

INDEPENDENT LIVING PROGRAM
2022 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 2022 activities, the annual report will be due on **February 6, 2023**. In each annual report, the Service Provider shall:

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

In 2022, the Independent Living Program Manager worked with contractors, clients, and community partners to complete full-scope projects for 17 households, totaling 20 total residents served. Most were households occupied by single residents over the age of sixty-five. All were experiencing limitations of aging and eight were disabled. Additionally, 122 people received referrals for additional resources in 2022.

Working with clients, the Program Manager assisted with applications, resource referrals, assessed and determined projects with client approval, and scheduled and managed all work. The Program Manager 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 Manager 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 Manager 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. 2022 projects included:

- One client experiencing hoarding received additional resources to assist with removal of items to local organizations. This client also received ongoing support in organizing and discarding unused items.
- One household received railings leading into their home, grab bars to allow for independent travel through the main areas of the home, and a shower chair.
- One household received a window repair due to large crack/heat loss, and night lights to allow for safe travel throughout the home.
- Three households received walk-in showers this year.
- Six households received adjustable shower heads to allow for continued independence.
- One household received lighting repair in the garage for safety.

- One household received new egress/ingress steps to home, updated smoke/carbon detectors.
- One household received a deep clean for health and safety, grab bars, ADA comfort height toilet, new steps and railing into the home, upgraded walker to allow for greater independence.
- One household received crawl space repair, new skirting around the home through Blue Bills to prevent rodent intrusion, updated electrical for safety, and septic repair to remove hazard of improper drainage into the home.
- One household received assistive devices to assist with safety, voice-controlled kitchen faucet to support his physical limitations.
- One home received a walk-in shower, grab bars, pipe insulation to prevent freezing/breaks.
- One client received an ADA toilet, chimney repair due to leaks, and proper lighting to assist with safe travel through the home.
- One household received the following through a local contractor who donated his time to support Independent Living: new lever style handles on all doors to support further independence for client due to arthritis, front door adjusted to mitigate heat loss, grab bars installed in bathroom, shower space, and back step (this day long list allowed project funds to be used on other needs in this home). This household also received an ADA comfort height toilet and much needed bathroom flooring repair due to leaking toilet/rotting floor which was determined after the contractor pulled up the original toilet.
- One household received a ramp with the help from the local chapter of the Knights of Columbus so the client would be able to leave the home without assistance, and referrals for other items
- One household received a bathtub grab bar, front entry railings, stair railings so the client could access the upstairs safely, rotted floor repair to prevent the client from falling through the floor, roof repair to remove the hazard of water intrusion and the removal of unsafe old brick chimney
- One household received grab bars and other assistive devices to assist with limited mobility due to stroke earlier in the year
- One client with developmental delays received support surrounding safety in the bathroom as well as bathroom grab bars
- One household received a shower chair, and walker to assist with safety in the home due to Parkinson's
- One household received a grab bar next to the toilet for safety

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 17 households and 20 residents were served with full-scope projects, and 122 people received referrals to additional resources, the objectives identified in A1 were more than achieved, they were exceeded in 2022. 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 Manager 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 2022, 17 households received full-scope projects, resulting in 20 longtime Bainbridge residents served, and 122 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 and often out of seniors reach financially. The home modifications Independent Living provides are more important than ever as they allow clients to continue to reside in their familiar 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 Manager 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 Bluebills, as they provide volunteer labor at no cost for Independent Living projects. The Independent Living Manager was able to contract with one member of the Bluebills in 2022 for a full skirting project job at a home due to rodent encroachment. This allowed for other much needed projects on this same home to be achieved. Additionally, in 2022 one local contractor donated a day's labor to help a client with arthritis continue to thrive at 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. This year alone they delivered and installed a hospital bed and a ramp as well and multiple other medical items for clients often with a day's turn around.

In 2022 Human Services funding for Independent Living was fully expended by the end of quarter 2. City funding attracts agency partnerships and financial supports to Independent Living which extend program services. Projects funded are a highly 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. In 2022 HRB used unspecified organization funds to cover additional costs in support of the added services to ensure the clients received the assistance they needed. (see appendix 1 for detailed information)

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.

The funding from this grant allowed me to take on many more projects than I otherwise would have been able to in 2022. This funding provided me with the resources to provide all the clients this year with fall prevention needs and referrals. Most importantly, this funding allowed me the time that I might have spent 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 2022 clients:

“Thank you so much for the HRB provision of new lever style door handles and locks for all the doors and safety grab bars in critical rooms/places. The contractor did a remarkable job of replacing all the door handles and locks and making sure he removed the old items, including collecting the keys so there would not be any confusion with regards to the keys required with the new locks. He also was very attentive with regards to the additional grab bars to ensure that the placement would provide the best assistance for me. He also adjusted two of the doors and cleaned as he went throughout the house. He was amazing. I look forward to continuing contact with HRB and much needed advice as getting help to fix and repair is very difficult. I am so grateful for your help and cannot thank you enough for your assistance. I am looking forward to continuing contact and advice from HRB.”

