



CITY COUNCIL REPORT

April 21, 2010

TO: Honorable Mayor and City Council

FROM: John Szerlag, City Manager
John M. Lamarato, Assistant City Manager/Finance & Administration
Carol Anderson, Parks and Recreation Director

SUBJECT: Senior Home Assistance Program (SHARP) Annual Report

Background:

- Attached please find the annual report for SHARP. SHARP performs free home repairs for seniors age 60+ and persons with disabilities. There are no income restrictions for the program.
- 434 requests were received in 2009 – up 17% from 2008.
- Volunteers donated 970 hours to SHARP in 2009.
- The breakdown by type of request is as follows: 25% electrical, 25% plumbing, 16% yard work, 15% carpentry, and 18% miscellaneous.
- With the switch to digital TV in 2009, SHARP helped 56 seniors install and learn how to operate their TV convertor box.
- 94% of recipients rated SHARP service as excellent. 6% rated it very good.
- SHARP Troy and the North Woodward Community Foundation helped Clawson and Madison Heights start SHARP programs in 2009.

Financial Considerations:

- The front desk staff at the Community Center takes the requests for SHARP service and forwards these requests to the volunteers. One Parks and Recreation Department supervisor is the City liaison for this program, involving 2-3 hours per month of her time.

Legal Considerations:

- SHARP volunteers are covered under the City of Troy's liability insurance. There have been no claims since the program started in 2007.

Policy Considerations:

- 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

Troy

**SENIOR HOME
ASSISTANCE
REPAIR PROGRAM**



Annual Report
March 1, 2010

SHARP-Troy Annual Report

Executive Summary

The purpose of the Senior Home Assistance Repair Program (SHARP) is to assist seniors (age 60+) and physically challenged individuals, who are Troy homeowners, maintain their home and remain independent for a longer period of time. The program also enhances the quality of their life by making homes safer and by reducing some of the stress and confusion involved in making home repairs. The labor is free with the work being done by volunteers hoping to utilize their experiences and gain meaningful volunteers opportunities. Homeowners pay for supplies. The program is performed in partnership with the City of Troy and the North Woodward Community Foundation. This was the third year for the program. SHARP-Troy and the Foundation have helped start similar programs in Clawson (2008) and Madison Heights (2009).

The program operates on a calendar year basis. This report summarizes what was accomplished in 2009.

Funding for the program covered all expenses and there was a surplus to carry over into 2010. Major sources of funding were homeowners' donations, homeowner's reimbursement of supplies and miscellaneous donations. Trevarrow ACE Hardware and ACO were corporate sponsors.

Requests from homeowners increased in 2009. 434 requests were submitted which was an increase of ~17% over 2008.

As was the case in 2008, the requests came in from all sections of Troy. Using ZIP Codes the results showed 25% requests from 48083, 23% requests from 48084, 34% requests from 48085 and 18% requests from 48098. 81% of the requests were for single type of repairs (e.g. plumbing) while 19% of the requests were for multiple type of repairs (e.g., electrical and yard work). Repairs are tracked by repair type. The most requested repair was for Electrical and Plumbing, with Yardwork, Carpentry, Miscellaneous, Painting and HVAC in descending order. Taking into account time spent on assessments, initial repairs and follow up repairs, approximately 970 hours were worked by volunteers. (This does not include the number of hours volunteers spent on administrative tasks.)

Appreciation for the program again was heart warming. 94% of the homeowners rated the program as Excellent and 6% as Very Good. The results were higher than last year. These results and the homeowners' testimonials, as well as their donations, speak volumes of the nearly four dozen volunteers who have performed the repairs and help administer the program. One such comment said it all:

- "Your program is wonderful. It has renewed my hope to know that others really do care! Thank you!!"

For the second year a Smoke Detector Program was performed. This program was comprised of changing out batteries and replacing/adding smoke detectors. Homeowners who were helped in 2008 were contacted. Twenty-four (24) homeowners participated. Fifty-eight (58) batteries were replaced and six (6) smoke detectors installed.

