

INDEPENDENT LIVING PROGRAM 2017 REPORT ON EXECUTION OF SERVICES

REPORT ON EXECUTION OF SERVICES

The Service Provider shall submit a quarterly report to accompany each quarterly invoice for the first, second, and third quarters of each calendar year. The quarterly report shall provide information on the number of clients served in the quarter and the percent of clients served who were Bainbridge Island residents.

Information for the fourth quarter shall be provided within an annual report. The Service Provider shall submit an annual report prior to or accompanying its fourth quarter invoice for each calendar year. For 2017 activities, the annual report will be due on January 19, 2018. For 2018 activities, the annual report will be due on January 18, 2019. In each annual report, the Service Provider shall:

1. Summarize the activities undertaken in providing the scope of services described in Attachment A.

The Independent Living Program provides financially eligible Bainbridge Island residents with the means and resources to complete needed health and safety modifications to their residence. Resident households earning less than 80% Kitsap County AMI are eligible for grant funding within program guidelines. Program case management assists with estimates, contracting, and seeing projects to completion. Proposals are funded by a 2017 Human Services Grant from the City of Bainbridge Island. Funds for Direct Services including materials were paid directly to the contractor and suppliers. In 2017 work proposals were limited to \$6,000 for Direct Service costs (supplies, equipment, contractor services) per household.

In 2017 sixteen households benefitted from modifications. Five were clients under the age of 60 years with disability. Eleven client households were over 60 years of age. There are no age restrictions to qualify for the program. In 2017 the scope of services improved accessibility and sustainable living at home. Projects included:

- the replacement of deteriorated steps and entry decking.
- the installation of handrails.
- those served received the safety recommendations of an occupational therapist to meet their individual situation and adapt safe practices.
- bathroom grab bars were installed in most cases.

- plumbing issues were resolved and the toilet replaced for a family dependent on disability income.
- a reliable heat source was furnished to two senior households.
- two home rehabilitation projects were undertaken with assistance from other agencies.
- adequate lighting, access to a phone, and functioning smoke detectors are looked for with each home visit.

The Program serves low income residents with specified and non specified health impairments, or physical challenges to remain at home independently. Clients receive assistance making application, enabling scheduling and project management.

2. Reference the project objectives identified in your project proposal. Were those objectives achieved? Why or why not? Were there any unexpected positive outcomes or challenges?

2017 Services enabled clients to sustain living independently at home with improved accessibility and both safer and easier to use bathrooms and kitchens. Objectives were achieved with 100% of Direct Service funding expended in 2017 exclusively for Bainbridge Island residents.

Three positive outcomes provided long term improved quality of living for clients:

A client with concerns about the cost of energy and maintaining their heat source this winter was assisted with installation of an efficient heating unit. Several estimates revealed their existing furnace was obsolete since 1984. A local HVAC installer located an efficient replacement furnace offering a substantial product rebate and included a contractor discount to reduce the cost.

A program grant from BCF made program funding available to cover replacement of a kitchen countertop and sink far beyond its useful life for a 2017 client. The BCF grant separately supported covering the cost of replacing a studio kitchen no longer functional with ADA modified cabinetry, fixtures, and countertop. Support was provided to the client to ease the disruption while work progressed at the occupied residence. Much of the support was contributed by the installer.

Some challenges were only partially met. Weatherization (KCR) and several independent contractors were set to repair a manufactured home including a reroof; an Independent Living project. When damage to truss work was revealed it was determined neither Weatherization contractors nor the program could undertake expensive repairs as L&I permitting required. Independent Living was limited to making accessibility and ceiling repairs.

Joining with Housing Kitsap’s Home Rehabilitation Loan program a home was preserved from water intrusion affecting the structure and siding, and causing dampness and mold. Three actionable projects with similar needs are carried into 2018.

3. Reference the specific measurable results identified in your project proposal. Were they achieved? If not, what challenges prevented the achievement of the anticipated results? How many Bainbridge Island residents were served? Are the conditions for those residents generally improving or worsening? Please explain.

