

Revitalize Milwaukee Summary Report

Information about the Applicant

Revitalize Milwaukee (RM) was established in 2000 as a non-profit organization whose mission is dedicated to preserve affordable housing and revitalizes vulnerable neighborhoods throughout the Milwaukee and Waukesha counties. We improve lives by providing FREE, professional home restoration, vital safety repairs and life-changing accessibility modifications for low-income homeowners who are senior citizens, veterans and/or persons with disabilities. RM provides housing resources and has played a critical role when our community struggled with national and local predicaments such as the foreclosure crisis in 2008-2015, environmental health issues that poisoned children with lead, and the pandemic which isolated homeowners and placed undue stress on mechanical systems (furnaces, water heaters, plumbing, electrical).

RM is a proven leader in rehabbing and preserving affordable housing and revitalizing dozens of vulnerable neighborhoods throughout Milwaukee and Waukesha counties. We are the largest provider of free home repairs and accessibility modifications to low-income homeowners in Southeast Wisconsin. Our accomplishments are best demonstrated by our unwavering and ongoing services, even in perils of the pandemic which changed so many resources that were available to homeowners in the past. RM continued to respond to calls for help. In 2020, with the onset of the pandemic and closing of critical services, RM processed 470 applications and helped homeowners address basement floods, leaking drains, broken water heaters, unsafe entryways, and dozens of other repairs that homeowners face.

Statement of Need

Revitalize Milwaukee is seeking a grant in the amount of \$10,000.00 to provide assistive devices to be installed home renovation projects. The need for a program like this in Milwaukee is because of the unacceptably high rates of fatal falls in the state, and especially in Milwaukee County (234, or 14%, of the fatalities were suffered by Milwaukee County residents in 2019) where older housing contributes to precarious conditions that led to falls in the home. RM's accessibility programs are based on home modification models established in partnership with RM and the American Occupational Therapy Association (AOTA). This model includes the use of an evidence-based assessment tool that was created by Revitalize Milwaukee and recommended by AOTA and its Wisconsin Chapter.

Project Goals and Expected Benefits

This project will supplement RM's existing older adult modification program which is funded by the U.S. Housing and Urban Development (HUD) agency. The HUD model focuses on low-cost, high-impact home modifications. Home modifications include installation of grab bars, stairway railings, and lever-handled doorknobs and faucets, as well as the installation of adaptive equipment, such as wheelchair ramps, tub/shower transfer bench, handheld shower head, raised toilet seat, risers for chairs and sofas, and non-slip-strips for tub/shower or stairs. The gap in services for this HUD program is that it does not serve individuals who have a disability but are younger than age 62. With your support, RM will be able to serve an additional 20 individuals who have physical mobility disability but do not meet the age terms of the HUD grant

Project Implementation Plan

RM has processes in place that will ensure a streamlined implementation. This includes the following components:

1. **Marketing and Recruitment:** RM's marketing team will develop marketing and media activities to ensure potential beneficiaries and the community agencies that serve individuals with disabilities are aware of the availability of the program.
2. **Application and Intake:** The Program Manager will oversee the application and intake process to ensure each project operates through a person-centered approach. This will include a one-on-one intake process that will include the homeowner and family members as needed. Potential clients or their families may contact the program manager and request an application or can complete a preliminary application online to see if the client is eligible. Eligibility is based on homeownership and current occupancy of the home, and verification of household income being less than 80% of Milwaukee County Median Income. In addition, homeowners must have current property insurance and must be up-to-date on property taxes and mortgage payments. The case manager may refer clients to SDC's financial coach if they need help with outstanding debts or similar issues.
3. **Home Assessments:** The program model is a person-centered approach that includes a property inspection and personal assessment. RM uses the Safe-At-Home assessment to observe the physical mobility of each homeowner and then creates a list of suggestions for improved health and safety through home modification projects. Once the assessment

is completed by the Program Manager/OT, a list of suggestions for safety improvements is shared with the homeowners for approval. Homeowners are aware that the suggestions made on the assessment are voluntary and they have the final approval for modifications.

To track the program data and outcomes, RM uses Monday.com to manage the program workflow, and Salesforce CRM Management Software to track detailed customer services and to review program outcomes. Salesforce's ability to summarize key performance indicators provides a snapshot of the project's progress while also allowing RM staff to click on any one of them to review more details on a client and project basis.

4. **Development of Scope of Work and estimated budget:** The home inspection and OT assessment will be used by the Program Manager and Case Manager to create a Scope of Work, a list of needed materials and supplies, a completion timeline, and an estimated budget.

Evaluation Plan

5. **Home Modifications Completed:** All home modifications will be completed according to the scope of work. Revisions or additions will be reviewed and approved by the Program Director. RM has a proven history of completing thousands of modification projects within budget and established timelines. Attention to detail will ensure projects will be completed within the timeline detailed on the Scope of Work and will be monitored by the Program Manager.
6. **Satisfaction Surveys:** Beneficiaries of the program will be asked to complete a satisfaction survey. This may be completed through a paper form, an online electronic link, or through a one-on-one interview with the Program Manager. The survey will ask questions about how the project: (1) Increased safety and confidence in the home; (2) appropriately addressed physical mobility challenges or fears of the client; (3) included input from the homeowners; and (4) confirmation that the project helps the client age-in- place in their home.

Budget

Project Budget		
Item	Amount	Amount Wispact
Salaries	\$20,000	\$0
Assistive Devices- Consider an average \$500/property for minor installations for 16 properties (\$8,000), and 4 major projects @ \$10,000 (\$40,000)	\$48,000	\$10,000
OT Consultant Services-	\$10,000	\$0
Total	\$78,000.00	\$10,000.00

Staff Recommendation

The grant can be recommended for approval. The proceeds will provide for the assistive devices that directly benefit the persons with disabilities served by Revitalize Milwaukee. The expense aligns with the initiatives of the foundation.