



CITY COUNCIL AGENDA ITEM

Date: June 8, 2015

To: Brian Kischnick, City Manager

From: Elaine S. Bo, Recreation Director

Subject: SHARP (Senior Home Assistance Repair Program) Annual Report

This memo will update you on the status of SHARP. Their annual report for 2014 is attached. This 501.c3 organization was formed in 2007 to help seniors with home repairs. This program is offered in partnership with the North Woodward Community Foundation and is operated mainly by volunteers. It is a worthwhile program that promotes independence for seniors and helps them remain in their homes.

- SHARP performs free home repairs for seniors age 60+ and persons with disabilities. There are no income restrictions for the program.
- 288 requests were received in 2014.
- Volunteers donated 720 hours to SHARP in 2014.
- The breakdown by type of request is as follows: 25% plumbing, 23% carpentry, 23% electrical, 12% yard work and 17% miscellaneous.
- 97% of recipients rated SHARP service as excellent. 3% rated it very good.
- SHARP volunteers are covered under the City of Troy's liability insurance. There have been no claims since the program started in 2007.

Effective September 1, 2011, the front desk staff at the Community Center discontinued taking requests for SHARP service which are now handled by a volunteer at the North Woodward Community Foundation office. One Recreation Department supervisor remains the City liaison for this program, involving 2-3 hours per month. City involvement consists of volunteer recruitment, background checks, providing liability insurance, assistance with publicity for the program, and providing a room at the Community Center for SHARP meetings.

SHARP- Troy

**SENIOR HOME
ASSISTANCE
REPAIR PROGRAM**



2014 Annual Report

April 24, 2015

SHARP-Troy Annual Report

Executive Summary

The purpose of the Senior Home Assistance Repair Program (SHARP) is to assist qualified Troy homeowners maintain their home thus allowing them to remain independent for a longer period of time. The program is open to seniors (age 60+), physically challenged individuals or a Spouse of an Armed Serviceman/woman deployed or a serviceperson, who is single and is in the Armed Services, deployed and has designated a person as Supporter with the Armed Services. The program has been found to also enhance the quality of homeowners' life by making homes safer and by reducing the stress and confusion involved in making home repairs. The labor is free with the work being done by volunteers who are looking for meaningful opportunities to utilize their experience and skills. Homeowners pay for supplies. The program is performed in partnership with the City of Troy and the North Woodward Community Foundation. The program started in Troy in 2007. SHARP-Troy and the Foundation have helped start similar programs in Clawson (2008), Madison Heights (2009) and Auburn Hills (2010).

The program operates on a calendar year basis. This report summarizes what was accomplished in 2014.

Funding for the program covered all expenses and there was a surplus to carry over into 2015. The source of funding were homeowners' donations. Trevarrow ACE Hardware was a corporate sponsor.

In 2014, 288 requests were submitted. At the end of 2014, this brings the number of requests SHARP-Troy has received since the program inception to 2711 and the number of homeowners helped to 725.

As has been the case in the past, requests came in from all sections of Troy. Using ZIP Codes the results showed 27.4% requests from 48083, 13.2% requests from 48084, 36.8% requests from 48085 and 22.6% requests from 48098. 70% of the requests were for single type of repairs (e.g. plumbing) while 30% of the requests were for multiple types of repairs (e.g., electrical and yard work). Repairs are tracked by repair type. The most requested repair was for Plumbing with Electrical, Carpentry, Miscellaneous, Yardwork, HVAC and Painting in descending order. Taking into account time spent on assessments, initial repairs and follow up repairs, volunteers worked approximately 750 hours. (This does not include the number of hours volunteers spent on administrative tasks.). Using the average show up fee of \$90 and hourly rate of \$75, the estimated savings to Troy Homeowners was approximately \$80,000.

Appreciation for the program again was heart warming. 96.7% of the homeowners rated the program as Excellent and 3.3% as Very Good. These results and the homeowners' testimonials, as well as their donations, speak volumes of the thirty-three (33) volunteers who have performed the repairs and help administer the program.

Typical comments were:

- I love SHARP. It is a blessing for me. Thanks to everyone who volunteers!
- I've lived in Troy since 1969! Never used your service. I had tears in my eyes, as the volunteer pulled away! He was the nicest man!! He's quite the professional. He is sharp and knows his business
- Outstanding workmanship and commitment to doing a perfect and complete job.

