



Housing and Services
Resource Center

Expanding Home Accessibility Services: Strategies for Sustaining Cross-Sector Collaborations

November 16, 2023
Webinar

Welcome



Housing and Services
Resource Center

Webinar is hosted by the
Housing and Services Resource Center (HSRC)

Facilitator

Charlene Allen, Senior Management Analyst, Office for
Interagency Innovations, Administration for Community
Living (ACL)

**This event is being
recorded.**

Instructions for Zoom

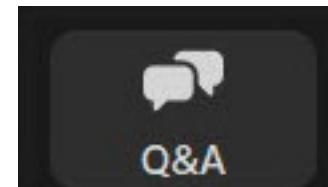
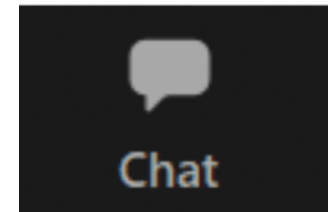
Audio Options

- Use your computer speakers, **OR** dial in using the phone number in your registration email.
- All participants are muted.

Questions and Comments

- Please actively use chat throughout the meeting, especially for your comments.
- To ask a presenter a question, please use the Q&A function.

Or, send your question or comment via email to HSRC@ACL.HHS.GOV



Accessibility

Maximizing view of ASL interpreters

- Enlarge view of ASL interpreter by “pinning” them:
Click on their video window and select the Pin icon.

Screen Reader Users: Reduce unwanted chatter

- Request speech on demand:
Insert, Spacebar, “S”

Poll

What types of partnerships do you have that support home accessibility and housing stability?

- We partner with aging organizations
- We partner with disability organizations
- We partner with housing organizations
- We partner with health organizations
- None - here to learn more about building partnerships



Housing and Services Resource Center

acl.gov/HousingAndServices [#HousingResources](https://twitter.com/HousingResources)



Agenda

- Importance of sustaining partnerships for accessibility and housing stability
- New Action Guides to support cross-sector collaborations in home modification, repair, and AT
- Featured programs:
 - Orange County Home Preservation Coalition
 - Green & Healthy Homes Initiative (GHHI)
- Q & A
- Closing

Poll Results

Chat: Describe how your partnerships support your aging, disability, health, and/or housing service delivery.

The Role of Accessibility in Housing Stability

- Home modifications, repairs, and weatherization can improve older adults and people with disabilities' ability to live in their homes.
- **Home modification services** can reduce the need to leave the home because one cannot function in it.
- **Home repair services** can reduce the need to leave the home because one cannot manage the upkeep.
- **Weatherization services** can reduce the need to leave the home due to inadequate temperature control and other inhospitable conditions

Lack of Accessible Housing

- 23.1 Million -- American households with accessibility needs.
- 40% -- American households in which a person lives in a home that does not have the accessibility features they need to live safely and successfully in the community.
- In 47% of homes, climbing up or down stairs to enter the home is **required**.
 - Just 14% of households that include persons with accessibility needs reported having a ramp or lift of some type.

SP Group LLC. (2021, March). *Accessibility in Housing: Findings from the 2019 American Housing Survey*. [Online complete report]. Retrieved from HUD PD&R website: <https://www.huduser.gov/portal/publications/Accessibility-in-Housing-Report.html>