In the last quarter of 2009, SHARP-Troy volunteers assisted the City of Madison Heights in becoming the third city with a SHARP program. Training of volunteers was performed. By the end of the year, the SHARP-Madison Heights program fully transitioned to being run by Madison Heights volunteers.

History

In December 2005, Dave Taylor attended a meeting at his church, Big Beaver United Methodist, where the pastor was late because he was asked by a senior parishioner he had gone to counsel to change a light bulb. The people at the meeting talked about how seniors could need such 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 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 city wide 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 city wide. 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, Foundation Secretary and 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 maintenance.

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 A.

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. In 2009 the number of requests grew to 434. In the three years a total of 392 homeowners have been helped with their 1109 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.

Program Success in 2009

The following is an overview of the 2009 program success. In Appendix B the results are displayed graphically.

Requests

- **Overall**

434 requests were submitted. The number of request increased ~17% over 2008.

- The 434 requests that were served came from 208 homeowners. 89 of the homeowners submitted two or more requests. 96 were first time clients while 112 were repeat clients from previous years.
- Also of the 434 requests, 81% resulted in one type of repair being performed while 19% resulted in two or more types of repairs being done. The split in 2008 was 78%/26% respectively.
- 56 of the requests were for help with Television converter boxes needed to meet the federally mandated switch to HD by June, 2009. SHARP Volunteers received training on how to perform the installation at a November 2008 meeting. According to the FCC instructors, the SHARP program was the only volunteer program in Michigan at the time providing such assistance to homeowners.

- **Demographics**

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

- ZIP Code 48083 25%
- ZIP Code 48084 23%
- ZIP Code 48085 34%
- ZIP Code 48098 18%

Requests from Codes 48083, 48084 and 48085 increased from 2008 while requests from Code 48098 were basically the same.

Work Performed

- **Assessments**

Assessment Coordinators 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 64.36 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, Yard 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. A total of 902.2 hours were spent by volunteers on various repairs.

- **Work performed**

An analysis was performed of the requests completed. The results showed that the largest percentage of the repairs was for Electrical and Plumbing work which was the case in 2008 as well. The repair breakdown was as follows:

- Carpentry 16%
- Electrical 25%
- HVAC 1%
- Miscellaneous 10%
- Painting 7%
- Plumbing 25%
- Yardwork 16%

- **Administrative Tasks**

Volunteers gave their time to perform administrative tasks. This includes maintaining the request database, preparing the meeting agendas and minutes, preparing the annual report, conducting training and attending meetings. Volunteers met each month except for December to review work performed. The Steering Committee met seven times. Total estimated time given was approximately 400 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 94% of the Homeowners rated the work performed as Excellent and 6% as Very Good. The ratings were higher than last year. 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:

- Your program is wonderful. It has renewed my hope to know that others really do care! Thank you!!
- Very kind and thoughtful. Being a 80+ senior and barely able to do normal activities it certainly is comforting to know that I can call on SHARP and their volunteers to help the Seniors. Thank you very much!
- Thanks to all your volunteers! They are a real blessing to all of us who needs help with some small jobs. Thank You!
- I Love SHARP! As a widow you can't imagine what SHARP means to me and what a great service it is. Thank you!
- Thank you very much for the SHARP program. I will mail a donation.
- Very valuable service to those of us on retired/limited incomes and in need of home (minor) repairs. Thank you!
- This is a wonderful program for Seniors. I highly recommend it. Thank you!

