. These relationships have allowed residents at CCC to age in place and to remain independent within this community for as long as possible.

As part of its mission to assist residents to successfully age in place and to live independently, CCMT offers amenities and services to all residents on the Cottonwood campus:

- Campus amenities include 24-hour emergency call system, outdoor patio's, book libraries, laundry facilities, and a common kitchen with a multi-purpose room.
- Activities designed to stimulate personal and intellectual growth include a computer lab, craft classes, and monthly potlucks.
- The campus wellness program includes informational classes, health screenings and life enrichment events.

The organization has a campus-wide social services continuum to provide supportive and referral services for residents in all areas of housing. The service coordinator meets with individual residents in an effort to provide the best possible options, depending on need.

Home Health

Christian Care Home Health Services (CCHHS) are available to Senior's aged 62 or older in the Phoenix metro area who have been recently diagnosed with a new illness or had a change in medication or medical condition. The best news – these services are provided in their own home. Staff will bring skilled care at home while teaching residents how to live more independently so they can stay in their home. CCHHS can

An explanation of how the service coordination role will facilitate the adequate provision of such services to ALF or SEH residents:

The Service Coordinator functions include providing general service management including education (available services and providers, and application procedures), referral of residents to service providers in the general community, and assisting residents in applying for the Arizona Long Term Care System Medicaid program. Furthermore, the Service Coordinator works closely with the licensed nursing staff and ALF Manager as part of the interdisciplinary team to review and revise the service plan in order to keep current with the progress of the individual. Through this process, the Service Coordinator will work with residents to identify priority needs such as health care including preventative care, personal care, mental health, dietary needs, educational/vocational training, independent living skills, and other supportive services such as socialization and recreational activities. Residents will stay informed of their services options and will always have the right to accept, decline, or choose such services. The Service Coordinator works to empower residents to be as self-sufficient as possible. As part of the resident service plan, the Service Coordinator will provide residents with access to on-site and off-site resources including residential activities, service provider directory, and an events calendar.

How the services will meet the identified needs of the residents

The ALF Supportive Service Staff will develop and maintain together with each resident and/or his/her legal representative an individualized plan that is confidential and describes in lay terms the service needs of the resident and each party's responsibilities. An initial service plan will be developed prior to a resident's move-in to the unit or at any time thereafter as determined by the resident's needs and/or requests. All service plans will be in writing signed and dated by the resident and/or his/her legal representative and reviewed/reassessed at least every six (6) months or when a resident's health status or family circumstances change. A copy of the service agreement will be given to the participant. The service plan shall include both the core service package included in the monthly fee and any additional services that

are arranged for or purchased by the resident. The service plan will include the following:

- Specific types of services provided;
- Identification of the providers of such services;
- The frequency and duration of services;
- Payment/reimbursement source for such services;
- Details of the manner in which the facility shall provide for the presence of a 24 hour per day, on site staff capability and the manner in which the facility will provide for personal emergency response devices or procedures;
- For our residents with dementia/cognitive impairments, how the facility will address the specialized needs of these clients; and
- Money management and other financial arrangements will be made with an independent party if necessary.

How you intend to fund the service coordinator role

Since January 2006, CCC has had a budget based HUD funded on-site Resident Service Coordinator:

In support of this exhibit, please find attached Resident Service Coordinator job description.

CHRISTIAN CARE MANAGEMENT, INC.
2002 W. Sunnyside Dr.
Phoenix, AZ 85029

Job Description:

JOB TITLE: SERVICE COORDINATOR

EXEMPT (Y) (N): X
SALARY LEVEL:
HOURS:
LOCATION:
EMPLOYEE NAME: Arlene Railey

PREPARED BY: Kathy Loscheider, ED
APPROVED BY: Kathy Loscheider, ED
DEPARTMENT: HUD Administration
SUPERVISOR: Tonya Glenn
DATE: 7/29/2010

The purpose of this job is:

To assist in providing links for the Christian Care Cottonwood residents to supportive services and/or medical services provided by the public agencies or private practitioners within the general community. The Service Coordinator may assess services needs, determines eligibility for public services.

EDUCATION/EXPERIENCE: Must meet the requirements of paragraph 1 below.

(1) QUALIFICATIONS OF A SERVICE COORDINATOR:

- A. Prefer possess a Bachelor of Social Work or degree in Gerontology, Psychology or Counseling is preferable; a college degree is fully acceptable. However, individuals without a degree, but with appropriate work experience may be hired.
- B. Training in the aging process, elder services, disability services, eligibility for and procedures for Federal and applicable State entitlement programs, legal liability issues relating to providing service coordination, drug and alcohol use and abuse by the elderly and mental health issues.
- C. Two or three years experience in social service delivery with senior citizens. Some supervisory or management experience may be desirable.
- D. Demonstrated working knowledge of supportive services and other resources for senior citizens and non-elderly disabled in the area serviced by the project.
- E. Demonstrated ability to advocate, organize, problem-solve and provide results for the elderly and disabled served.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may be assigned.

1. Ability to provide general case management (including intake) and referral services to all residents needing such assistance.
2. Ability to provide formal case management (i.e., evaluation of health, psychological and social needs, development of an individually tailored case plan for services and periodic reassessment of the resident's situation and needs) for a resident when such service is not available through the general community.
3. Establishes linkages with all agencies and service providers in the community; shops around to determine/develop the best "deals" in service pricing to assure individualized, flexible and creative services for the involved resident(s).
4. Sets up a directory of providers for use by both project staff and residents.
5. Refers and links the residents of the project to service providers in the general community; these are; for example, case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, occasional visiting nurse, preventative health screening/wellness and legal advocacy.
6. Educates residents on service availability, application procedures, client rights, etc. providing advocacy as appropriate.
7. May develop case plans in coordination with assessment services in the community.
8. Monitors the ongoing provision of services from community agencies and keeps the case management and provider agency current with the provision of supportive services where appropriate.
9. May set up volunteer support programs with service organizations in the community.
10. Helps the residents build informal support networks with other residents, family and friends.
11. May provide training to project residents in the obligations of tenancy or coordinate such training.
12. May educate other staff on the management team of issues related to aging in place and service coordination, to help them to better work with and assist the residents.
13. The Service Coordinator shall track services provided and present to HUD and Management reports as required.
14. Ability to use the computer.
15. Ability to drive a company vehicle and accompany residents/staff off campus as needed.

LANGUAGE SKILLS: Ability to read and write in English. Ability to interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of residents, family or staff.

MATHEMATICAL SKILLS: Ability to add subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PROFESSIONAL EXPECTATIONS:

1. To present oneself in an orderly manner.
2. Willingness to adapt to the changing demands of the position.
3. Be helpful and polite to residents, to be understanding of their needs and respect their privacy.
4. Keep areas of responsibility clean, neat and organized.
5. Cooperate with and be polite to all staff members, family and visitors.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb or balance; talk or hear; and taste or smell. The employee is occasionally required to sit, stoop, kneel, crouch or crawl. The employee must occasionally lift and/ move 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. May work in warm or cool environment
2. May work in confined areas
3. Subject to reactions from dust, chemicals, housekeeping and disinfecting solutions
4. May be exposed to body fluids, infectious diseases and odors
5. The noise level in the work environment is usually moderate
6. Subject frequent interruptions

I acknowledge that I have received, read and understand the duties and expectations for the Services Coordinator position. I agree to perform the duties outlined and to comply with all standards established in the performance of this position.

Employee Signature

Jd.sc.word job desc.

Date

Christian Care Management, Inc.
2002 W. Sunnyside Dr.
Phoenix, AZ 85029

ADA form: Service Coordinator

Name:

Date:

As an applicant for the Service Coordinator position with Christian Care, I have read the job description and have had the opportunity to ask question about the nature and requirement of the job.

Employees must be able to safely perform the essential job functions listed under "Essential Duties and Responsibilities".

Christian Care will provide reasonable accommodations in the performance of the essential functions for people who qualify under the Americans with Disabilities Act.

Would you have difficulty performing any of the essential job functions?

☐ No

☐ Yes If yes, which? List functions(s), including the number from the job description.

What accommodations would you suggest to enable you to you suggest to enable you to perform the function(s) you listed?

Name

Date

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(3) A description of how the operation of your ALF will work. Address:

(a) General operating procedures;

(b) How will the ALF or SEH promote the autonomy and independence of the frail elderly, persons with disabilities, and elderly persons with functional limitations;

(c) What the service coordination function will do and the extent to which this function already exists, or will be augmented, or new;

(d) ALF or SEH staff training plans; and

(e) The degree to which and how, the ALF or SEH will relate to the day-to-day operations of the rest of the project.

