



# Entry Form 2017 Annual Awards for Program Excellence

**Entry Deadline: Thursday, June 15, 2017, Midnight ET**

Each entry must include a completed entry form. Please complete a form for each entry your HFA is submitting. The completed entry form will become the first page of your entry.

This form is a fillable PDF. Type your information into the entry form and save it as a PDF. Please do not write on or scan the entry form. **Questions: Call 202-624-7710 or email [awards@ncsha.org](mailto:awards@ncsha.org).**

**Entry Title:** Enter your entry's title exactly as you wish it to be published on the NCSHA website and in the awards program.

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**Category:**

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**Subcategory:**

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**Entry Summary:** A 15-word (max) summary of the program, project, or practice you are entering.

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**HFA:**

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**HFA Staff Contact:**

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**Phone:**

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**Email:**

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**Visual Aids:**

Are you mailing to NCSHA 10 copies of any visual aids that cannot be included in your entry PDF?    Yes        No

**Payment:**

My HFA is mailing a check to NCSHA.  
My HFA is emailing the credit card authorization form to [awards@ncsha.org](mailto:awards@ncsha.org).

## Community Aging in Place

In October of 2016, MaineHousing issued invitations to Maine’s local public housing authorities to participate in the replication of a successful home repair program for senior homeowners. Pioneered by Bath Housing Authority, one of Maine’s local public housing authorities, the Community Aging in Place (CAP) program is a new, simple home modification program for low-income senior homeowners. The program uses the local housing authority’s maintenance staff to do safety checks, “adaptability” upgrades, minor maintenance repairs, and accessibility modifications. The free program serves low-income, elderly or disabled homeowners. The goal was to demonstrate that small investments in home safety can extend the time low-income seniors can stay safely in their own homes and reduce health care expenses while improving health outcomes.

### **The Need**

The State of Maine is one of the oldest states in the country and our elderly population is projected to continue to grow. 97% of Maine seniors live independently. And the number of senior homeowners is growing faster than senior renters. Meeting the demand for quality affordable housing for Maine’s seniors will be difficult. Policies and programs that help seniors stay at home must contend with cost and community capacity issues.

Like many communities across Maine, Bath was facing a senior housing shortage. Elder and disabled residents in need were waiting at least 24 months for eligible public housing units. Meanwhile, research showed many preferred to stay in their own homes but could no longer keep up with maintenance – creating potentially serious health and safety issues. After a successful first year of implementing the CAP program locally, Bath asked MaineHousing if we would be willing to support its replication in other local housing authorities.

### **Program Design**

The goal of the Community Aging in Place (CAP) program is to extend the time that low income seniors and disabled persons can stay safely in their homes while improving health and safety outcomes.

CAP, now branded Comfortably Home by Bath Housing Authority, is adapted from the home modification component of the evidence-based CAPABLE model developed by Johns Hopkins School of Nursing. Comfortably Home uses the local housing authority to provide cost-effective, home safety interventions that enable older adults to remain in their homes. Comfortably Home has three core values:

- treat every homeowner and their home with sensitivity and individualized care;
- approach each homeowner’s needs and preferences with customized solutions; and
- invest professional skills, superior customer service and high quality materials into every home.

The Bath Housing Authority program was initially funded by the John T. Gorman Foundation, a well-regarded Maine philanthropic organization with a commitment to addressing the needs of the senior population. MaineHousing and the foundation are now funding CAP’s replication and

implementation in four additional local public housing authorities in addition to Bath Housing. Bath Housing is providing training in program implementation and has extended its program resources – assessment tools, marketing, etc. – for use by the other local housing authorities. MaineHousing is managing the program’s evaluation through centralized data collection and evaluation.

The CAP program addresses several desired outcomes:

- Providing seniors with affordable modifications that allow them to remain at home safely
- Building community capacity by investing in local public housing authorities
- Achieving efficiencies by leveraging public housing authority expertise and their relationships with other community providers.

Participants complete a phone intake with the local housing authority to determine eligibility, review participant goals, and schedule an initial assessment. The Comfortably Home team, Coordinator and Maintenance Technician who are PHA staff, conduct an in-home assessment using a -question survey and companion home assessment tool to explore how participants use their homes and identify improvements that would allow them to use them better. The team and participant jointly develop a feasible Work Plan with installation typically scheduled within two weeks. Three months from installation, the Coordinator contacts the participant to ensure satisfaction and/or schedule any additional work. At six months, the team conducts a final post-test assessment to compare to baseline indicators from the initial assessment.

