

INDEPENDENT LIVING PROGRAM
2021 REPORT ON EXECUTION OF SERVICES

REPORT ON EXECUTION OF SERVICES

A 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.

B. 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 2021 activities, the annual report will be due on February 4, 2022. In each annual report, the Service Provider shall:

1. Summarize the activities undertaken in providing the scope of services described in Attachment A1.

The Independent Living Program Coordinator worked with contractors, clients, and community partners to complete full-scope projects for 18 households in 2021, totaling 22 residents served. Most are households occupied by single residents over the age of sixty. Most are experiencing limitations of aging and two are disabled. Three single-person households received resources enabling rehabilitation at home. Additionally, 42 people received referrals for additional resources.

Working with clients, the Program Coordinator assisted with applications, resource referrals, assessed and determined projects with client approval, and scheduled work. The Program Coordinator maintained communication with contractors throughout each project to stay updated and made sure projects were finished in a timely manner, along with ensuring all contractors were properly insured. Working with community partners, the Program Coordinator was able to help some clients receive additional home improvements, additional services, or referrals for other programs and information. In some cases, an Occupational Therapist was consulted with on projects for clients. The Program Coordinator maintained records for each project.

Projects are designed to improve accessibility within the home, ensure safe ingress and egress, reduce the risk of falls, and restore essential parts of the home that have deteriorated. 2021 projects included:

- One household experiencing hoarding received ongoing support in discarding excessive items and gained access to additional resources.
- Two households received roof repairs to maintain their roofs for many more years and stop water intrusion.
- Deteriorated steps were rebuilt, and handrails were added for the main ingress/egress of one household.
- Failed gutters and downspouts were replaced on one household to prevent water build-up under the home.
- In one household the existing shower/tub combo was removed and replaced with a walk-in shower and grab bars to reduce the risk of future falls.

- One household received shower repairs and grab bars to allow the resident to rehabilitate at home.
- Two different clients rehabbing at home both received handrail installations on the stairs to their main ingress/egress to provide assistance in climbing the stairs. Six other households received handrails on the steps for their main ingress/egress as well.
- One household with a disabled person received a higher, ADA toilet to replace the shorter one they had before, allowing the client to use the bathroom independently, more safely, and with greater ease.
- Six households received grab bar installations in bathrooms to help prevent falls and maneuver bathroom spaces, and one household received a grab bar installation at the top of their narrow stairs to help maintain balance.
- Two households received exhaust vent replacements to ensure moisture is exiting the home and not getting trapped inside/in the attic.
- An essential support beam that was rotting was replaced to ensure the structure of the second story of one household.
- One household received a new ramp to replace the existing deteriorated one.

2. Reference the project objectives identified in Attachment A1. Were those objectives achieved? Why or why not? Were there any unexpected positive outcomes or challenges?

The objectives identified in Attachment A1 are to serve 9-12 Bainbridge residents with full-scope services, and to provide 30-40 Bainbridge residents with referrals to additional resources.

As 18 households and 22 residents were served with full-scope projects, and 42 people received referrals to additional resources, the objectives identified in A1 were more than achieved, they were exceeded in 2021. This number of full-scope projects was able to be completed largely because Housing Resources Bainbridge took on the cost of funding projects that exceeded the \$40,000 in funds we received from the City of Bainbridge Island. Working with community partners who use volunteers also kept costs down, along with prioritizing the most important and impactful projects in each household. The Program Coordinator also expanded efforts to market the program, possibly increasing the number of those applying to the program and seeking additional resources.

3. Reference the specific measurable results identified in Attachment A1. Were they achieved? If not, what challenges prevented the achievement of the anticipated results? How many Bainbridge Island residents were served? Are conditions for those residents generally improving or worsening?

The specific measurable results of Attachment A1 are the number of Bainbridge residents served with full-scope projects and referrals. In 2021, 18 households received full-scope projects, resulting in 22 Bainbridge residents served, and 42 received referrals for additional resources. With the goal of 9-12 residents served with full-scope projects, and 30-40 with referrals, these measurable results were not only achieved but exceeded.

The two main reasons these goals have been met, are that: 1) the aging population on Bainbridge is growing, and there are more people seeking resources than before, and 2) Housing Resources Bainbridge has taken it upon themselves to use general funds to pay for projects that exceed the annual

grant we receive from the city, in addition to applying for additional funding from other supporters. It is expected that the aging population will continue to grow, and the demand for these services will consequently grow.

Conditions for low-income seniors and people with disabilities are worsening on Bainbridge as the cost of living increases, and other options for affordable housing are slim. The home modifications Independent Living provides are more important than ever as they allow clients to continue to reside in their homes safely and independently, and allow clients to retain their funds as they are often on a fixed income. Our clients are almost always long-time islanders who are trying to stay close to family and friends, and to stay in a community they know and love.

4. Describe the involvement of any partners identified in Attachment A1, as well as any unexpected cooperative relationships that developed through implementation of the project. Did the City funding help the Service Provider attract additional funding or other types of support?