This exhibit addresses these components as presented in this project's Logic Model:

- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3B)
Utilize HUD assistance to improve health outcomes*
- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3D)
Utilize HUD assistance to improve housing stability through supportive services for vulnerable populations including the elderly, people with disabilities, homeless people, and those individuals and families at risk of becoming homeless*
- *Case Management- Avoidance of placement into long-term care facility*

- *Case Management-Consultation*
- *Case Management-Coordinate assisted living services*
- *Case Management-Monitor the activities and services of residents*
- *Case Management- Provide assisted living services (ALF) or service-enriched housing (SEH) services*
- *Case Management-Residents aware of benefits and services offered by the facility*
- *Case Management- Linkages provided to residents*
- *Case Management- Residents linked to services*
- *Case Management- Service coordinator to offer case management services*

(3) A description of how the operation of your ALF will work.

(a) General Operating Procedures

At present, CCC has in place an Admission Committee whose function is to screen and approve housing applicants based upon Section 202 parameters in accordance with an approved tenant selection plan. Additionally, CCC's Assisted Living program will utilize an Interdisciplinary Team approach to screen applicants for eligibility and appropriateness into the assisted living units. The team is comprised of a licensed nurse, Service Coordinator, a Certified ALF Housing Manager and others, as needed. The team members will meet monthly to review new applicants as well as to review current residents' service plans on a semi-annual basis. **All ALF staff will be fully compliant with Arizona State regulations for assisted living facilities.**

Admission

Every resident, upon admission to the ALF, will be given a copy of the Resident's Rights as outlined in the Arizona State regulations (included in the Residency Agreement). The ALF Staff will provide a full explanation of the Resident's Rights to the resident and/or his/her legal representative. At that time, the Residency Agreement shall be developed and reviewed with the resident and/or his/her legal representative, as well.

On the first day that the resident receives personal care, the assisted living program RN or LPN will provide on-site orientation with the personal care worker specific to the resident's individualized plan of care. The RN or LPN will provide demonstration and observe return demonstration by the Personal Care Homemaker (PCHM) to ensure maximum safety and effectiveness of the resident's care. The PCHM must demonstrate competency in the assigned task in order to perform the task independently.

Resident Record

CCC will maintain a confidential record on each resident. The record will be stored in the assisted living staff offices and will be locked whenever a staff member is absent. The resident and/or his/her legal representative shall have access to the record upon request to the assisted living director or designee. The record shall contain the following articles:

- Resident functional/psycho-social assessment;
- Residency agreement;
- Service plan;
- Progress notes;
- Food preference and activity survey;
- Medical Evaluation stating resident's appropriateness for assisted living, list all medications, diet, allergies, and any special care needs;
- Physician orders, including copies of all prescriptions;
- Resident comment section (relative to their satisfaction with their service plans and any other comments about the quality of care provided by the assisted living facility);
- Nursing care plan (including medication management plan information);
- Personal care plan/flow sheet;
- Fact sheet with all necessary contacts and phone numbers;
- Incident reports regarding injuries, elopements, abuse of any kind, or any unusual occurrences involving the resident; and
- Supplemental information not required under state guidelines.

Personnel Record Requirement

CCC Assisted Living personnel records shall be kept in the Human Resources Department. Assisted living staff records shall include all items as outlined:

- Job description;
- Educational preparation and work experience;
- Application and proof of reference checks;
- Current licensure or Certification, if applicable;
- Verification of current CPR and first aid certification;
- Documentation of Personnel Orientation;
- Documentation of annual performance evaluation;
- CORI;
- Drug testing before hire and at random (records on file)
- Personnel policies and procedures; and
- Documentation of on-going staff training.

Items to be kept separately in the assisted living administrative offices; it will be the responsibility of the assisted living director or designee to ensure that all items outlined are present and routinely updated in the employee's record.

Program Manager

CCC's ALF Program Manager must be at least twenty-one (21) years of age and have demonstrated administrative experience, and demonstrated supervisory and management skills. The Program manager will preferably hold a Master's Degree (minimum of a Bachelor's Degree) or equivalent experience in human services management, housing management and/or nursing home management. Equivalent experience may be substituted for the educational requirement. The program manager will be carefully chosen for his/her ability to assume an administrative, leadership role, and to perform the following responsibilities:

- Direction and supervision of all aspects of the program;
- Supervision of all staff;
- Development and implementation of the program's outreach plan;
- Oversight of the admission process;
- Performance of program and staff evaluation;
- Fulfillment of the reporting requirements of all licensing, regulatory and

- accrediting bodies; and
- Fiscal administration of the program.

ALF Resident Service Coordinator

CCC's Service Coordinator must have a minimum of two (2) years experience working with elders or disabled individuals and preferably hold a Bachelor's Degree in social work or related field. The Service Coordinator shall be qualified by experience and training to develop, maintain and implement or arrange for the implementation of individualized service plans. The Service Coordinator must also have knowledge of aging and disability issues.

Personal Care Homemakers (PCHM)

Each PCHM must show evidence of the required seventy-five (75) hour training. CCC prefers demonstrated experience working with the elderly in either a community health or long-term care setting. Multilingual candidates are preferred. The responsibility of the PCHM is to carry out the approved plan of care under the guidance and supervision of the program nurse.

(b) ALF Philosophy Statement

As CCC's population has aged in place, CCC has responded with an ever-increasing array of service initiatives, and the CCC community has clearly become a supportive housing environment for older adults. As CCC responds to the growing needs of its residents, it has involved residents in the development and operation of these various initiatives. One example of such involvement was the residents' participation in the development of the Christian Care assisted living Mission Statement:



Christian Care Mission Statement

*Motivated by Christian love and concern,
we strive to provide quality and responsive
senior housing and health care services.*

Assisted Living staff will strive to ensure consumer autonomy to the greatest extent possible and endeavor to empower individuals to become active participants in choices regarding their care.

(c) Service Coordination

Since January 2006, CCC has had a budget based HUD funded on-site Resident Service Coordinator. The Service Coordinator functions include providing general service management including education (available services and providers, and application procedures), referral of residents to service providers in the general community, and assisting residents in applying for the Arizona Long Term Care System Medicaid program. Furthermore, the Service Coordinator works closely with the licensed nursing staff and ALF Manager as part of the interdisciplinary team to review and revise the service plan in order to keep current with the progress of the individual. Through this process, the Service Coordinator will work with residents to identify priority needs such as health care including preventative care, personal care, mental health, dietary needs, educational/vocational training, independent living skills, and other supportive services such as socialization and recreational activities. Residents will stay informed of their services options and will always have the right to accept, decline, or choose such services. As part of the resident service plan, the Service Coordinator will provide residents with access to on-site and off-site resources including residential activities, service provider directory, and an events calendar. The

following are additional ways the service coordination role will facilitate the adequate provision of services to ALF residents:

- The Service Coordinator welcomes new residents and maintains contact with existing residents;
- Identifies, assess, selects and helps to develop and maintain referral partnership relationships with local service resource agencies that effectively assist residents to achieve their life opportunities objectives;
- Provide supportive linkages between residents and referral agency staff when residents or agencies request assistance;
- Identify and assess individual and family needs when appropriate; inform the resident of available resources and provide support in accessing services successfully;
- Help to facilitate tenant meetings and community-organizing and social activities for the residents; and
- Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them in taking the steps to achieve self-sufficiency.

CCC makes all residents aware of the availability, identity, contact information, and role of the Service Coordinator and the services available as part of the initial move in process. The move in process will also inform residents of their right to accept, decline, or choose such services. Residents will have access to the Service Coordinator's contact information at all times.

Please see attached Resident Service Coordinator job description.

(d) ALF staff training plans

Prior to active employment, all assisted living staff and contracted providers having direct contact with residents and all food service personnel will receive a minimum of a six (6) hour orientation which includes the following topics:

- Philosophy of independent living;

- Residents' Bill of Rights;
- Elder Abuse, Neglect and Financial Exploitation;
- Safety and Fire and Disaster plan;
- Communicable diseases, including AIDS/HIV and Hepatitis B; infection control in the residence and the principles of universal precautions based on OSHA Guidelines;
- Communication skills;
- Review of the aging process;
- Dementia/cognitive impairment;
- Resident health and related problems;
- General overview of the job's specific requirements;
- Sanitation and food safety;
- Medication Assistance Policies and Procedures;
- ALF philosophy and goals;
- Organizational structure;
- Ethical and anti-fraud policies; and
- HIPPA regulations and compliance policies.

All licensed/certified employees will be required to participate in continuing education to maintain their licensure/certification. All direct care staff will be responsible for attending monthly in-service training and off site selected trainings.

(e) ALF relative to Day to Day Operations

Christian Care Cottonwood has successfully provided services for frail residents by linking services from community organizations. These services have been provided to frail elders in their own apartments. If CCC is successful in obtaining funding to convert, the assisted living services will be provided in those renovated units. Residents needing assisted living services will move to the designated units within the building to receive these services. This will allow ALF staff to more efficiently monitor the residents who need supervision. **The ability to offer ADA compliant units to program participants through renovations under the Assisted Living Conversion Program Grant will improve the overall safety of the frail elderly residing in these**

units, make them more user friendly, and allow care and services to be provided in a more efficient manner.