Comfortably Home is unique in that the team assesses the problems, provides the solution, and covers the cost. Other similar programs don’t do all three, leaving the homeowner to coordinate assessment, obtain and distribute funds and hire and coordinate providers. The program approaches assessment from the homeowner’s perspective and provides personalized solutions customized to their daily routines, needs, and preferences. Most low-cost, no-cost programs provide only standard options, while our solutions and services are equivalent to those of high-end providers. These services enable recipients to continue living safely and comfortably at home.

### **Collaboration and Community Capacity Building**

Five local housing authorities comprising 90,000 population are participating in the first year of the program. Each PHA determined how the program would be tailored to work in their communities while still adhering to the core principles of the Bath Comfortably Home program.

MaineHousing supported replication of a senior home modification program in response to the growing need to assist Maine seniors age in place. Equally important is our objective of building community capacity to meet these needs and particularly the capacity of local public housing authorities. The collaboration among the housing authorities offers opportunities for knowledge transfer, problem solving, strengthened community partners and a renewed and relevant role for PHAs in their communities.

### **Evaluation**

Initial and final assessment data is submitted by the local authorities into a central data base maintained by MaineHousing. Program impact is measured in five areas:

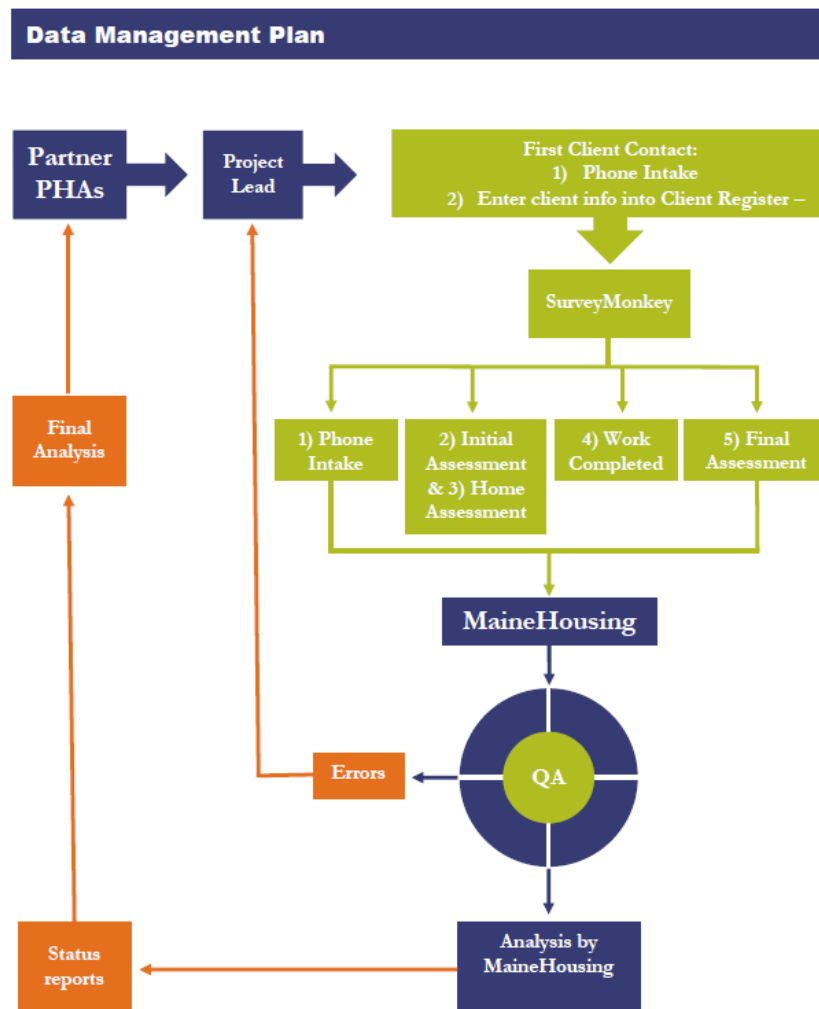
1. Falls – A reduction in the number and severity of falls related to home hazards by 20%.

2. Fire – Reduce the number of home fire risks by 20% and actual home fires by 20%.
3. Hospitalizations – Reduce participant’s 911 calls, hospital visits and hospital admissions by 15% each.
4. Independence – Improve participant’s to perform activities of daily living (primarily related to the bathroom) by 20%.
5. Financial Stability – A relief of financial burden of 35% of participants as a result of CAP assistance.