FINAL CONTACTS/COMPLETED PROJECTS DECEMBER 31, 2017

PROGRAM SERVICES	ANNUAL GOAL	COMPLETED OUTCOMES
Unduplicated contacts	# Completed projects	2017 Projects
43	14 - 20	16

Measureable results: the number of households able to be served is dependent on the variable cost of Direct Services for each project in a budget year. In 2017 sixteen projects were completed with contacts numbering 43. Assessment and recommendations were completed for two additional projects with costs covered by the clients. Four actionable projects are carried to 2018.

Direct services expenditures are 100% restricted to Bainbridge Island residents. HRB does receive off island requests. They are referred on to appropriate county resources.

The need for this support will continue and is likely to increase. The increase in need for home improvements is not because of worsening conditions but because of the increase in the older population on fixed income. It's also because of the lack of accessible, affordable housing designed for seniors and the disabled. Seniors able to live independently have limited housing options; they are living longer. In 2017 the program served six seniors well into their eighties, and two seniors in their nineties. Independent Living conserves resources and offers community connections available in Kitsap County. Clients are able to remain in familiar surroundings near family and friends.

4. Describe the involvement of any partners identified in your project proposal, as well as any unexpected cooperative relationships that developed through implementation of the project. Did the City funding help you attract additional funding or other types of support?

City funding attracts agency partnerships and financial supports as a need valued by the community. BCF matching grant program up to \$5,000 donated a second \$5,000 from community contributions. The Independent Living Program has an ongoing relationship with Helpline House to provide stop gap measures and durable medical equipment to clients. Referrals and services are exchanged with Island Volunteer Coordinators, IVC. The program seeks and receives financial discounts from contracting partners to complete modifications. KCR's Weatherization program is helpful in contributing to the efficient use of energy and assessing possibilities for home maintenance and renovation. Housing Kitsap offers deferred loans and project management for more extensive home rehabilitation. USDA offers a home repair program with some grant funds for those over 62 years in age. All provided program assistance in 2017.

5. Reference the project budget specified in Attachment A. Provide an analysis of actual expenses and income in relation to the projected budget.

2017 BUDGET & EXPENDITURES for INDEPENDENT LIVING 12/31/17

2017 PROGRAM LIMITS		%	2017 ACTUAL EXPENSES	%
Direct service costs	20,550.00	42%	20,544.50	42%
Staffing/salaries/travel				
(includes \$4,500 adm)	28,950.00	58%	27,407.58	55%
Unapplied funds used for direct costs exceeding program limit			1,547.92	3%
BUDGET TOTAL	49,500.00	100%	49,500.00	100%

Actual Direct Services costs exceeded the budgeted amount by \$5229.08. Total Direct Services spent \$27,327.00. With approval from the City of Bainbridge Island HRB retains unapplied funds towards Direct Service costs in 2017. The BCF Grant covered additional project costs.

6. Please provide a short description of how the City funding has helped your organization or helped the community. Please also include any quotes or stories related to this support.

Independent Living improvements sustain residents at home, preserve assets, and improve the quality of life in the home. The program reduces isolation by introducing community and county supports. These are goals of the City Comprehensive plan. City funding contributes to HRB’s mission to preserve and maintain affordable housing.

Individually, Independent Living responds to the urgent needs of clients. Family in another state was relieved to be able to call on local program services familiar to their elderly parent. In November 2017 the Program assisted the senior to remain living at home after an injury with installation of grab bars. A leak developed with the senior’s bathroom plumbing and lavatory sink, a design no longer available. The program manager found a suitable replacement. It was installed along with an ADA faucet.

7. What recommendations, if any, do you have regarding future funding cycles?

As policy HRB requests unused grant funding at the end of the contract year be held in reserve and carried to the subsequent contract year without budget restriction. As IL moves into the 4th qtr of any budget year a goal is to not overspend. Frequently planned projects are juggled or limited or postponed to stay within budget. It’s probable this leaves a funding balance for direct services and other program expenses. In a demanding year the promotional and advertising budgets as well as training may not be expended. HRB suggests any remaining funds should benefit the next year’s need.