CCC plans to integrate residents in the ALF program and the residents living independently within Christian Care Cottonwood by continuing to offer a variety of services and amenities. On-campus amenities and services offered without additional cost to the residents are currently being provided to Christian Care Cottonwood residents and will continue to be offered in the future.

In support of this exhibit, please find the attached job descriptions and appropriate pages from the Christian Care Policy Manual.

CHRISTIAN CARE MANAGEMENT, INC.
2002 W. Sunnyside Dr.
Phoenix, AZ 85029

Job Description:

JOB TITLE: SERVICE COORDINATOR

EXEMPT (Y) (N): X
SALARY LEVEL:
HOURS:
LOCATION:
EMPLOYEE NAME: Arlene Railey

PREPARED BY: Kathy Loscheider, ED
APPROVED BY: Kathy Loscheider, ED
DEPARTMENT: HUD Administration
SUPERVISOR: Tonya Glenn
DATE: 7/29/2010

The purpose of this job is:

To assist in providing links for the Christian Care Cottonwood residents to supportive services and/or medical services provided by the public agencies or private practitioners within the general community. The Service Coordinator may assess services needs, determines eligibility for public services.

EDUCATION/EXPERIENCE: Must meet the requirements of paragraph 1 below.

(1) QUALIFICATIONS OF A SERVICE COORDINATOR:

- A. Prefer possess a Bachelor of Social Work or degree in Gerontology, Psychology or Counseling is preferable; a college degree is fully acceptable. However, individuals without a degree, but with appropriate work experience may be hired.
- B. Training in the aging process, elder services, disability services, eligibility for and procedures for Federal and applicable State entitlement programs, legal liability issues relating to providing service coordination, drug and alcohol use and abuse by the elderly and mental health issues.
- C. Two or three years experience in social service delivery with senior citizens. Some supervisory or management experience may be desirable.
- D. Demonstrated working knowledge of supportive services and other resources for senior citizens and non-elderly disabled in the area serviced by the project.
- E. Demonstrated ability to advocate, organize, problem-solve and provide results for the elderly and disabled served.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may be assigned.

1. Ability to provide general case management (including intake) and referral services to all residents needing such assistance.
2. Ability to provide formal case management (i.e., evaluation of health, psychological and social needs, development of an individually tailored case plan for services and periodic reassessment of the resident's situation and needs) for a resident when such service is not available through the general community.
3. Establishes linkages with all agencies and service providers in the community; shops around to determine/develop the best "deals" in service pricing to assure individualized, flexible and creative services for the involved resident(s).
4. Sets up a directory of providers for use by both project staff and residents.
5. Refers and links the residents of the project to service providers in the general community; these are; for example, case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, occasional visiting nurse, preventative health screening/wellness and legal advocacy.
6. Educates residents on service availability, application procedures, client rights, etc. providing advocacy as appropriate.
7. May develop case plans in coordination with assessment services in the community.
8. Monitors the ongoing provision of services from community agencies and keeps the case management and provider agency current with the provision of supportive services where appropriate.
9. May set up volunteer support programs with service organizations in the community.
10. Helps the residents build informal support networks with other residents, family and friends.
11. May provide training to project residents in the obligations of tenancy or coordinate such training.
12. May educate other staff on the management team of issues related to aging in place and service coordination, to help them to better work with and assist the residents.
13. The Service Coordinator shall track services provided and present to HUD and Management reports as required.
14. Ability to use the computer.
15. Ability to drive a company vehicle and accompany residents/staff off campus as needed.

LANGUAGE SKILLS: Ability to read and write in English. Ability to interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of residents, family or staff.

MATHEMATICAL SKILLS: Ability to add subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PROFESSIONAL EXPECTATIONS:

1. To present oneself in an orderly manner.
2. Willingness to adapt to the changing demands of the position.
3. Be helpful and polite to residents, to be understanding of their needs and respect their privacy.
4. Keep areas of responsibility clean, neat and organized.
5. Cooperate with and be polite to all staff members, family and visitors.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb or balance; talk or hear; and taste or smell. The employee is occasionally required to sit, stoop, kneel, crouch or crawl. The employee must occasionally lift and/ move 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. May work in warm or cool environment
2. May work in confined areas
3. Subject to reactions from dust, chemicals, housekeeping and disinfecting solutions
4. May be exposed to body fluids, infectious diseases and odors
5. The noise level in the work environment is usually moderate
6. Subject frequent interruptions

I acknowledge that I have received, read and understand the duties and expectations for the Services Coordinator position. I agree to perform the duties outlined and to comply with all standards established in the performance of this position.

Employee Signature
Jd.sc.word job desc.

Date

Christian Care Management, Inc.
2002 W. Sunnyside Dr.
Phoenix, AZ 85029

ADA form: Service Coordinator

Name:

Date:

As an applicant for the Service Coordinator position with Christian Care, I have read the job description and have had the opportunity to ask question about the nature and requirement of the job.

Employees must be able to safely perform the essential job functions listed under "Essential Duties and Responsibilities".

Christian Care will provide reasonable accommodations in the performance of the essential functions for people who qualify under the Americans with Disabilities Act.

Would you have difficulty performing any of the essential job functions?

☐ No

☐ Yes If yes, which? List functions(s), including the number from the job description.

What accommodations would you suggest to enable you to you suggest to enable you to perform the function(s) you listed?

Name

Date

THE OASIS AT FELLOWSHIP SQUARE - A CHRISTIAN CARE COMPANY

11818 N. 19th Ave.

Phoenix, AZ 85029

(602) 443-5464

JOB DESCRIPTION

JOB TITLE: Assisted Living Manager

Name:

EXEMPT: No

SHIFT: As Required

PREPARED BY: Kathy Loscheider

APPROVED BY: Kathy Loscheider

DEPARTMENT: ALPHX NS5

SUPERVISOR: Kathy Loscheider

DATE: 1/23/06

DATE: 1/23/06

The purpose of this position is to plan, organize, develop and direct the overall operation of the assisted living facilities (The Oasis and Manor II) in accordance with the current applicable Federal, State and local standards, guidelines and regulations and our established policies and procedures.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. To enable individuals with disabilities to perform the essential functions reasonable accommodations will be made.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

QUALIFICATIONS:

1. Must, as a minimum, hold a current Arizona Assisted Living Manager's Certification.
3. Must have, as a minimum, three (3) years experience in a hospital or long-term care facility.

RESPONSIBILITIES:

Every effort has been made to make this job description as complete as possible. However, it in no way states or implies that these are the only duties that will be required. Other related duties necessary to meet the needs of the residents may be assigned by the Executive Director.

1. Plan, develop, organize, implement, evaluate and direct all the assisted living facility's programs and activities.
2. Develop and maintain written policies and procedures that govern the operation of the assisted living facility.
3. Develop and maintain written job descriptions and performance evaluations for each caregiver, and activities staff position.
4. Assist department directors in the development and use of departmental policies and procedures and establish a rapport in and between departments so that each can see the importance of team work.
5. Interpret the facility's policies and procedures to employees, residents, family members.

- visitors, government agencies, etc., as necessary.
6. Assure that all employees, residents, visitors and the general public follow established policies and procedures pertaining to services provided at the facility.
 7. Assist department supervisors in the planning, conducting, and scheduling of in-service training classes, on-the-job training and orientation programs to assure that current material and programs are continuously provided.
 8. Create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well as, a calm environment throughout the facility.
 9. Assist in the recruitment and selection of competent department supervisors, consultants and other ancillary personnel.
 10. Meet with department supervisors on a regularly scheduled basis and conduct/participate in in-service classes and supervisory level training programs.
 11. Consult with department supervisors concerning the operation of their departments to assist in eliminating/correcting problem areas, and/or improvement of services.
 12. Attend and participate in workshops, seminars, etc., to keep abreast of current changes in the long-term care field, as well as to maintain a professional licensure status. Assure that the facility is maintained in a clean and safe manner for resident comfort and convenience by assuring that necessary equipment and supplies are maintained to perform such duties/services.
 13. Assure that an adequate number of appropriately trained professional and ancillary personnel are on duty at all times to meet the needs of the residents.
 14. Ensure that public information (policy manuals, etc.) describing the services provided in the facility is accurate and fully descriptive.
 15. Review and develop a plan of correction for deficiencies noted during survey inspections and provide a written copy of such plan to the Executive Director.
 16. Assure that all facility personnel, residents, visitors, etc., follow established safety regulations, to include fire protection/prevention, smoking regulations, infection control, etc.
 17. Maintain confidentiality of all resident information.
 18. Assure that the resident's rights to fair and equitable treatment, self-determination, individuality, privacy, property and civil rights, including the right to wage complaints, are well established and maintained at all times.
 19. Assist the activity department in establishing and implementing a Resident Council.
 20. Assure that adequate supplies and equipment are on hand to meet the day-to-day operational needs of the facility and residents.
 21. Make routine inspections of the facility to assure that established policies and procedures are being implemented and followed.
 22. Maintain an excellent working relationship with the medical profession and other health related facilities.
 23. Assure that the building and grounds are maintained in good repair.
 24. Review accident/incident reports and establish an effective accident prevention program.
 25. Must be 21 years of age.