Once again a Smoke Detector Program was performed. This program is comprised of changing out batteries and replacing/adding smoke detectors. Homeowners who were helped in 2013 were contacted. Twenty-three (23) homeowners participated. In total, sixty-two (62) batteries were replaced. No requests were made for smoke detectors replacement.

The major conclusions for this program are

- There continues to be a need for a citywide program that helps seniors, disabled homeowners and servicemen and women, regardless of income.
- The partnership of the City of Troy, North Woodward Community Foundation and dedicated volunteers has resulted in a very successful community action program.
- With careful planning the program can be self-sustaining.
- Volunteers, especially seniors, are willing to give time to such a program.
- Homeowners are extremely appreciative as indicated by their generous donations and kind words.
- Even with the serious economic conditions in Michigan, people were able to pay for supplies and not need financial aid. This may not be the case in 2015. There is a fund balance than can be used to provide such aid.

Program Success in 2014

The history of the development of the Senior Home Assistance Repair Program (SHARP)-Troy and the program structure are described in Appendices A and B respectively.

The following is an overview of the 2014 program success.

Requests

- **Overall**

288 were submitted (compared to 332 in 2013). As of the end of 2014, this brings the number of requests SHARP-Troy has received since the program inception in 2007 to 2711.

- The 288 requests that were served came from 150 homeowners. 34% of the homeowners submitted two or more requests (compared to 39% in 2013). 104 homeowners were repeat clients from previous years (about the same as 2013). 46 homeowners were first time clients (69 in 2013). This brings the number of homeowners SHARP-Troy has helped since the program inception in 2007 to 725.
- Also of the 288 requests, 70% resulted in one type of repair being performed while 30% resulted in two or more types of repairs being done. This was basically the same as 2013.

- **Demographics**

The program has demonstrated that there is a need city wide for such assistance. The breakdown of requests per ZIP Code was as follows:

- ZIP Code 48083 27.4% (was 30.1% in 2013)
- ZIP Code 48084 13.2% (was 13.4% in 2013)
- ZIP Code 48085 36.8% (was 36.5% in 2013)
- ZIP Code 48098 22.6% (was 20.0% in 2013)

The breakdown shows that the 2014 distribution was very similar to 2013.

Work Performed

- **Assessments**

Assessment Coordinator assigned to a request indicate on the Intake Form the amount of time spent determining what repairs need to be done and what resources (manpower and supplies) are required. A total of approximately 25 hours were spent on assessments.

- **Description of repair category**

Volunteers assigned to a request were asked to log on the Intake Form the repair performed and the number of hours worked. Seven repair categories exist which are Electrical, Plumbing, Painting, Carpentry, HVAC, Yardwork and Miscellaneous. Within each category are subcategories to more specifically define the repair performed. (See Appendix C for detailed Job

Codes) The data on work performed is used to determine what volunteer skills/professional services are most in need. Volunteers on various repairs spent a total of approximately 720 hours (up from 630 in 2013).

- **Work performed**

An analysis was performed of the requests completed. The results showed that the largest percentage of the repairs was for Plumbing followed by Electrical, Carpentry, Miscellaneous, Yardwork, HVAC and Painting. The repair breakdown was as follows:

- Plumbing 25.1% (was 27.2% in 2013)
- Carpentry 23.3% (was 19.8% in 2013)
- Electrical 22.8% (was 18.7% in 2013)
- Miscellaneous 12.9% (was 16.7% in 2013)
- Yardwork 12.1% (was 11.6% in 2013)
- Painting 2.7% (was 3.7% in 2013)
- HVAC 1.1% (was 2.3% in 2013)

- **Cost Savings**

Using the average show up fee of \$90 and hourly rate of \$75, the estimated savings to Troy Homeowners was approximately \$80,000.

- **Administrative Tasks**

Volunteers gave their time to perform administrative tasks. This includes taking requests, following up with homeowners, contacting volunteers, maintaining the request database, preparing the meeting agendas and minutes, preparing the annual report, conducting training and attending meetings. Volunteers met quarterly starting in January to review work performed and open requests. Total estimated time given was approximately 500 hours.

Performance

- **Survey Results**

A survey form was left with each homeowner to obtain feedback on the work performed. A rating system of 1-5 with 5 as Excellent, 4 as Very Good, 3 as Good, 2 as Satisfactory and 1 as Unsatisfactory was used. The results of the surveys returned showed 96.7% of the Homeowners rated the work performed as Excellent and 3.3% as Very Good (basically the same as 2013). These high ratings are a testament to the dedicated volunteers who work on the SHARP program.

