



PSH Plus: Services & Amenities Needed Onsite

Security Concerns & Recommendations

Concern	Design Recommendations for Consideration
<p>Vulnerability to violence</p> <ul style="list-style-type: none"> from family, friends, & acquaintances including drug dealers 	<ul style="list-style-type: none"> 24/7 presence at the front desk Camera system & wi-fi to run security cameras Better coordination b/n front desk, all property management team member and PSH CMs re unusual incidences or suspected victimization
<p>Crisis/security management</p> <ul style="list-style-type: none"> during service provision (office & common areas) 	<ul style="list-style-type: none"> Multiple exits from service areas/office & common areas Panic buttons/intercom for service providers and service areas/office Furnishing designed to reduce self-harm and/or harm to others Training on de-escalation and working w/ SMI & SUD related challenges for front desk and all property management team members (including maintenance and cleaning crews)
<ul style="list-style-type: none"> Accessing units when clients are immobile or unresponsive 	<ul style="list-style-type: none"> Smart designs for locking/unlocking doors Panic buttons within units
<ul style="list-style-type: none"> Hallways and common areas 	<p>Visual surveillance & safety features including:</p> <ul style="list-style-type: none"> Lighting, hallway width & sight lines that facilitate security Cameras in hallways
<p>Other design features and concerns reviewed/discussed, but not recommended</p>	<ul style="list-style-type: none"> Gender configuration by floor Security presence on each floor Limiting visit-ability, meaning limiting access of residents and visitors by floor <p>Note: while these issues are important, our goal is to create permanent housing and avoid institutional/over-policed settings. As such these options are not recommended for PSH model (intensive or otherwise).</p>

Mobility Concerns & Recommendations

Concern	Recommendations for Consideration

<p>Accessible</p> <ul style="list-style-type: none"> • Building 	<p>Accessibility ramps into and out of building</p> <p>Elevators, ideally 2 in case one is inoperable</p>
<ul style="list-style-type: none"> • Units 	<p>Level of UFAS (universal accessibility) that</p> <ul style="list-style-type: none"> • reflects level of need (depending on the specific population targeted) and • facilitates aging in place
<ul style="list-style-type: none"> • Service offices 	<p>Co-located and accessible physical and behavioral health services</p>
<ul style="list-style-type: none"> • Open space 	<p>Open space is critical, and needs to account for high incidence of smokers</p>
<ul style="list-style-type: none"> • Common areas 	<p>Intimate communal spaces (for 5 – 10 ppl), on every floor (ideally)</p> <ul style="list-style-type: none"> • to combat isolation & foster community for people w/ severe mobility constraints and • to create areas for Health Home Aides outside of unit but still close by
<ul style="list-style-type: none"> • Hallways 	<p>Impact on operating costs</p> <ul style="list-style-type: none"> • Higher level of cleaning and maintenance services must be accounted for in operating budgets due to wheelchair and walker use <p>Design features</p> <ul style="list-style-type: none"> • Plexi-glass guards for all hallways & units for individuals with wheelchairs • Relatively soothing color scheme and hides wear and tear • Not overly designed to allow for residents to add design elements and art work
<p>Other accessible amenities needed</p>	<p>Laundering facilities:</p> <ul style="list-style-type: none"> • Recognize that while machines in every unit may be ideal, it presents a high maintenance & upkeep risk • Communal but accessible laundering facilities recommended <p>Computer stations:</p> <ul style="list-style-type: none"> • Great for facilitating communal interactions & drawing clients out of units • But do not eliminate the need for client facing wi-fi and/or 5G (for sufficient bandwidth), particularly to facilitate tele-health <p>Recommended approach for communal amenities:</p> <ul style="list-style-type: none"> • Visible and high traffic or central location • Offering on every floor would be great; likely most cost effective & practical to concentrate on one floor • As close to entrance staff/security or other community/office spaces as possible • Ideally maintained by activity coordinator (e.g. by ADHP partner)

Health (Physical & Behavioral) Concerns & Recommendations

Concern	Recommendations for Consideration
<p>Accessible comprehensive physical & mental health services</p>	<p>Partnerships that allow for a registered nurse onsite and connections to primary and mental health services should be encouraged. Options to explore are included here. Viability should be evaluated on a case-by-case basis, as specific properties/opportunities present themselves.</p> <ul style="list-style-type: none"> • Partnerships that serve larger neighborhood and create heavy traffic to location may not be ideal as it might impact character of development: <ul style="list-style-type: none"> ○ Imbedded/co-located FQHC ○ Imbedded/co-located FSMH • Partnerships tailored to and focused on serving the residents in the building may be ideal: <ul style="list-style-type: none"> ○ Dedicated ACT team ○ Dedicated PACE program site (if built in Ward 7 or 8) ○ Adult Day Health Programs (e.g. Wah Luck ADHP targeting building w/ aging residents in China Town (153 units, ~200 residents); program model includes Clinical director, registered nurse, and activity coordinators) <p>Overall design considerations, given that health partnerships may be location specific:</p> <ul style="list-style-type: none"> • Dedicated sinks for health professionals • Wiring that facilitates tele-health services
<p>ADL/IADL related challenges & impact</p>	<p>Overall design considerations:</p> <ul style="list-style-type: none"> • Common and parking spaces/needs that account for personal care aides working w/ clients • Unit features that accommodate medical needs and appropriate safety features • Higher level of cleaning services in common areas and hallways • Furniture that can be wiped down and cleaned easily