“I am so grateful for the new walker you got me. Since you replaced my walker, I have not had to call EMS to assist me with getting up.”

“I was referred to you by a friend and I am so thankful I called. My bathtub grab bar and the railings to my home have helped me so much. I can’t thank you enough.”

“Thank you for the new walk-in shower. It is so nice to be able to shower again independently.”

“My updated steps and railing are so wonderful and much safer. Thank you so much.”

“A friend suggested I contact HRB. I got together with them, and we discussed what I needed first which was more railings and walking aids and a shower chair which HRB obtained for me. The next thing I needed was to get rid of my shower/tub combo as there was no way I could take a bath and although I could step into the tub alone to take a shower getting out was quite a challenge. HRB and Misty Eberspecher once again came to the rescue. She found a business that could do a shower conversion in one day. She also came to my home to watch how they operated and made sure everything went smoothly. All went very well, and I can now take a shower independently without fear of falling, which is a real game changer as that fear at times almost paralyzes me. With these changes I feel much more secure living alone and am most grateful for all that HRB has done for me.”

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

As we have seen, the aging population on Bainbridge continues to grow. The independent Living program already requires additional funds to meet the increasing needs of our community and we are constantly looking at ways to expand this program to better assist this population. 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 2022, 17 projects allowed 20 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, 122 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 #: 2022
 GRANT AMOUNT: \$40,000.00
 CONTRACT TERM: 01/01/2022 - 12/31/2022

PROJECT TITLE: Independent Living Program

| | 2022 | | | | Totals | Limits | Remaining |
|--------------------------------------------------------------------------------------------------------|------------------|------------------|-------|-------|------------------|-----------|-------------|
| | QTR 1 | QTR 2 | QTR 3 | QTR 4 | | | |
| HUMAN RESOURCES <small>(Includes staff salaries, benefits, training and advertising)</small> | 11,793.99 | 12,156.01 | - | - | 23,950.00 | 40,000.00 | 16,050.00 |
| | | | | | - | | - |
| DIRECT SERVICE COSTS <small>(Contractor Labor & Materials)</small> | 5,926.31 | 9,944.68 | - | - | 15,870.99 | | |
| | | | | | - | | - |
| TRAINING, TEXTBOOK & MILEAGE | | | | | - | | - |
| INDIRECT ADMINISTRATIVE COSTS | 179.01 | - | - | - | 179.01 | | |
| TOTAL REIMBURSEMENT | 17,899.31 | 22,100.69 | - | - | 40,000.00 | | 0.00 |



 Phedra Elliot, Executive Director

1/26/23

 Date

Appendix 1: 2022 Total program budget: Independent Living

For reference: The following demonstrates total allocated expenses for Housing Resources Bainbridge Independent Living program. As shown on line item 42120, we received \$40,000 from COBI in 2022 towards total program expenses. This reduced our program expenses from \$165,475.00 to \$125,475.00. This amount was funded by HRB’s general operational fund.

Housing Resources Bainbridge Statement of Activity by Class

January - December 2022

| | <u>C1 Independent Living</u> |
|-----------------------------------------------|------------------------------|
| Revenue | |
| 40000 Contributions | |
| 40100 Restricted Contributions | |
| 40120 Independent Living Funds | 200.00 |
| 40130 Home Ownership Funds | |
| 40140 Scattered Site CLT Funds | |
| 40150 Capacity Building Funds | |
| 40160 Capital Campaign | |
| 40170 Computer and Equipment Grant Funds | |
| Total 40100 Restricted Contributions | <u>\$ 200.00</u> |
| 40300 Unrestricted Contributions | |
| 40320 Unrestricted Grants | |
| Total 40300 Unrestricted Contributions | <u>\$ 0.00</u> |
| 40500 Special Events Income | |
| 40510 Direct Donor Expense Costs | |
| 40520 2022 Fall Fundraiser | |
| 40521 Event Individual Donation | |
| 40522 Event Donations Match | |
| 40523 Event Sponsorship | |
| Total 40520 2022 Fall Fundraiser | <u>\$ 0.00</u> |
| Total 40500 Special Events Income | <u>\$ 0.00</u> |
| Total 40000 Contributions | <u>\$ 200.00</u> |
| 41000 Properties Income | |
| 41100 Rental Income | |
| 41110 Tenant Rent | |
| 41120 Unit Potential Rent | |
| 41130 Unrealized Unit Rent | |
| 41140 BHA Sect 8 RA | |