WORK SETTING/ENVIRONMENT:

1. Work is performed indoors in well-lighted/ventilated areas although; residents may be escorted out to the patio and adjacent buildings.
2. There are constant exposures to blood, body tissues and fluids with occasional exposure to hazardous materials and infectious diseases.
3. Exposure to loud or unpleasant voices and bodily injury on a regular basis.

4. Constant stress of working with sick residents and their families, combined with the resident who may be confused, irrational, highly agitated or given to abrupt mood swings.
5. May be exposed to residents with communicable diseases.
6. Exposure to toxins is rare.
7. Sitting, standing, bending, lifting, and moving intermittently during the entire shift.
8. Subject to frequent interruptions.
9. Involved with residents, family members, personnel, visitors, etc., under all conditions/circumstances.
10. Communicates with nursing personnel and other department supervisors.
11. Sometimes works beyond normal working hours.
12. Possibility of strains due to moving residents, or injury from irrational residents.

EQUIPMENT USED:

Adaptive devices, call/radio system, wheelchair, gloves (plastic or rubber), hazardous waste materials, switches, walker, cane, personal computer, copy machine, telephone, adding machine, television, VCR equipment, overhead projector, chalk board, transfer dolly.

PHYSICAL/SENSORY/COGNITIVE REQUIREMENTS TO PERFORM THE ESSENTIAL JOB FUNCTIONS

A. PHYSICAL:

1. STRENGTH:

Ability to transfer, lift, move and turn a resident to or from a bed, wheelchair, toilet, tub and shower and occasionally floor. Requires varied degrees of pushing, pulling and lifting due to the differences in resident weights, which could be over 100 pounds.

2. MANUAL DEXTERITY:

Must be able to continuously perform simple manipulative tasks such as the equipment listed above as well as safety pin, buttons, snaps, buckles and tie strings, etc. Occasionally perform difficult manipulative tasks. Equipment and supplies weigh at least 25 pounds. Must be able to kneel, climb stairs, frequently reach above, at or below shoulder height; 98% of day is spent indoors, 1% outdoors; 60% of work day is spent sitting, 30% walking, 1% pushing wheelchairs and geri-chairs. Director must be able to effectively communicate orally and or in writing with residents, co-workers, families, and public.

3. COORDINATION:

Ability to safely assist a resident with motion relating to daily living activities; assist in transfers, ambulation requiring good hand/eye coordination; and the ability to move about in tight places, between objects, equipment and furniture.

4. MOBILITY:

Must be able to continuously stand and walk; frequently squat, climb stairs, bend to the floor, reach over the shoulder, kneel, twist, sit for long periods, stand, and possibly remain in uncomfortable positions for prolonged periods.

5. SPEECH:

Must be able to continuously articulate clearly and precisely.

6. EMOTIONAL STABILITY:

Must be able to continuously deal effectively with stress created by sick residents, multiple tasks, noises, interruptions, and work cooperatively as part of the health care team while maintaining a pleasant personality.

B. SENSORY:

1. VISION:

Must be able to continuously see objects up close and far away (breathing, color, skin breakdown, hand-eye coordination of the resident, etc.), distinguish colors for warning lights.

2. HEARING:

Must be able to continuously hear normal sounds and voice patterns with some background noise. Must have adequate hearing to receive verbal instructions. Must also be able to hear audible emergency signals, alarms, call light indicators and to be able to answer the phone appropriately.

3. SMELL:

Must be able to detect the smell of smoke, spoiled food, soiled linen, etc.

C. COGNITIVE

1. CONCENTRATION:

Ability to concentrate on technical details with frequent interruptions.

2. ATTENTION SPAN:

Attend to a function from 25 to 120 minutes.

3. CONCEPTUALIZATION:

Must be able to understand and relate specific ideas and concepts.

4. MEMORY:

Must be able to remember multiple tasks and assignments over a period of 8 hours. Must function independently, have flexibility, personal integrity and the ability to work effectively with residents, personnel and support agencies.

EMPLOYEE RESPONSIBILITY IN AN EMERGENCY: Expected to respond to emergency situations involving the safety of residents, other employees and the facility. This includes the ability to physically assist with the possible evacuation of non-ambulatory residents.

ACCEPTANCE OF RESPONSIBILITIES AND DUTIES:

1. This job description is not intended to be all-inclusive. The employee will also perform other reasonable, related business duties as assigned by the Executive Director.
2. Management reserves the right to change job descriptions, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written contract of employment
3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.

I acknowledge that I have received, read and understand the duties and expectations for the job as Oasis Assisted Living Manager and Help Care Director. I agree to perform the duties outlined and to comply with all standards established in the performance of this job.

Employee:

Date

Executive Director

Date

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

THE OASIS AT FELLOWSHIP SQUARE - A CHRISTIAN CARE COMPANY
11818 N. 19th Ave.
Phoenix, AZ 85029

ADA form: Assisted Living Manager/Help Care Director

Name:

Date:

As an applicant for this position, I have read the job description and have had the opportunity to ask questions about the nature and requirement of the job.

Employees must be able to safely perform the essential job functions listed under "Essential Duties and Responsibilities".

THE OASIS AT FELLOWSHIP SQUARE will provide reasonably accommodations in the performance of the essential functions for people who qualify under the Americans with Disabilities Act.

Would you have difficulty performing any of the essential job functions?

☐ No

☐ Yes If yes, which? List functions(s), including the number from the job description.

What accommodations would you suggest to enable you to perform the function(s) you listed?

Applicant

Date

EXECUTIVE DIRECTOR

DATE



Christian Care Human Resources Policy Manual

Revised 07/01/07

WELCOME AND INTRODUCTION

On behalf of the Board of Directors of Christian Care, I would like to take this opportunity to personally welcome you to Christian Care, your new choice of employment.

The Christian Care Mission Statement reads *"Motivated by Christian love and concern, we strive to provide quality and responsive senior housing and healthcare services."*

You are a member of a team that is dedicated to providing the highest quality of care and service to our residents. One of the most important functions of your position is the protection of residents' personal and property rights. Any private or personal information regarding the campus community, facility, residents, and/or family members, must be kept confidential. Current Federal and State laws prohibit disclosure of certain information concerning such matters.

This manual outlines the Human Resources Policies for the Christian Care facilities and is in compliance with the Equal Employment Opportunity regulations. Inter-departmental policies will also apply. You are encouraged to ask questions concerning Christian Care and your new position. Necessary assistance will be provided to help you better understand our Human Resources Policies and operational procedures.

Employment is at-will; both you and Christian Care have the right to terminate the employment relationship at any time, with or without reason, and with or without notice.

Once again, I welcome you to the Christian Care team and sincerely hope that your employment will be a pleasant and rewarding experience for you and for Christian Care.

John S. Norris
Chief Executive Officer



Christian Care Apartments
A Christian Care Company

Angles Care Home Health Presents "Ask the Nurse"



Bring any medical questions you may have.
This will be a great opportunity for you to
receive beneficial information. Come out and
join us Tuesday, April 10th at 10:30am Bldg 1.
We will be providing light refreshments.



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5105



Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org

RESIDENT POTLUCK

WHEN: **Wednesday, March 21st**

WHERE: **Community Room Bldg #1**

TIME: **11:30 AM**

**Come join in the fun with your neighbors &
Christian Care Staff for March resident potluck.**

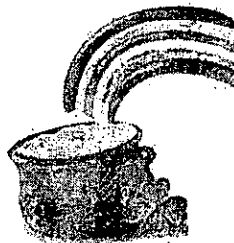
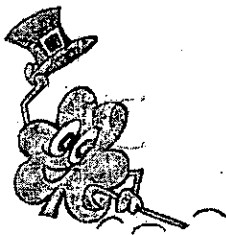


St. Paddy's Pot Luck

Don't forget to come wearing your green!

Food Suggestions: Main Dish, Side Salads, Finger Foods, Desserts
Bring your own drinks!

Christian Care will be providing 1 pan of Baked Ziti





Christian Care Apartments
A Christian Care Company

ANGELS HOME CARE PRESENT FREE BLOOD SUGAR TESTING



Please come out and get your blood sugars
check by a certified RN and get some great
information **Wednesday, October 7th at**
10:30am Bldg 1.



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5105

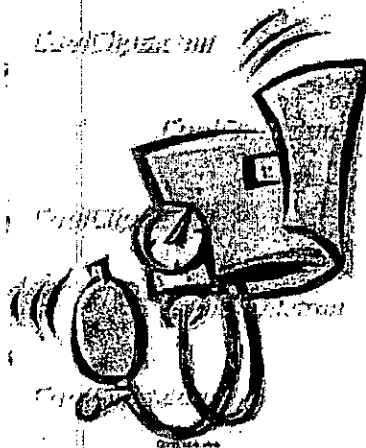
Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org





Christian Care Apartments
A Christian Care Company

VERDE VALLEY HOSPICE PRESENT FREE BLOOD PRESSURE SCREENING



Please come out and get your blood pressure
check and get some great information
Tuesday, November 15th at 10:30am Bldg 1.