- **Testimonials**

Comments from homeowners were also asked for on the survey card. The following is a sampling of the numerous comments received:

- I love SHARP. It is a blessing for me. Thanks to everyone who

- volunteers!
- I've lived in Troy since 1969! Never used your service. I had tears in my eyes, as the volunteer pulled away! He was the nicest man!! He's quite the professional. He is sharp and knows his business
 - Outstanding workmanship and commitment to doing a perfect and complete job.
 - Another great job by your staff.
 - Volunteer did excellent work. It is much appreciated.
 - Rating is a 10!
 - It is a wonderful, helpful service to seniors.
 - Volunteer is very polite and courteous and a great worker.
 - Thank you for your promptness in coming and I am thankful to have your services.
 - Do not know what I would do without this service.
 - Very helpful service to us seniors who have no one to help with minor repairs
 - As usual Thank You! I could not manage all this by myself.
 - The whole experience was very uplifting!
 - I am so thankful for this service as my husband has dementia!
 - I am very impressed with this program. The volunteer's are wonderful.

Smoke Detector Sub-Program

This sub-program was again offered to Troy homeowners. Included in the program is provision to replace faulty detectors and to add needed detectors as well as replace batteries. The sub-program was mainly conducted during the first two months of 2014. Twenty-three (23) homeowners participated (up from 19 in 2013). In total, sixty-two (62) batteries were replaced (compared to 47 in 2013). No smoke detectors were installed or replaced.

Financials

- **Sources of Funding**

Total funds received were \$3,551. Source of funding was homeowner's donations. As was the case in 2013, there was 100% reimbursement by homeowners for supplies purchased by SHARP volunteers at Trevarrow ACE or other supply stores.

- **Fund Utilization**

Total expenses were \$2894.27. Uses of funds breakdown were as follows:

- | | |
|--|----------|
| ○ Printing & Copying | \$858.07 |
| ○ Telephone | \$797.29 |
| ○ Computer Services | \$506.24 |
| ○ Volunteer Recognition | \$179.95 |
| ○ Administrative Fee (5% of Income plus) | \$177.55 |
| ○ Supplies | \$134.75 |

- | | |
|----------------------------|----------|
| ○ Office Supplies | \$122.25 |
| ○ Repairs Hardware & Parts | \$118.17 |

Homeowners were generous with donations and there were no requests for financial aid. There was a fund balance at the end of the year.

The program is charged for telephone and computer services expenses arranged by the North Woodward Community Foundation. A volunteer comes in weekly to take homeowners phone calls and fill in the Intake Forms with homeowner information. Volunteers have been obtained from articles in the City of Troy Senior Newsletter.

Conclusions

The following conclusion can be drawn from 2014:

- There continues to be a need for a citywide program that helps seniors, disabled homeowners and servicemen and women, regardless of income.
- The partnership of the City of Troy, North Woodward Community Foundation and dedicated volunteers has resulted in a very successful community action program.
- A Smoke Detector Battery Change out program is needed.
- With careful planning the program can be self-sustaining.
- Volunteers, especially seniors, are willing to give time to such a program.
- Homeowners are extremely appreciative as indicated by their generous donations and kind words.
- Even with the serious economic conditions in Michigan, people were able to pay for supplies and not need financial aid. This may not be the case in 2015. There is a fund balance than can be used to provide such aid.

SHARP

Annual Report

Appendices A, B, C

Appendix A

History

In December 2005, Dave Taylor attended a meeting at his church, Big Beaver United Methodist. The pastor was late because a senior parishioner who he had gone to counsel asked him to change a light bulb. The people at the meeting talked about how seniors could need help with other repairs. Dave came up with the idea for starting a program to perform simple home repairs for senior homeowners over the age of 60 regardless of income. His concept was that labor would be provided free; the homeowners would only have to pay for supplies.

In early 2006 Dave met with Carla Vaughan of Troy Parks and Recreation to explain his concept. Carla agreed that such a concept was very worthwhile and would offer to help implement such a program. With Carla's buy-in, Dave began recruitment of volunteers from the church. Five people came forward with general handyman backgrounds. In the spring Carla included a notice in the Senior Citizens Newsletters that was mailed to all seniors living in Troy. Dave and his small crew now soon were handling more work than they thought was going to be requested. It was evident to Dave there was a need for a citywide program. He dreamed of expanding his small program to the entire city.