Additionally, MaineHousing is conducting field assessments that include program delivery attributes and financial reviews.

### Preliminary Findings

The first final assessments are beginning to be collected. Final results from Bath Housing’s pilot and the initial final assessments indicate that this replication will have be successful in keeping seniors safe and comfortable in their homes longer.



# The Practical

Home Assessment and Work Plan development

# The initial arrival to the home reveals a lot...





# There are many types of building construction.



# The Initial Home Assessment

The Home Assessment begins with the participant (pages 64-66):

- Listen carefully to the conversation and the participant's answers to the Initial Assessment. Questions your co-worker asks will help you complete the Home Assessment form and develop the Work Plan.
- For example: The participant may say they avoid going to the basement because they do not have a railing to help them get down the stairs, or as in the mock assessment this morning, they don't use their bedroom ceiling light because they are worried it might fall off.

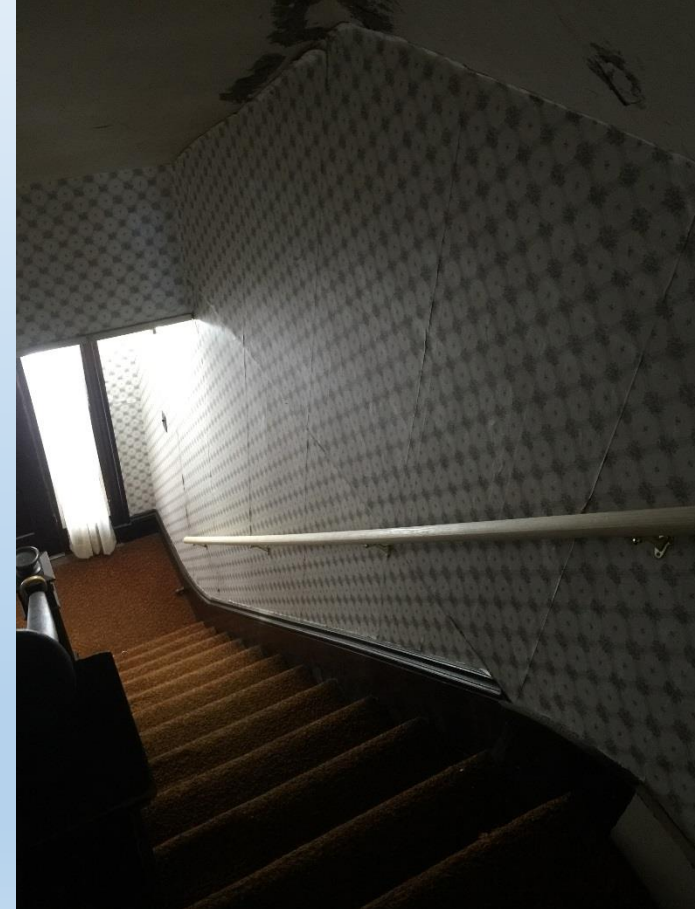




# The Initial Home Assessment

As you tour the home let the participant lead the way.

- It's ok to make suggestions and recommendations to help the participant see the benefit.
- Don't assume the participant knows what you are talking about. Be prepared to explain why an item would help them. For example, adding a second handrail to the staircase to make it easier to travel up and down.
- The participants comments and actions will help you design the Work Plan that best fits their individual needs.



# The Initial Home Assessment

When giving recommendations or suggestions, allow the participant time to think about things if needed. It's easy to add or remove items from the Work Plan.

- How's the transition in and out of the tub/shower and issues using the toilet?
- Easy/Difficult
- What would help?
  - Grab bars
  - Shower chair
  - Shower wand
  - Toilet seat riser



# Don't forget to take measurements when you tour the home.

Measure for Repairs and Items



Measure Twice cut Once




# Drafting the Work Plan

- As you tour the home start to think about your Work Plan. Don't agree to items if you're not 100% sure about repairing/installing them.
- Be mindful of your materials budget.
- Always think about how the item would help the participant. Is it for safety purposes or is it just a want? Remember this program is designed to help people age safely in their home. (In/Out of Scope lists page 33 and 34)
- Write down your measurements and quantity of items needed. Be accurate!
- Refrain from making promises!