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5105

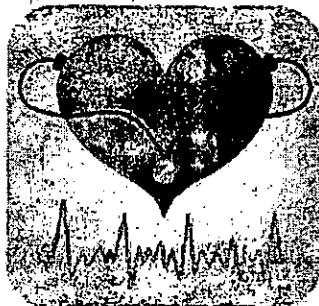


Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org



Christian Care Apartments
A Christian Care Company

Angles Care Home Health Presentation Stroke Prevention



Please come out and join us for some great information **Tuesday, October 4th at 10:30am Bldg 1.** We will be providing light refreshments.



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CHRISTIAN CARE MANAGEMENT, INC.
RETIREMENT AND HEALTHCARE MINISTRY, EST. 1979

Christian Housing - Cottonwood, Inc. is an organization whose employment policy regarding discrimination is that it will provide equal employment opportunities and will not discriminate because of race, creed, color, sex, age, religion, national origin or handicap.

Our company currently attempts to conduct at least 25% of its business with minority business enterprises and/or women's business enterprises. Christian Housing - Cottonwood, Inc. also anticipates opportunities for qualified, low-income business owners within the project's community for involvement during the development, construction and operation of this project.



John Norris, CEO

CottonwoodALCP2012
Exhibit 6
DUNS: 9647017390000
FaxID: 1332880170-8498

i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(1) A description of the supportive services needed for the frail elderly the ALF is expected to serve. For ALFs, this must include at least (3) meals and such other supportive services required locally or by the state. Meals and other such optional services or care must be offered on an "as needed" basis.

(a) For Service-Enriched Housing – If you are applying for Service-Enriched Housing, your SSP must include a description of how the residents will be informed in a relevant and timely manner of:

- The services available to them;
- Their right to accept, decline, or choose such services and to have the choice of provider;
- The identity of, and relevant information for, all agencies providing any services to residents and how those Agencies or organizations shall provide residents with information regarding all procedures and requirements to obtain services, any charges or rates for the services, and the rights and responsibilities of the residents related to those services.

In addition, the SSP must indicate how residents will be made aware of the availability, identity, contact information, and role of the service coordinator. You should also indicate how you will make any other appropriate efforts to ensure that residents are adequately informed of the services options available to promote resident independence and quality of life.

This exhibit addresses these components as presented in this project's Logic Model.

- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3B)
Utilize HUD assistance to improve health outcomes*
- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3D)
Utilize HUD assistance to improve housing stability through supportive services for vulnerable populations including the elderly, people with disabilities, homeless people, and those individuals and families at risk of becoming homeless*
- *Case Management- Frail elderly persons obtaining accessible assisted living housing or service enriched housing*
- *Case Management-Frail elderly persons eligible for ALF/SEH unit*
- *Case Management- Provide assisted living services (ALF) or service-enriched housing (SEH) services*
- *Housing- Units receiving services- Planned*
- *Case Management- Linkages provided to residents*
- *Case Management- Residents linked to services*
- *Case Management- Service coordinator to offer case management services*
- *Nutrition- Meals provided in central dining room*
- *Nutrition- Residents obtain meals in central dining room*

The Christian Care (CC) campus in Cottonwood consists of eight buildings with a total of 88 independent living (IL) subsidized apartments. The complex was completed in September 1995 and maintains an average annual occupancy of 99%. CC is proposing to convert 20 units at Christian Care Cottonwood I to assisted living (AL).

In addition to the twenty-four (24) seniors presently residing at Christian Care Cottonwood I (CCC), the following chart shows the demographic characteristics of the other low income elderly residing in the remaining Cottonwood buildings (II-VIII) located on campus:

CHRISTIAN CARE COTTONWOOD CAMPUS		
Resident Demographics		
Current number of residents	93	100%
Residents over the age of 62	93	100%
Residents over the age of 70	31	33%
Distribution by Sex:		
Male	30	32.3%
Female	63	67.7%
Racial Ethnic Breakdown of Residents		
Caucasian	87	94%
Black	0	0
Asian	0	0
Hispanic	6	6%
Other (Veterans)	10	10.8%
Estimate of # of residents with frailties/limitations in activities in daily living (ADL's)	2	2.2%
Limitations of Two or more Activities of Daily Living	23	24.7%
Number of Residents in Need of Assisted Living Services	16	17.2%
Estimate of # of residents who have limited English proficiency	0	0%
<i>Source: Christian Care Center</i>		

In order to meet the needs of its residents, Christian Care Cottonwood (CCC) has responded with an ever-increasing array of service initiatives to allow frail elderly to age in place through a continuum of care, including supportive living services.

(1) A description of the supportive services needed for the frail elderly:

Supervisory, Personal and Directed Care

Supervisory, Personal and Directed Care consists of supervision of and assistance with medication management, Activities of Daily Living (ADL) such as bathing, dressing, and ambulation and Instrumental Activities of Daily Living (IADL) such as laundry, housekeeping, and socialization. These services are available 24 hours a day 7 days a week.

Emergency Response

Provision of the following emergency response plans:

- 24 hour a day on-site staff to respond to the needs of the ALF residents;
- Emergency call system (Personal Emergency Response System – PERS). The receiver/transmitter is located in each unit with residents wearing water-proof medallions to activate the two-way voice communication. This system is monitored by CCC's 24 hour Security staff; and
- Emergency pull cords in all bedrooms and bathrooms.

Meals

Three meals a day plus two snacks will be provided for residents in the ALF. Meals will be served in the spacious Dining Room by CCC's food service staff. CCC will provide escort to and from the Dining Room. Meals can be delivered to apartments if needed. CCC's food services director in conjunction with a registered dietician will plan the meals using recommended dietary allowance guidelines. The meal plan will include accommodations for those residents needing special diets for health and safety reasons and for religious beliefs. There will be personal care staff present during meal service to ensure optimal nutritional choices. CCC will provide therapeutic diets as indicated by the resident's physician. Therapeutic diets will be reviewed at least every six (6) months and as needed. A registered dietician will do the review. The assisted living interdisciplinary team shall review all other diets annually.

Medication Management

As specified by Physician's orders, individual plans of care and on-going assessment, each resident will be provided with Medication Assistance or a Self-Administered Medication Management plan. This plan will include reminding residents to take medication, opening containers for residents, opening pre-packaged medication for residents, reading the medication label to residents, observing residents while they take medication, checking the self-administered dosage against the label of the container, reassuring residents that they have obtained and are taking the dosage as prescribed and documenting in writing an observation of the resident's actions regarding the medication. A Certified Home Health Aide (following a biannual training and supervision by a nurse) or a licensed nurse

(RN or LPN) will carry out this plan. The level of assistance of medication management will be identified in each individual service plan.

Chore and House Keeping Services

Housekeeping and/or Aide staff provides regularly scheduled housekeeping services, including laundry service, cleaning and chore services for routine tasks that otherwise independent residents are unable to perform. Additional services can be obtained through community based services arranged by the resident or care management staff.

Transportation

Residents of CCC have many convenient accessible transportation options available to them. CCC is serviced by the Cottonwood Area Transit System (CATS) with a fixed stop located at the right next to the property, providing the elder residents with convenient access to local amenities and service programs within the City of Cottonwood.

Additional transportation services are available from:

- Dial-a-Ride
- CJ's Need a Lift
- The Northern Arizona Veterans Affairs Health Care System also provides transportation to disabled veteran residents on the Cottonwood campus. Currently, 10% of the residents on the Cottonwood campus are veterans.

Each of these transportation options allows CCC residents to easily reach local amenities such as shopping and medical appointments all located close by within the Cottonwood area.

Socialization/Recreation/Wellness Activities

CCC organizes a number of activities to meet all of its residents' interests and levels of care. A number of activities, holiday events, and get-togethers are provided for both on site and off site; monthly, seasonal and holiday driven. Activities scheduled at CCC include exercise class, educational activities, life enrichments, computer lab, craft class, and entertainment.

Please see attached CCC Events flyers.

Improving Access to Persons with Limited English Proficiency

CCC takes reasonable steps to ensure meaningful access to their programs and activities to residents with limited English proficiency by providing written material and information in languages other than English. These include activity and program notices, marketing materials, applications and other materials in languages other than English that are common in the CCC community.

Service Coordination

Since January 2006, CCC has had a HUD funded on-site Resident Service Coordinator. The role of the service coordinator is determined by the HUD service coordinator guidelines. In addition, the Service Coordinator's role will be expanded to meet the State of Arizona's Assisted Living Regulations. The Service Coordinator functions include providing general service management including education (available services and providers, and application procedures), referral of residents to service providers in the general community, and assisting residents in applying for the Arizona Long Term Care System Medicaid program. Tenants are advised of the services and activities available on-site through flyers, monthly calendar of events, contact with service staff in common spaces, tenant newsletters, and resident meetings. The Service Coordinator will also assist the resident in finding services that are not traditionally part of the assisted living program such as 1) durable medical equipment; 2) senior fraud prevention; 3) family resources; 4) computer learning center; 5) educational programming, and any additional programs in which the resident would like to participate. The Service Coordinator works to empower residents to be as self-sufficient as possible.