Carla and Dave recognized that funding was going to be needed for such a program to move forward citywide. Carla knew of one source of funding that she had used in the past for some of her programs, which was the North Woodward Community Foundation, and she applied for a grant. Tom Kaszubski, Foundation President, and Jim Cyrulewski, Grant Committee Chairman, met with Dave and Carla. Tom and Jim agreed to present the concept to the Community Foundation Board of Directors. The Board agreed to award a grant to expand the program and in addition provide resources to help develop and assist with on-going administration.

Organizational meetings were held to further define program scope and details. The concept of a Steering Committee was agreed upon. A set of by-laws was drafted for the Senior Home Assistance Repair Program (SHARP). Also a proposed organizational structure for the Steering Committee was developed which included liaison positions for the City of Troy Senior Program Representative, Troy People Concerned and the Foundation.

On January 25, 2007 a kick off meeting was held at the Troy Community Center announcing the City Wide Program. The public and press attended. Dave Taylor told

of how this adventure had begun and dream for a program to help people in Troy. Dave's dream had become reality. The structure for the program is detailed in Appendix B.

In 2007, the first year of the program, 304 requests were handled; far exceeding expectations. In 2008 the number of requests increased to 371 showing a sustained need for such a program in Troy. In addition a supplemental program was initiated in 2008 for replacing smoke detectors batteries and faulty detectors.

The following Table shows requests received and homeowners helped per year:

Year	Requests	Homeowners Helped	
		New	Returning
2007	304	197	
2008	371	130	86
2009	434	96	112
2010	350	75	111
2011	301	62	111
2012	341	87	103
2013	332	69	106
2014	288	46	104

In the eight years a total of 725 homeowners have been helped with their 2711 requests.

In 2008, the City of Clawson approached SHARP-Troy about starting a program in Clawson. In October 2008, with assistance from SHARP-Troy volunteers, the SHARP-Clawson program was kicked-off.

In November 2008 the Michigan Recreation and Park Association Committee notified SHARP Chairman Dave Taylor that the SHARP-Troy program was one of winners of the 2009 Michigan Recreation and Park Association Community Service Award. This award is given to individuals and organizations throughout the state of Michigan who show outstanding support to public recreation and park programs in their community.

In 2009, the City of Madison Heights approached SHARP-Troy about starting a program in Madison Heights. In September 2009, with assistance from SHARP-Troy volunteers, the SHARP-Madison Heights program was kicked-off.

In 2009, the City of Auburn Hills also approached SHARP-Troy about starting a program in Auburn Hills. In April 2010, with assistance from SHARP-Troy volunteers, the SHARP-Auburn Hills program was kicked-off.

In 2011, working with the Michigan Army National Guard, the program was expanded in all four cities to include a Spouse of an Armed Serviceman/woman deployed or a serviceperson, who is single and is in the Armed Services, deployed and has designated a person as Supporter with the Armed Services. All branches of service are included.

Appendix B

Program Structure

The North Woodward Community Foundation of Troy and the SHARP Steering Committee have worked closely with the City of Troy Parks and Recreation staff to ensure a program structure that efficiently responds to homeowner's requests and qualifies/trains volunteers.

Requests for Work Process Overview

Recognition was given that the request process needed to be kept simple with a central source for submittal of requests. All requests for repairs use a common document called the **Request Intake Form**. Homeowners call in their request to the North Woodward Community Foundation SHARP-Troy line. The Administrative Coordinator volunteer in turn fills out a Request Intake Form and assigns a unique number. The Administrative Coordinator calls the homeowner if any clarification is required. Once the form is acceptable, the Administrative Coordinator forwards the numbered request to a member of the Assessment Coordination Team and Database Coordinator. An Assessment Coordinator contacts the homeowner within two weeks of a submitted request to assess the repairs to be done. The Assessment Coordinator may do some simple tasks during the assessment visit.

When the assessment is done, the Request Intake Form is sent to the Administrative Coordinator and the Database Coordinator (who populates the database used to provide request information on the SHARP-Troy Web Site. This site is only accessible by SHARP-Troy volunteers.) There are two ways volunteers can learn what requests to volunteer for:

- Volunteers can access the Web Site to select requests they are willing to perform. They contact the Administrative Coordinator who sends the volunteer the Request Intake Form.
- or-
- The Administrative Coordinator contacts volunteers on open requests. The Administrative Coordinator sends the volunteer the Request Intake Form.