- I can't thank you enough for this service. Bravo SHARP for all that you do for the Senior Community!!
- Excellent service, friendly, did more than originally scheduled. Thank you!
- I couldn't be happier with the work. Very grateful!
- I never had anyone so kind and a job so well done.
- Great job!! Come again.
- Help is so appreciated. Volunteers do good work. SHARP is an excellent program.
- God Bless all you great volunteers!
- We are very grateful for the help given to us by the volunteers from SHARP
- Would highly recommend. Very courteous.
- Great service to community !
- You have made my life very helpful especially no stress when help is needed.
- They do very good work!
- I am extremely appreciative of this service. Thank you!
- Thanks so much for this helpful service. God bless you.
- Thank you! It's a great service and much needed.
- Dave did a great job. We are very thankful.
- This is a wonderful service. Volunteer Steve was so helpful, friendly and courteous. I am very please and grateful. Thank you
- Not only did a good job, but also taught me how to do it - Very good teacher!
- I am writing to tell you how very thankful I am that the SHARP program exists. I had water in my basement every where because the sump pump didn't work. I was so depressed and despondent. I called SHARP and they sent Jack - I don't even know his last name, but he was a Godsend. He came took the pump to the place that fixes that type of pump, stayed while they fixed it and came and installed it- the water went down. I can't tell you how happy and grateful I am. God Bless SHARP and God bless Jack!!
- Don and Tom did a wonderful job. I'm so happy to have railing to hang onto coming down the stairs.
- Jerry was very knowledgeable about his work.
- Keith did a very fine job. Thank you again!
- Wendy and her son did a wonderful job of sanding and painting my mail box post. It has never looked better. Thanks so much.

Smoke Detector Sub-Program

Included in the program was provision to replace faulty detectors and to add needed detectors as well as replace batteries. The sub-program was mainly conducted during the first four months of 2009. Twenty-four (24) homeowners participated. In total, fifty-eight (58) batteries and six (6) detectors were replaced. The Foundation worked with a local smoke detector supplier to obtain smoke detectors that met City of Troy standards and utilized batteries which have a ten year life

Financials

- **Sources of Funding**

Total funds received were \$5335.94. Sources of funding included homeowner's donations, homeowner's reimbursement of supplies and other donations. Homeowner donations were basically the same as 2008 (\$3240 vs. \$3270). As was the case in 2008, there was 100% reimbursement by homeowners for supplies purchased by SHARP volunteers at Trevarrow ACE, ACO or other supply stores. The breakdown was as follows:

○ Homeowner Donations	60.73%
○ Homeowners' Reimbursement	23.81%
○ Other Donations	15.46%

- **Fund Utilization**

Total expenses were \$3478.08. Uses of funds breakdown is as follows:

○ Hardware Stores Reimbursement	31.37%
○ Special Equipment	23.25%
○ Printing (Brochures, etc.)	13.01%
○ Smoke Detector Project Supplies	12.83%
○ Administrative Fee (5% of Income)	7.59%
○ Office Supplies (ID Badges, etc.)	4.92%
○ Postage	4.37%
○ Volunteer Reimbursements	2.67%

As was the case in 2008, because Homeowners reimbursed the program for 100% of all repair material expenses, Homeowner donations were significantly more than expected and there were no requests for financial aid, there was a fund balance at the end of the year.

Conclusions

The following conclusion can be drawn from 2009:

- There continues to be a need for a city wide program that helps seniors and disabled homeowners 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 and should be continued.
- 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 2010. Funds have been budgeted accordingly using the fund balance.

. SHARP

Annual Report

Appendices A, B, C

Appendix A

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**. This form is available at the Troy Community Center. Forms are submitted to Parks and Recreation. Homeowners can also call in their request to Troy Parks and Recreation who in turn will fill out a Request Intake Form. Parks and Recreation sends the form to the North Woodward Community Foundation who establishes a unique number for each request. The Foundation then sends a copy of the form to the Intake Coordinator and Database Coordinator.

The Intake Coordinator reviews the form and calls the homeowner if any clarification is required. Once the form is acceptable to the Intake Coordinator, he forwards the numbered request to a member of the Assessment Coordination Team. An Assessment Coordinator contacts the homeowner within two weeks of a submitted request to assess the repairs to be done. Some simple tasks may be done by the Assessment Coordinator during the assessment visit.

When the assessment is done, the Request Intake Form is sent to the Foundation 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 Foundation who sends the volunteer the Request Intake Form.
- or-
- The Volunteer Coordinator contacts volunteers on open requests. The Volunteer Coordinator contacts the Foundation who in turn sends the volunteer the Request Intake Form.

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

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 Foundation office.