CCC makes all residents aware of the availability, identity, contact information, and role of the Service Coordinator as part of the initial move-in process. Residents will have access to the Service Coordinator's contact information and hours available on-site at all times. The Service Coordinator is responsible for ensuring that all residents at CCC are aware of and connected to the necessary and desired supportive services available. In addition, the Service Coordinator will attend social events and resident meetings for the opportunity to make contact with all tenants on a regular basis.



Christian Care Apartments
A Christian Care Company

Angles Care Home Health Presents "Ask the Nurse"



Bring any medical questions you may have.
This will be a great opportunity for you to
receive beneficial information. Come out and
join us Tuesday, April 10th at 10:30am Bldg 1.
We will be providing light refreshments.



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5105



Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org

RESIDENT POTLUCK

WHEN: **Wednesday, March 21st**

WHERE: **Community Room Bldg #1**

TIME: **11:30 AM**

**Come join in the fun with your neighbors &
Christian Care Staff for March resident potluck.**

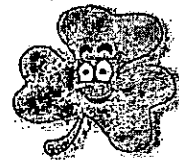
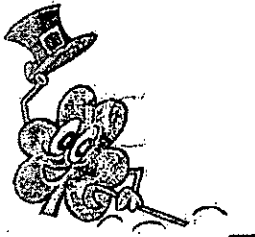


St. Paddy's Pot Luck

Don't forget to come wearing your green!

Food Suggestions: Main Dish, Side Salads, Finger Foods, Desserts
Bring your own drinks!

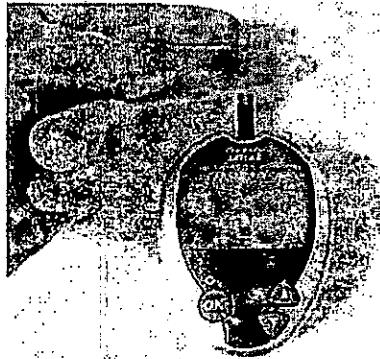
Christian Care will be providing 1 pan of Baked Ziti





Christian Care Apartments
A Christian Care Company

ANGELS HOME CARE PRESENT FREE BLOOD SUGAR TESTING



Please come out and get your blood sugars
check by a certified RN and get some great
information **Wednesday, October 7th at**
10:30am Bldg 1.



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5105

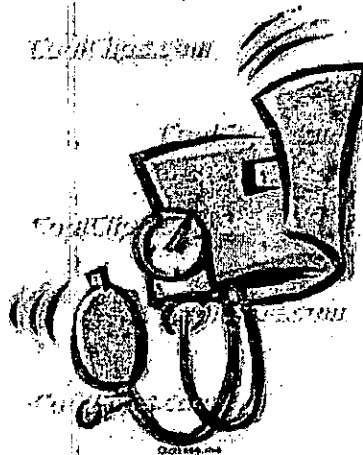


Phone: (928) 634-7571 • Fax (928) 634-7728 • Email: ariene.railey@christiancare.org



Christian Care Apartments
A Christian Care Company

VERDE VALLEY HOSPICE PRESENT FREE BLOOD PRESSURE SCREENING



Please come out and get your blood pressure
check and get some great information
Tuesday, November 15th at 10:30am Bldg 1.



859 South 12th Street • Cottonwood, Arizona 86326
Direct Line (928) 641-5105

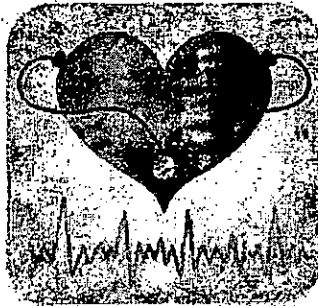


Phone (928) 634-7571 • Fax (928) 634-7728 • Email: arlene.railey@christiancare.org



Christian Care Apartments
A Christian Care Company

Angles Care Home Health Presentation Stroke Prevention



Please come out and join us for some great
information **Tuesday, October 4th at**
10:30am Bldg 1. We will be providing light
refreshments.



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i. Exhibit IX – Supportive Services Plan. A supportive services plan (SSP), a copy of which must be submitted to the appropriate state and/or local agency as instructed in Section III.C. above. The SSP must include:

(2) A description of how you will provide the supportive services to those who are frail, have disabilities, or have functional limitation (i.e., on or off-site or combination of on or off-site), including an explanation of how the service coordination role will facilitate the adequate provision of such services to ALF or SEH residents, and how the services will meet the identified needs of the residents. Also, indicate how you intend to fund the service coordinator role.

This exhibit addresses these components as presented in this project's Logic Model:

- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3B)
Utilize HUD assistance to improve health outcomes*
- *HUD Goal- Utilize Housing as a Platform for Improving Quality of Life (3D)
Utilize HUD assistance to improve housing stability through supportive services for vulnerable populations including the elderly, people with disabilities, homeless people, and those individuals and families at risk of becoming homeless*
- *Case Management- Avoidance of placement into long-term care facility*
- *Case Management-Consultation*
- *Case Management-Coordinate assisted living services*
- *Case Management-Monitor the activities and services of residents*
- *Case Management- Number of partnerships developed with Community Health Clinics to establish medical homes for residents*

CottonwoodALCP2012
Exhibit 9
DUNS: 9647017390000
FaxID: 1332880170-8498

- *Case Management- Provide assisted living services (ALF) or service-enriched housing (SEH) services*
- *Case Management-Residents aware of benefits and services offered by the facility*
- *Case Management- Linkages provided to residents*
- *Case Management- Residents linked to services*
- *Case Management- Service coordinator to offer case management services*
- *Housing- Units receiving services*
- *Nutrition- Meals provided in central dining room*
- *Nutrition- Residents obtain meals in central dining room*

(2) A description of how you will provide the supportive services to those who are frail, have disabilities, or have functional limitation (i.e., on or off-site or combination of on or off-site)

The Christian Care Cottonwood staff, in order to meet the growing needs of residents as well as to address the issues of aging in place, will develop a plan to provide a wide range of activities, trips, wellness and mental healthcare, personal care assistance, transportation, and meals to those who are aging in place, allowing them to remain independent and within their home environment for as long as possible.

At CCC, a Plan of Care will be developed and a service level will be assigned to the resident. The Assisted Living interdisciplinary team will operate with the understanding that each person is unique; as a result, the level of care varies according to the needs of the resident. Each level provides care that is tailored to meet the resident's needs. CCC will provide supportive services that will occur both on-site and off-site, however CCC will assure that all residents are able to receive as many services as possible without leaving the facility. Supportive services including personal care, housekeeping, emergency response, medication management, meals, and service coordination will all be made available within the resident's unit. Recreational

and social activities take place on and off-site; however a majority of the activities are held on-site within CCC's community room and dining areas. This allows residents who are frail, have disabilities, or have functional limitations to openly participate in activities and events in addition to promoting autonomy and improving their overall well-being.

Supervisory, Personal and Directed Care

Supervisory, Personal and Directed Care consists of supervision of and assistance with medication management, Activities of Daily Living (ADL) such as bathing, dressing, and ambulation and Instrumental Activities of Daily Living (IADL) such as laundry, housekeeping, and socialization. These services are available 7 days a week.

Emergency Response

Provision of the following emergency response plans:

- 24 hour a day on-site staff to respond to the needs of the ALF residents;
- Emergency call system (Personal Emergency Response System – PERS). The receiver/transmitter is located in each unit with residents wearing water-proof medallions to activate the two-way voice communication. This system is monitored by CCC's 24 hour Security staff; and
- Emergency pull cords in all bedrooms and bathrooms.

Meals

Three meals a day plus two snacks will be provided for residents in the ALF. Meals will be served in the spacious Dining Room by CCC's food service staff. CCC will provide escort to and from the Dining Room. Meals can be delivered to apartments if needed. CCC's food services director in conjunction with a registered dietician will plan the meals using recommended dietary allowance guidelines. The meal plan will include accommodations for those residents needing special diets for health and safety reasons and for religious beliefs. There will be personal care staff present during meal service to ensure optimal nutritional choices. CCC will provide therapeutic diets as indicated by the resident's physician. Therapeutic diets will be reviewed at least every six (6) months and as needed. A nurse and a registered

dietician will do the review. The assisted living nurse shall review all other diets annually.

Chore and House Keeping Services

Housekeeping and/or Aide staff provides regularly scheduled housekeeping services, including laundry service, cleaning and chore services for routine tasks that otherwise independent residents are unable to perform. Additional services can be obtained through community based services arranged by the resident or care management staff.