In an effort to complete as many projects as possible each year, the Independent Living Coordinator tries her best to be efficient with costs. One organization that has been a tremendous help in this aspect is the Olympic Peninsula Chapter of the Boeing Bluebills, as they provide volunteer labor at no cost for independent living projects. Additionally, three different contractors contributed some labor at no cost to help complete rebuilding deteriorated steps, rebuilding a ramp, and plumbing for a walk-in shower installation.

KCR's Weatherization Program continues to be a strong partner with Independent Living in serving homes with deferred maintenance and taking on larger projects for health and safety in the home. Island Volunteer Caregivers has always worked closely with Independent Living in referrals and provides needed services for our clients. Lastly, KC Help through Knights of Columbus has been an ongoing partner in the distribution of free medical equipment to islanders in need.

In 2021 Human Services funding for Independent Living was fully expended. City funding attracts agency partnerships and financial supports to Independent Living which extend program services. Projects funded are a recognized need valued by the community. HRB seeks and receives grant opportunities available to affordable housing programs and programs to assist seniors and the disabled. Although Independent Living didn't receive any specified grant money in 2021, as it was not a typical year, grants that were applied for in 2021 have recently been awarded to Independent Living for 2022. HRB used unspecified organization funds to cover additional costs in support of the added services.

5. Reference the project budget specified in Attachment A2. Provide an analysis of actual expenses and income in relation to the projected budget.

See Attachment A2

6. Provide a short description of how the City funding has helped the Service Provider or helped the community, including any quotes or stories related to this support.

As the Service Provider, this funding allows me to take on many more projects than I otherwise would be able to. It is encouraging to me when I can meet a client's needs adequately, and I appreciate being able to count on this funding each year so far. Most importantly, this funding allows me the time that I might spend on fundraising to instead be spent coordinating and doing the work necessary to complete these often technical and complicated projects.

Additionally, here are some remarks and quotes from 2021 clients:

"I wasn't sure how I was going to get up my [two flights of] stairs to my front door when I came home from the hospital. When I saw that the contractor had been by and installed the handrails already, I was so relieved and thankful. It was such a help, thank you for the assistance."

"I used to wake up in the middle of the night every night, worried my house would fall down from the rotting support beam. I woke up the other night and realized quickly that I had nothing to worry about now that the support beam has been replaced. I can sleep soundly now!"

"I really appreciated what you guys did for my shower, and hooking me up with Weatherization, that I told a bunch of my friends about your program. They could really use your help, so I'll make sure they give you a call." (this led to 3 new referred qualifying clients, as word of mouth is often the way folks learn about our program and have enough trust to call us)

"I really enjoy my new grab bar, and it helps a lot getting in and out of the shower. I like the look of it too, it doesn't make my bathroom feel 'medical'."

"Sometimes I feel really isolated, but knowing HRB is there for us [with additional resources] always warms my heart and reminds me that there are a lot of people in the same situation."

7. Provide recommendations, if any, that the Service Provider may have regarding future funding Cycles.

As the aging population on Bainbridge continues to grow, this program already requires additional funds to meet the increasing needs of our community. Ideally, we would hire a second staff member for the Independent Living Program when those funds are secured.

Attachment A1

HOUSING RESOURCES BAINBRIDGE INDEPENDENT LIVING		
OUTPUTS AND OUTCOMES CHART		
Program Activities or Services	Annual Goal: Unduplicated Bainbridge Residents Served (Outputs)	Outcome of Receiving this Program/Service (Outcomes)
Independent Living Program	9-12 Residents provided full scope Independent Living projects. 30-40 Residents provided referrals to resources	In 2021, 18 projects allowed 22 Bainbridge Residents to be able to reside independently at home because of safety, accessibility, and health improvements made to their homes. Files are maintained on each project and household during and after the work is completed. Additionally, 42 contacts received information on resources and referrals specific to their situation.

Attachment A2

City of Bainbridge Island - Agreement for Human Services

SERVICE PROVIDER: Housing Resources Bainbridge, PO Box 11391, Bainbridge Island, WA 98110
 CONTRACT #: 2021
 GRANT AMOUNT: \$40,000.00
 CONTRACT TERM: 01/01/2021 - 12/31/2021

PROJECT TITLE: Independent Living Program

HUMAN RESOURCES
 (Includes staff salaries, benefits, training and advertising)
 DIRECT SERVICE COSTS
 (Contractor Labor & Materials)

2021						
QTR 1	QTR 2	QTR 3	QTR 4	Totals	Limits	Remaining
5,078.38	7,410.83	8,871.02		21,360.23		
				-		-
128.75	302.43	616.37		1,047.55		
414.96	324.31	4,928.00		5,667.27		
128.75	854.00	458.31		1,441.06		
765.00	131.28	245.25		1,141.53		
125.00	450.00	21.78		596.78		
76.27	599.26	305.71		981.24		
42.50	80.95	6,177.61		6,301.06		
363.07		190.06		553.13		
				-		-
				-		-
				-		-
				-		-
				-		-
310.67	68.12	31.36		410.15		
				-		-
500.00						-
7,933.35	10,221.18	21,845.47	-	40,000.00	40,000.00	-

TRAINING, TEXTBOOK & MILEAGE

INDIRECT ADMINISTRATIVE COSTS

TOTAL REIMBURSEMENT

Phedra Elliot

Phedra Elliot, Executive Director

4/31/22

Date