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

Articles in the Senior Newsletter and Newspapers as well as recruitment by other volunteers were used to find additional volunteers in 2009. In 2009, forty-three (43) 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 ACO and ACE Trevarrow Hardware Stores to participate by establishing a respective special SHARP account that provides a reduction in the bill for all supplies purchased. This difference in what the homeowner pays the Foundation and what the Foundation pays the supply stores is used to help pay for program expenses. (ACE Trevarrow has been involved with the program since January 2007. ACO became involved in late 2008.)

SHARP volunteers can use the account 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.

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 2009, nearly \$3300 was received from homeowners who were helped.

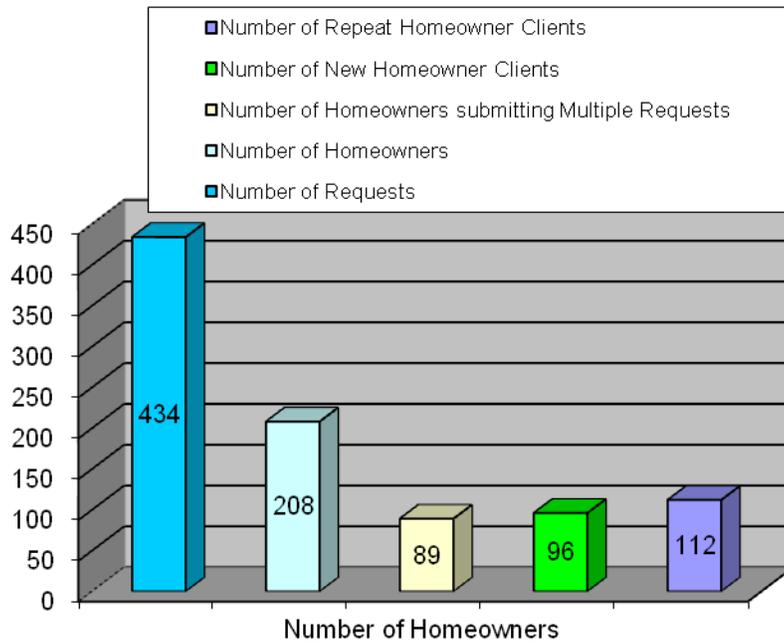
The Foundation also provides all the financial services under an agreement with the City of Troy. This includes payments and reconciliation of expenses with ACE and ACO Hardware Stores, reimbursement of volunteers, development of budget, development of monthly financial statements, preparation of all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

Appendix B

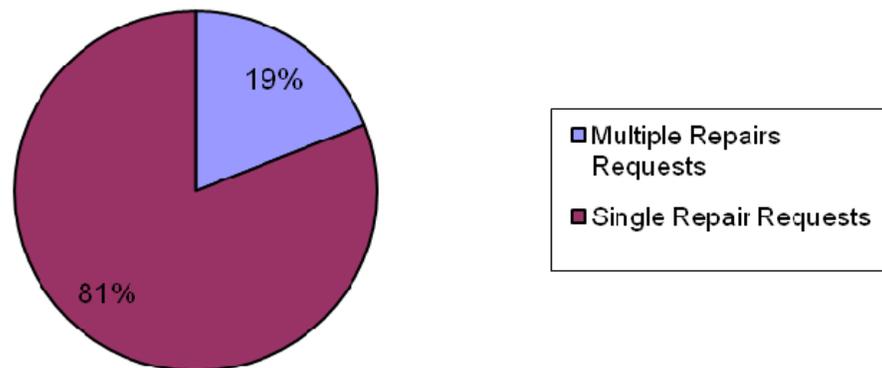
Charts

- **Homeowners Requests**
- **Multiple vs. Single Job Requests**
- **Requests by ZIP Codes**
- **Types of Work**
- **Survey Results**
- **Income**
- **Funds Utilization**