Transportation

Residents of CCC have many convenient accessible transportation options available to them. CCC is serviced by the Cottonwood Area Transit System (CATS) with a fixed stop located at the right next to the property, providing the elder residents with convenient access to local amenities and service programs within the City of Cottonwood. Additional transportation services are available from:

- Dial-a-Ride
- CJ's Need a Lift
- The Northern Arizona Veterans Affairs Health Care System also provides transportation to disabled veteran residents on the Cottonwood campus. Currently, 10% of the residents on the Cottonwood campus are veterans.

Each of these transportation options allows CCC residents to easily reach local amenities such as shopping and medical appointments all located close by within the Cottonwood area.

Improving Access to Persons with Limited English Proficiency

CCC takes reasonable steps to ensure meaningful access to their programs and activities to residents with limited English proficiency by providing written material and information in languages other than English. These include activity and program notices, marketing materials, applications and other materials in languages other than English that are common in the CCC community.

f. Exhibit VI – Physical Construction. A description of the physical construction aspects of the ALF or SEH conversion, including the following:

(8) Include firm financial commitment letters with specific dollar amounts from appropriate organizations(s) for conversion needs (within the scope of this conversion NOFA) which will be supported by non-HUD funding.

Christian Care Cottonwood has not been able to identify or secure any other sources of funding to convert twenty (20) independent living units into assisted living units.

CottonwoodALCP2012
Exhibit 6
DUNS: 9647017390000
FaxID: 1332880170-8498

f. Exhibit VI – Physical Construction. A description of the physical construction aspects of the ALF or SEH conversion, including the following:

(9) A description of any relocation of current tenants including a statement that:

(a) Identifies all tenants to be moved temporarily to another unit within the development OR from the development during the period that the physical conversion of the project is underway.

(b) Indicates the estimated cost of temporary relocation payments and other related Services, and the basis for the estimate;

(c) Indicated the source of funds to be used to pay relocation costs.

(d) Identifies the staff organization that will carry out the relocation activities; and

(e) Indicates temporary relocation will not extend beyond one year. If it takes more than one year to return the tenant to his or her previous unit or location, the grantee must pay permanent relocation benefits immediately. This assistance would be in addition to any assistance the person has already received for temporary relocation, and may not be reduced by the amount of any temporary relocation assistance. Receiving permanent relocation benefits does not mean that the resident has lost the right to return to the project or unit.

(f) Indicate in the relocation plan for residents who are temporarily relocated during the conversion that do not need or seek ALF services.

(g) Indicated that all persons occupying units to be converted have been issued the appropriate required General Information Notice and advisory services information (receipt also required) at the time the application is submitted. Attach a copy of the General Information Notice that was sent.

This exhibit addresses these components as presented in this project's Logic Model:

- *Case Management- Residents temporarily located*
- *Case Management-Frail elderly persons in need of units and services*
- *Case Management-Frail elderly persons eligible for ALF/SEH units*
- *HUD Goal- Build Inclusive and Sustainable Communities Free from Discrimination (4C)- Ensure open, diverse, and equitable communities*
- *Case Management- Frail elderly persons obtaining accessible assisted living housing or service enriched housing*

(a) Identifies all tenants to be moved temporarily to another unit within the development OR from the development during the period that the physical conversion of the project is underway.

The following is a list of all tenants to be moved temporarily during the period that the physical conversion of the project is underway. All tenants will be temporarily moved to another unit within the development.

Resident Name	Apartment #
[REDACTED]	
[REDACTED]	

(b) Indicates the estimated cost of temporary relocation payments and other related Services, and the basis for the estimate;

Cost of Temporary Relocation payments/related services:

Christian Care Cottonwood II Relocation					
On-site Resident moves		20	affected units @	\$ 750.00	\$ 15,000
Off-site Resident moves			affected units @	\$	\$
Off-site Rent/URA related moves			months @	\$	\$
Cable/phone/internet/utilities costs per unit		20	transfers @	\$ 90.00	\$ 1,800
On-site cleaning/painting		20	units on site @	\$ 650.00	\$ 13,000
Unforeseen Costs					\$ 30,000
Total Relocation Costs					\$ 59,800

Loss of Rental Revenue:

Christian Care Cottonwood I FY 2012 ALCP Vacancy Loss

# of months per development phase	# of units vacant	Rent loss per month	Development Phase	
1	2	\$1,226.00	Grant agreement fully executed	Jan-13
1	3	\$1,839.00	Design Development/Units Being Vacated	Feb-13
2	4	\$2,452.00		Mar-13
3	5	\$3,065.00		Apr-13
4	5	\$3,065.00		May-13
5	5	\$3,065.00		Jun-13
6	5	\$3,065.00	Submit Kickoff Package to HUD	Jul-13
7	6	\$3,678.00	Construction Kick-Off	Aug-13
8	7	\$4,291.00	Start Construction Phase I (7 units)	Sep-13
1	7	\$4,291.00		Oct-13
2	7	\$4,291.00		Nov-13
3	7	\$4,291.00	Construction Phase II (7 units)	Dec-13
4	7	\$4,417.00		Jan-14
5	7	\$4,417.00		Feb-14
6	6	\$3,786.00	Construction Phase III (6 units)	Mar-14
7	6	\$3,786.00		Apr-14
8	6	\$3,786.00	Construction Completion	May-14
1	6	\$3,786.00	Fill Units - Move in Phase	Jun-14
Total		\$62,597.00		

Project Phase	Vacancy loss per phase
Grant agreement fully executed	\$1,226.00
Design Development/Units Being Vacated	\$20,229.00
Construction	\$37,356.00
Fill Units - Move in	\$3,786.00
Total Vacancy Loss	\$62,597.00

Average Rent Per Unit: \$613.00

(c) Indicated the source of funds to be used to pay relocation costs.

Relocation costs have been included in the proposed ALCP budget presented in Exhibit VI (7). Christian Care Cottonwood (CCC) is requesting that relocation costs be paid through the HUD Assisted Living Conversion Program (ALCP) Grant.

(d) Identifies the staff organization that will carry out the relocation activities; and

Relocation Activities

The coordination of all the relocation activities will be arranged by Christian Care Cottonwood. Activities will be assigned to the following:

<u>Task</u>	<u>Responsible Party</u>
1. Packing and moving of residents' belongings and furniture.	Moving Company
2. Cleaning of apartment after modifications.	Cleaning Company
3. Removal and reinstallation of window treatments, picture frames, etc.	Maintenance Staff
4. Coordination of telephone, cable, and other services.	Management Staff

Please see attached Relocation Plan along with a statement that the project will adhere to the guidelines as specified in HUD Handbook 1378:

(e) Indicates temporary relocation will not extend beyond one year. If it takes more than one year to return the tenant to his or her previous unit or location, the grantee must pay permanent relocation benefits immediately. This assistance would be in addition to any assistance the person has already received for temporary relocation, and may not be reduced by the amount of any temporary relocation assistance. Receiving permanent relocation benefits does not mean that the resident has lost the right to return to the project or unit.

Christian Care Cottonwood certifies that Temporary Relocation will not extend beyond one year.

If, due to unforeseen circumstances, it takes more than one year to return a tenant to his or her previous unit or location Christian Care Cottonwood will pay permanent relocation benefits immediately. This assistance will be in addition to any assistance the person has already received for temporary relocation and will not be reduced by the amount of the temporary assistance benefit. Christian Care Cottonwood also certifies that the receipt of any permanent relocation benefits does not mean that the resident has lost the right to return to the project or unit.

(f) Indicate in the relocation plan for residents who are temporarily relocated during the conversion that do not need or seek ALF/SEH services.

Some of the Christian Care Cottonwood residents occupying the twenty (20) apartment units that will be affected by this ALCP conversion presently may not seek ALF services. Given the age and frailty levels of those residents, it is anticipated that the majority will need ALF services prior to the completion of construction.

Residents, who will be relocated to allow for the conversion of these apartments and need ALF services, will be offered the opportunity to move back to their original apartment when construction is complete. The residents that do not seek ALF assisted services will either stay in the apartment that they have been relocated to or have first choice of an existing vacancy.

Please see attached to this exhibit, a certification from Christian Care Cottonwood that the project will follow the standards and guidelines established by the Uniform Relocation Act and HUD handbook 1378.

(g) Indicated that all persons occupying units to be converted have been issued the appropriate required General Information Notice and advisory services information (receipt also required) at the time the application is submitted. Attach a copy of the General Information Notice that was sent.

Please see the attached certification stating that the appropriate General Information Notice and advisory services information was personally delivered to all residents occupying units that are to be converted under the proposed Assisted Living Conversion Program (ALCP) grant application scope. Also attached is a copy of the General Information Notice that was sent.

In addition to being issued the General Information Notice, management staff at Christian Care Cottonwood also held a resident meeting where they informed residents of the proposed conversion and allowed time for residents to voice any comments or questions.