# Work Plan development

- See page 32
- Use your Home Assessment form.
- Start with all safety related items.
- Keep track of the material costs.
- Once all safety related items are accounted for move to custom repairs.
- Be mindful of what was agreed to, and follow through with the plan.



**BATH HOUSING**

**Community Aging in Place Program - Work Plan**

Name:  
Address:  
Phone:

Description of work to be completed:


1. Install 1 new carbon monoxide detector in downstairs.
2. Install 2 new smoke detectors 1 in upstairs hallway, and 1 in basement.
3. Clean fridge coils to improve efficiency.
4. Clean dryer vent to improve efficiency.
5. Install LED light bulbs where needed.
6. Secure light fixtures in master bedroom.
7. Replace entrance door handle on door to garage with a lever style door handle, including 4 new keys for door.
8. Install grab bar beside toilet vertically to help with getting off toilet.
9. Install shower wand combo in upstairs bathroom.
10. Install toilet safety rails on both toilets.
11. Repair kitchen sink drain.
12. Caulk in windows to prevent drafts.
13. Install new plastic shower surround (stock photo attached).
14. Install homeowners front storm door insert.

Estimated install time: 8 Hours

\_\_\_\_\_  
Homeowner signature Date

\_\_\_\_\_  
Bath Housing maintenance signature Date

80 Congress Ave, Bath, ME 04530  
207-443-3116 • FAX 207-443-8116  
www.bathhousing.org





# Material Shopping

- Keep commonly used items in stock.
- Shopping for materials takes time. By keeping commonly used items in stock it will save valuable install time.
- Don't use materials that won't last.
- Use quality materials which last longer and hold up better.
- Plan for shopping/ordering materials. Some items require more lead time.
- Use lumber yards, Lowes, Home Depot, Websites, and Local Hardware stores. Get the most out of you budget.
- Make lists of items for each job, keep track of the costs. It will help you plan your work plan and save time on re-checking material costs.

CAP PROJECT MATERAIL LIST  
CAP ID #: \_\_\_\_\_ 101 Address: \_\_\_\_\_

Materials	Cost	Quantity	Total
Smoke Detector	\$0.00	2	\$0.00
CO detector	\$15.52	1	\$15.52
9" grab bar	\$12.33	6	\$73.98
18" grab bar	\$18.97	1	\$18.97
36" grab bar	\$28.48	1	\$28.48
Toilet flapper	\$3.38	1	\$3.38
Combo shower wand	\$37.98	1	\$37.98
Handrail 12'	\$19.27	1	\$19.27
Oval Handrail 8'	\$21.33	1	\$21.33
Oval Handrail 12'	\$31.99	1	\$31.99
Handrail bracket	\$1.38	4	\$5.52
Handrail bracket	\$2.60	6	\$15.60
Poplar Dowel 48"x5/8"	\$2.36	1	\$2.36
Tread Tape	\$5.67	4	\$22.68
Shutoff fitting	\$9.48	2	\$18.96
2 x 6 x 8 PT	\$5.26	2	\$10.52
5/4 x 6 x 8 PT	\$5.22	2	\$10.44
4 x 4 x 8 PT	\$7.95	2	\$15.90
2 x 4 x 8 PT	\$3.81	4	\$15.24
Balusters	\$0.92	10	\$9.20
Bath Faucet	\$29.55	1	\$29.55
Faucet washers	\$0.59	2	\$1.18
			\$0.00
			\$0.00
			\$0.00
TOTALS			\$408.05

# Code Enforcement

- Contact your local Codes Enforcement Officer to see what can or cannot be done without permits.
- Each town has different codes. Learn your service area codes. If you're unsure contact your codes enforcement office.
- Build a relationship with the codes office and inform them about your program. You don't want to start off without a clear plan that won't pass the local codes.



# Maine Homes

- Old Homes.
- Many types of building construction.
- Materials used have changed over the years.
- Repairs may be needed before work can be done.
- Codes may require certain things to be done before work can be accomplished.
- Lead paint, Asbestos (be careful not to disturb).
- Poor insulation.
- Things are not always square.





# Lessons Learned

- Changing a toilet seems like an easy task until you realize a water shutoff does not exist or the floor is rotten underneath it.
- Check light switches to see if they have a dimmer; install the correct bulbs.
- One thing may work for one person but may not work for another.
- Think about potential drawbacks for work being done. Removal of a vanity cabinet/sink and installation of a wall hung sink means loss of storage.
- Things can break. Be prepared to address these issues. Own up to your mistakes - things happen.



# The End