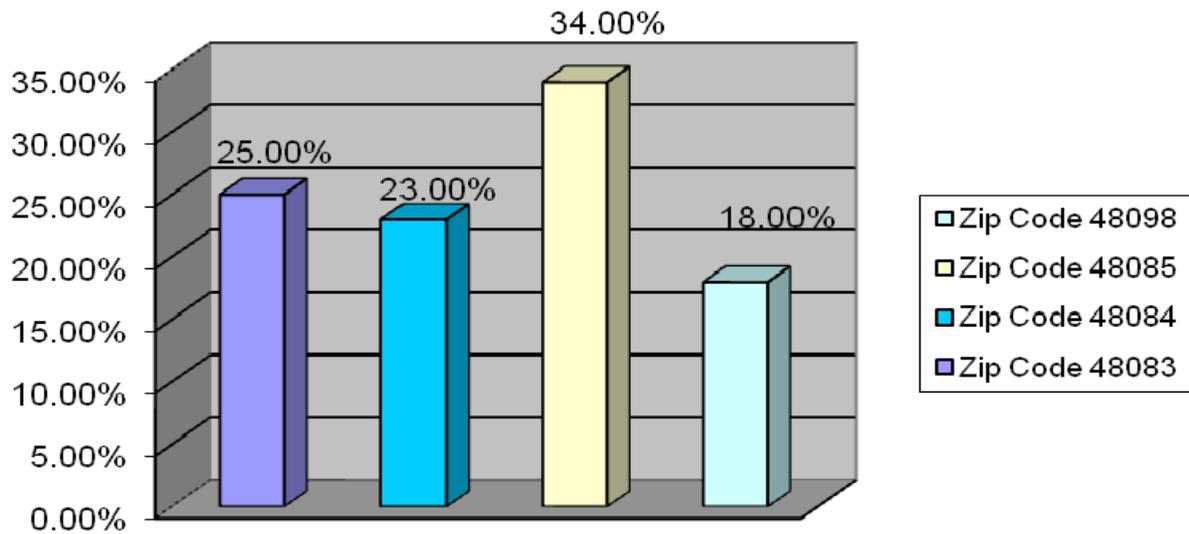
Homeowner Requests



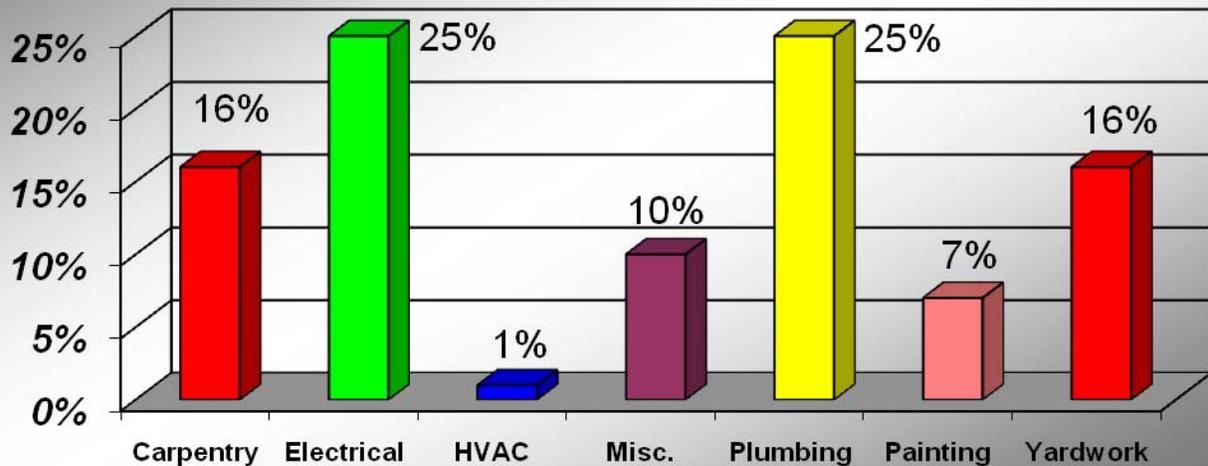
Requests and Repairs



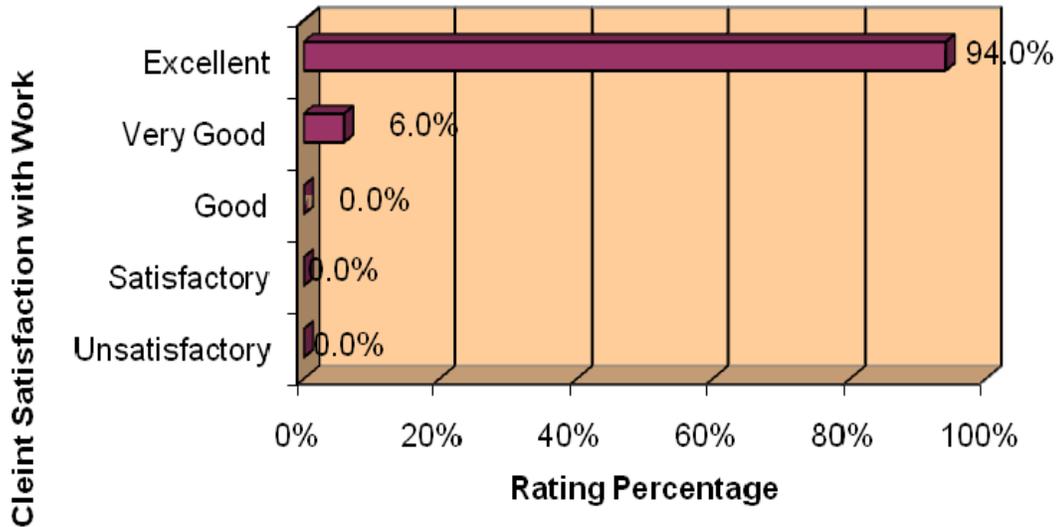
Requests By Zip Code



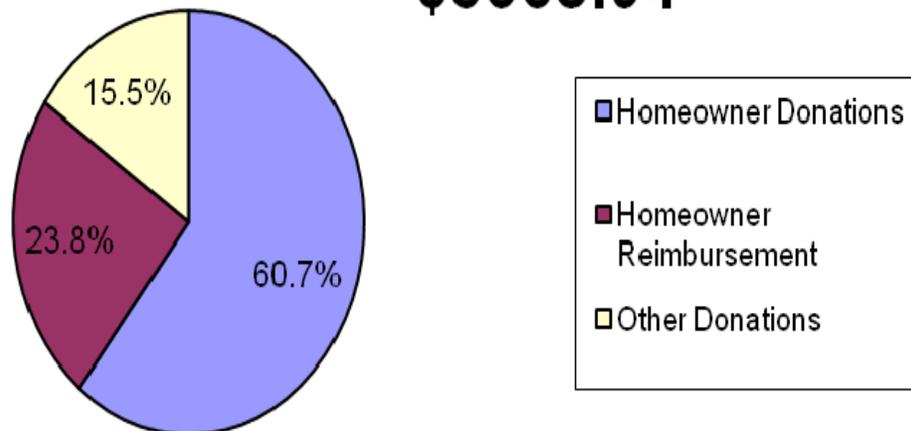
Repair Categories Breakdown



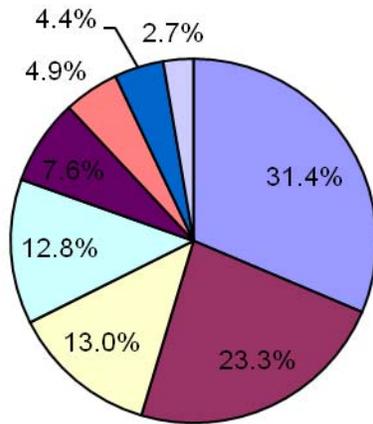
Client Survey Results



SHARP 2009 Income \$5335.94



SHARP 2009 Expenses \$3478.08



- Hardware Reimbursables
- Special Equipment
- Printing (Brochures, etc.)
- Smoke Detector Project
- Administration Fee (5% of Income)
- Office Supplies (ID badges, etc.)
- Postage
- Volunteer Reimbursement

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