CHRISTIAN CARE MANAGEMENT, INC.
RETIREMENT AND HEALTHCARE MINISTRY, EST. 1979

April 13, 2012

To Whom It May Concern:

Christian Housing - Cottonwood, Inc., as owner of Christian Care Cottonwood will notify all residents impacted by this initiative as stated in the HUD Handbook 1378 Appendix 2 and will adhere to guidelines as specified in HUD Handbook 1378. Refer to sample letter and Procedures for Relocating Residents that are attached. These documents will be utilized to assist the project owner and management agent to fulfill their responsibility in meeting the established standards and requirements of the Uniform Relocation Act.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Norris', is written over a horizontal line. The signature is fluid and cursive, with the first letter 'J' being particularly large and prominent.

John Norris, CEO
Christian Housing - Cottonwood, Inc.




CHRISTIAN CARE COMPANIES
RETIREMENT AND HEALTHCARE MINISTRY, EST. 1979

Procedures for Relocating Residents

This plan details the steps to be taken when residents are displaced due to the assisted living conversion project in Cottonwood I. Our goal is to ensure this change is as seamless and comfortable as possible for the residents affected.

- Toni Glenn, Property Manager will meet individually with each resident and/or their family members to discuss the relocation process.
- Toni Glenn, Property Manager will make date and time arrangements with Mover's staff to pack, move, and unpack resident's belongings.
- Toni Glenn, Property Manager and Facilities Support staff will ensure the resident's new apartment is prepared, cleaned, and ready for the move-in.
- Mover's staff will arrive on the scheduled date and time to pack and move the resident's belongings.
- Mover's staff will unpack the resident's belongings in the new apartment under the direction of the resident.
- Facility Support staff will be available for 8 hours to assist the resident in hanging pictures, making bed, etc.
- Resident Services staff will be responsible for transferring telephone and cable service from the prior apartment to the new apartment. There will be no charge to the resident.
- Resident Services staff will schedule a follow up visit with each resident approximately 1 week after the move to ensure everything has been addressed since the move.
- Resident Services staff will be available throughout the move to take care of the challenges that may occur.



John Norris, CEO

5/2/12

Date



CHRISTIAN CARE MANAGEMENT, INC.
RETIREMENT AND HEALTHCARE MINISTRY, EST. 1979

Certification for Intent to Follow the Uniform Relocation Act

This document is to certify that Christian Housing - Cottonwood, Inc. will follow the standards established in the Uniform Relocation Act. In addition, the management has notified all residents impacted by this initiative as stated in the HUD Handbook 1378 Appendix 2 and will adhere to the guidelines specified in the HUD Handbook 1378.



John Norris, CEO

April 13, 2012

Date



CHRISTIAN CARE COMPANIES
RETIREMENT AND HEALTHCARE MINISTRY, EST. 1979

Delivery of General Information Notice Certification

I hereby certify that the attached General Information Notice was personally delivered to all residents occupying units that are to be converted under the proposed Assisted Living Conversion Program (ALCP) grant application scope.

John Norris, CEO

5/2/12

Date

GENERAL INFORMATION NOTICE
RESIDENTIAL TENANT NOT DISPLACED

May 2, 2012

Dear [REDACTED] of Apartment # [REDACTED]

Christian Housing - Cottonwood, Inc. is interested in rehabilitating the unit which you currently occupy at Christian Care Cottonwood 1, 859 South 12th Street, Cottonwood, AZ 86326 as a part of a proposed project which may receive funding assistance from the U.S. Department of Housing and Urban Development (HUD) under the Assisted Living Conversion Program (ALCP).

The purpose of this notice is to inform you that you will not be displaced in connection with the proposed project.

If the project application is approved and federal financial assistance provided, you may be required to move temporarily so that the rehabilitation can be completed. If you must move temporarily, suitable housing will be made available to you and you will be reimbursed for all reasonable out of pocket expenses, including moving costs and any increase in housing costs. You will need to continue to pay your rent and comply with all other lease terms and conditions.

Upon completion of the rehabilitation, you will be able to lease and occupy your present apartment or another suitable, decent, safe and sanitary apartment in the same building/complex under reasonable terms and conditions.

If federal financial assistance is provided for the proposed project, you will be protected by a federal law known as the Uniform Relocation Assistance and Real Property Acquisition Policies Act (URA). One of the URA protections for persons temporarily relocated is that such relocations shall not extend beyond one year. If the temporary

relocation lasts more than one year, you will be contacted and offered all permanent relocation assistance as a displaced person under the URA. This assistance would be in addition to any assistance you may receive in connection with temporary relocation and will not be reduced by the amount of any temporary relocation assistance previously provided. You will also have the right to appeal the agency's determination, if you feel that your application for assistance was not properly considered.

We urge you not to move at this time. If you choose to move, you will not be provided relocation assistance.

Please remember:

- **This is not a notice to vacate the premises.**
- **This is not a notice of relocation eligibility.**

You will be contacted soon so that we can provide you with more information about the proposed project. If the project is approved, we will make every effort to accommodate your needs. In the meantime, if you have any questions about our plans, please contact: Toni Glenn, Property Manager at (928) 634-7571.

Sincerely,
John Norris, CEO

Enclosure

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CottonwoodALCP2012
Exhibit 6
DUNS: 9647017390000
FaxID: 1332880170-8498

f. Exhibit VI – Physical Construction. A description of the physical construction aspects of the ALF or SEH conversion, including the following:

(10) Section 3 Requirements. Address how training, employment, contracting and other economic opportunities will be directed to low- and very low-income persons that receive government assistance for housing and to business concerns that provide economic opportunities to low- and very-low-income persons.

This exhibit addresses these components as presented in this project's Logic Model:

- *HUD Goal- Build Inclusive and Sustainable Communities Free from Discrimination (4A) - Catalyze economic development and job creation, while enhancing and preserving community assets*
- *HUD Priority-Job Creation/Employment (1a)- Improving access to job opportunities through information sharing, coordination with federal, state, and local entities, and other means*
- *Business Opportunities- Section 3- Businesses*
- *Business Opportunities- Section 3- Dollars*
- *Employment Opportunities- Section 3-Jobs created*
- *Employment Opportunities-Section 3-Jobs retained*
- *Employment Opportunities-Section 3-Persons*
- *Training Opportunities- Other*
- *Training Opportunities- Section 3*

Work and Life Skills Training & On-Site Employment

Christian Care Cottonwood (CCC) believes in the concept of enrichment of life through education and training for all individuals regardless of age. CCC currently employs

numerous residents on-site in volunteer capacities to work on the premises of CCC. On-site volunteer positions offered to residents include:

- Reading Companion
- Handyman
- Friendly Visitor
- New Resident Assistance
- Computer Instructor

Attached please find a description of all the on-site employment opportunities available to CCC residents.

CCC anticipates expanding its current programs and outreach through the ALCP project proposed in this application. It is CCC's intention to promote and offer these opportunities to individuals within the community in addition to its residents.

Common spaces in this facility are utilized for enrichment programs, workshops and classes to benefit the tenants as well as low and very low-income members of the community. Some examples of CCC's efforts to assist its residents with training and employment are as follows:

- Computer learning center/program
- Health and wellness screenings and information sessions
- Hall monitors to assist residents with emergency needs
- Volunteer escorts to residents
- Peer companion programs

Contracting & Economic Opportunities

CCC believes that good business policy provides opportunity to all people, including low and very low-income persons and businesses. CCC will continue to identify employment opportunities that can be offered to low and very low-income persons within the immediate community of the project. Especially considering today's high

unemployment rate, CCC seeks to utilize any grant funds that will be received as a catalyst for workforce development, particularly among low-income populations and communities in and around the project area. Every effort is taken to see that this project not only enriches the lives of those who will reside here but also serves as an asset to the community, opening doors to educational and employment opportunities that ultimately lead to individual independence and community revitalization and growth.

Request for proposals will be encouraged from local persons and small, minority owned, and/or women owned business enterprises for contracts and employment opportunities during the development and construction of this project in addition to on-going operational needs.

Please see the attached statement from CCC confirming its policy of nondiscrimination and employment of minority and low income and small business enterprises.



Christian Care Apartments
A Christian Care Company

Volunteer Opportunities

Posting Date June 10, 2011

Background checks are required for all of the volunteer positions at Christian Care Apartments. Confidentiality is a must.

If you are interested in volunteering, contact
Arlene Railey, Social Services Coordinator at 641-5105.

Volunteer Position: Reading Companion

Assist residents who have requested assistance with reading needed due to visual impairments or reading/learning disabilities.

Volunteer Position: Handyman

Assist residents with small tasks like hanging pictures, putting together light furniture, connecting TV, DVD players, and VCRs.

Volunteer Position: Friendly Visitor

Friendly, uplifting visits to less socially active residents. Volunteer must be dependable, Patient, caring, and willing to listen with a nonjudgmental attitude that does not reflect Your own biases.

Volunteer Position: New Resident Assistance

Volunteer help orientate and answer questions for new residents. Assist residents with information on activities on campus, location of community area information. This is a two weeks limited assistance to new residents to avoid dependence and encourage independence and participation in activities.

Volunteer Position: Computer Instructor

Help orientate residents who would like to learn to use the computer in the community room. Need to know how to access the World Wide Web, email set up, and Microsoft software.