| | | |
|--------------------------------------------|-----------|------------------|
| 41150 Kitsap County Grants | | |
| 41153 KC-099-22 Stabilization RA | | |
| 41154 KC-100-22 Permanent RA | | |
| Total 41150 Kitsap County Grants | \$ | 0.00 |
| Total 41100 Rental Income | \$ | 0.00 |
| 41400 Properties Fees | | |
| 41410 Background/Credit Check | | |
| 41430 Laundry Income | | |
| 41440 Non-Refundable Pet Deposits | | |
| 41450 Tenant Maint/Repair/Key | | |
| Total 41400 Properties Fees | \$ | 0.00 |
| 41700 Other Properties Income | | |
| 41710 HOA Mgmt Income | | |
| 41720 Island Terrace | | |
| 41721 IT Maintenance Contract | | |
| 41722 IT Bill Back | | |
| Total 41720 Island Terrace | \$ | 0.00 |
| 41730 Homeownership CLT | | |
| 41731 CLT Application Fee Income | | |
| 41732 CLT Land Use Dues Income | | |
| Total 41730 Homeownership CLT | \$ | 0.00 |
| Total 41700 Other Properties Income | \$ | 0.00 |
| Total 41000 Properties Income | \$ | 0.00 |
| 42000 Programs Income | | |
| 42100 Government Contracts | | |
| 42110 COBI Homeownership Program | | |
| 42120 COBI Independent Living | | 40,000.00 |
| 42130 COBI IMPH Mgmt Income | | |
| 42140 DOC 23-465W0-013 | | |
| 42150 COBI Certifications | | |
| Total 42100 Government Contracts | \$ | 40,000.00 |
| Total 42000 Programs Income | \$ | 40,000.00 |
| 43000 Development Income | | |
| 43200 Home/Property Sales Income | | |
| Total 43000 Development Income | \$ | 0.00 |
| 48000 Interest | | |
| 48100 Interest Earned | | |
| 48200 Loan Interest Income | | |
| Total 48000 Interest | \$ | 0.00 |
| 49999 Misc Income | | |
| Total Revenue | \$ | 40,200.00 |
| Gross Profit | \$ | 40,200.00 |

Expenditures

60000 Payroll Expense

| | |
|-----------------------------------|-----------|
| 60010 Wages | 80,163.88 |
| 60020 Federal Payroll Taxes | 6,458.02 |
| 60030 WA Family & Medical Leave | 138.88 |
| 60040 WA SUI | 267.39 |
| 60050 WA L & I | 1,110.92 |
| 60060 Dental and Vision Insurance | 652.63 |
| 60070 Health Insurance | 5,850.43 |
| 60080 IRA Match | 1,274.62 |

Total 60000 Payroll Expense **\$ 95,916.77**

60100 Advertising 63.70

60200 Background Check 48.20

60300 Bank Fees 9.06

60400 Conferences & Training 605.10

60600 HOA Dues

60700 Licenses & Permits 71.71

60800 Membership Fees 353.05

60900 Management Fees

61000 Information Technology

61010 Computers 762.12

61020 IT Supplies 74.90

61030 Software 450.22

61040 Website 318.65

61050 Telephone/Internet 325.83

61060 InfoTech Service Contract 1,802.08

Total 61000 Information Technology **\$ 3,733.80**

61100 Insurance Expense 2,882.90

61200 Meeting Expense 400.10

61300 Merchant Service Fees 171.69

61400 Office Expenses

61410 Office Supplies 392.81

61420 Office Furniture & Equipment 66.07

61430 Postage and Mailing 618.40

61460 Office Rent 3,838.00

Total 61400 Office Expenses **\$ 4,915.28**

61500 Printing and Copying

61510 Printer Contract 188.52

61520 General Printing & Copying 723.06

61530 Newsletter 1,193.57

Total 61500 Printing and Copying **\$ 2,105.15**

61600 Professional Services

61610 Audit & Tax 1,457.30

| | |
|------------------------------------------|-----------------------|
| 61620 Consultant | 45.54 |
| 61630 Legal Services | 1,605.83 |
| 61640 Other Professional Services | 1,445.40 |
| Total 61600 Professional Services | \$ 4,554.07 |
| 61900 Travel Expenses | |
| 61910 Transportation | 5.72 |
| 61920 Parking | 0.45 |
| 61930 Meals and Lodging | |
| 61940 Mileage | 307.56 |
| Total 61900 Travel Expenses | \$ 313.73 |
| 62000 Contractor Services | 36,795.68 |
| 62100 Landscaping | |
| 62200 Maintenance & Repairs | 11,887.63 |
| 62300 Maintenance Supplies | 768.10 |
| 62400 Property Appliances | |
| 62500 Property Utilities | |
| 62510 Electricity | -120.80 |
| 62530 Sanitation | |
| 62540 Sewer & Water | |
| Total 62500 Property Utilities | -\$ 120.80 |
| 62600 Real Estate Taxes | |
| 69999 Misc Expense | 0.08 |
| Total Expenditures | \$ 165,475.00 |
| Net Operating Revenue | -\$ 125,275.00 |
| Other Revenue | |
| 91000 Other Income | |
| 91300 Returned ACH | |
| Total 91000 Other Income | \$ 0.00 |
| Total Other Revenue | \$ 0.00 |
| Other Expenditures | |
| 95000 Other Expenses | |
| 95100 Bad Debt Expense | |
| 95200 Loan Interest | |
| Total 95000 Other Expenses | \$ 0.00 |
| Total Other Expenditures | \$ 0.00 |
| Net Other Revenue | \$ 0.00 |
| Net Revenue | -\$ 125,275.00 |