The volunteer contacts the homeowners to schedule a mutually agreeable time to perform tasks requested.

Donations and Survey

Volunteers are provided project envelopes that contain survey and donation cards. Homeowners are asked to fill out the survey card to rate the service and provide comments. Homeowners are told to use the donation card if they wish to contribute to the program. Homeowners are provided an envelope to return the cards to the North Woodward Community Foundation. Their donation is tax deductible. Volunteers return the completed Request Intake Form to the Administrative Coordinator.

Volunteers Security Provisions

The program is covered for liability insurance by the City of Troy. This requires that all volunteers complete a City of Troy Volunteer Application Form, agree to a background check and agree to follow City of Troy work rules.

Additional security provisions have been instituted. All volunteers are required to wear a specially designed photo ID badge. The badges are produced by the Foundation. The badges are replaced annually. Homeowners are informed that they are only to allow people who wear the SHARP badge on their premises

Training Program

All volunteers are required to take a specially designed training class given by the SHARP Training Coordinator. Once the volunteers have gone through the class, they can be assigned to a request. A Training Manual has been developed which is given to each volunteer. The Training Coordinator maintains the manual and issues updates.

Volunteer Recruitment Program

Turnover occurs in any volunteer program. Recognizing this the City Liaison ran articles in the Senior Newsletter and Newspapers. Also current volunteers were used to find additional volunteers in 2014. In 2014, thirty-three (33) volunteers participated in the program.

Homeowners Information Program

A brochure has been developed. The brochure has been distributed to interested seniors at the Troy Community Center and City Hall. Likewise articles in the Senior Newsletter and newspapers have been used to publicize the program to homeowners.

Supplier Program

The program attempts to minimize cash transactions by volunteers by teaming with local supply stores. The North Woodward Community Foundation has arranged with the local ACE Trevarrow Hardware Store to participate by establishing a special SHARP account that provides a reduction in the invoice for all supplies purchased that ACE Trevarrow sends the Foundation. This difference in what the homeowner pays the Foundation and what the Foundation pays the ACE Trevarrow is used to help pay for program expenses. (ACE Trevarrow has been involved with the program since January 2007.)

SHARP volunteers can use the accounts by providing the request number. When the Volunteers return the completed Request Intake Form, they include any supply receipts and homeowner supply reimbursement checks in the Request Envelope. Homeowners can also mail their reimbursement in the donation/survey envelope.

Financial Services

Grateful homeowners have shown they want to make donations. The North Woodward Community Foundation provides the vehicle for homeowners to make such tax reduction donations. The Foundation developed a donation package that is left with homeowners. The Foundation sends out an acknowledgement letter than can be used for tax purposed to all homeowners who make a donation. In 2014, nearly \$3600 was received from homeowners who were helped.

The Foundation also provides all the financial services under an agreement with the City of Troy. This includes payments and reconciliation of expenses with ACE Trevarrow Hardware Store, reimbursement of volunteers, development of budget, development of monthly financial statements, preparation of all state filings and handling of the North Woodward Community Foundation SHARP-Troy Component Fund.

Appendix C

Repair job Codes

Electrical Category

- E1) Replace light bulb or repair outlet
- E2) Replace light fixture or electrical outlet
- E3) Replace exterior light fixture
- E4) Miscellaneous
- E5) Need professional

Plumbing Category

- P1) Replace washers on faucet
- P2) Replace faucet
- P3) Replace parts in toilet
- P4) Replace garbage disposal
- P5) Miscellaneous
- P6) Need professional

Painting Category

- Pa1) Patch drywall or touch up paint
- Pa2) Paint interior room
- Pa3) Paint exterior
- Pa4) Miscellaneous
- Pa5) Need professional

Carpentry Category

- C1) Reattach loose boards or trim
- C2) Replace trim or bad boards
- C3) Replace door
- C4) Replace door locks
- C5) Build handicap ramp
- C6) Miscellaneous
- C7) Need professional

Yard Category

- Y1) Clean gutters
- Y2) Trim Shrubs
- Y3) Remove shrubs
- Y4) Trim Tree
- Y5) Miscellaneous
- Y6) Need contractor

Miscellaneous Category

- M1) Take stuff to curb
- M2) Flip mattress
- M3) anything else

HVAC Category

- H1) Replace Thermostat
- H2) Replace Filter
- H3) Relight Pilot
- H4) Replace thermal couple
- H5) Replace humidifier pad
- H6) Miscellaneous
- H7) Need professional