Accessibility Solutions

- Home Modifications
- Home Repairs
- Assistive Technology (AT)
- Weatherization



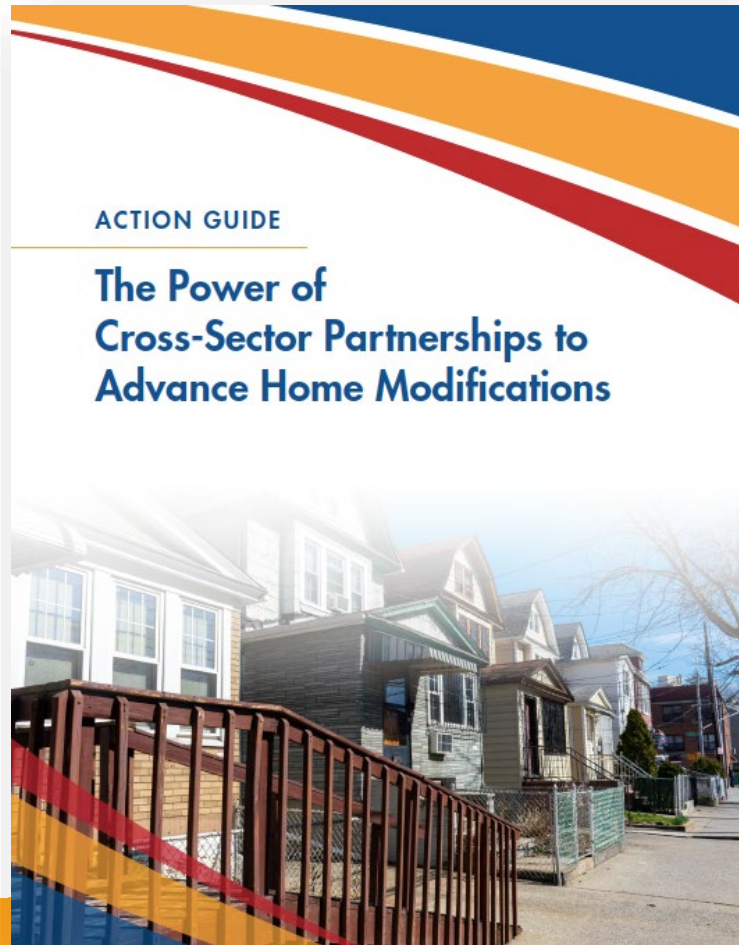
Benefits of Partnerships for Home Modification, Repairs, AT, and Weatherization

- When an organization operates alone, it may experience challenges of limited reach, resources, and perspectives.
- Partnerships can yield greater benefits than a single organization may be able to accomplish by itself.
- Working together can improve communication, coordination, and service delivery between organizations from different sectors that support the same population.

Home Modification Action Guides

- ACL-supported efforts to advance home modifications, AT
 - For aging, disability, health, housing, and community-based organizations
1. Tools for building cross-sector partnerships
 - Potential partners, data sources to demonstrate the need, collaborative activity examples, and how-to tips
 2. Approaches to build partnerships with the housing sector
 - Step-by-step instructions, examples of partnerships for improved service delivery

Action Guide: The Power of Cross-Sector Partnerships to Advance Home Modifications



- Tools for building cross-sector partnerships for home modification
- Potential partners
- Data sources to demonstrate the need
- Collaborative activities: publicity, service delivery, education, advocacy
- Partnership resources

Action Guide: Partnering to Expand Access to Home Modifications, Repairs, and Weatherization for Community Living



- Partner with the housing sector to gain access to funding, expertise, and the housing perspective
- Step by step tips on building partnerships with housing organizations
- Partnership examples
- Resources

Strategies for Sustaining Programs

- Secure commitment from partner agency leaders
- Use data to communicate the need for services to partners and funders
- Integrate activities and personnel into existing agency budgets and operations
- Use data to demonstrate impact on health, cost savings
- Identify funding and in-kind resources to braid or leverage

Featured Presenters

Orange County Home Preservation Coalition

- **Ryan Lavalley, PhD, OTR/L**, Primary Lead, UNC Department of Health Sciences Community Practice Lab (CPL)
- **Leiha Edmonds, MPP**, PhD Candidate in Geography & Environment, CPL Lead Housing Fellow, Orange County Home Preservation Coalition



The Orange County Home Preservation Coalition:

Preserving Homes in Partnership

Dr. Ryan Lavalley, PhD, OTR/L

*Primary Lead | UNC Department of
Health Sciences Community Practice Lab (CPL)*

Leiha Edmonds, MPP

*PhD Candidate in Geography & Environment
CPL Lead Housing Fellow*

November 16th, 2023

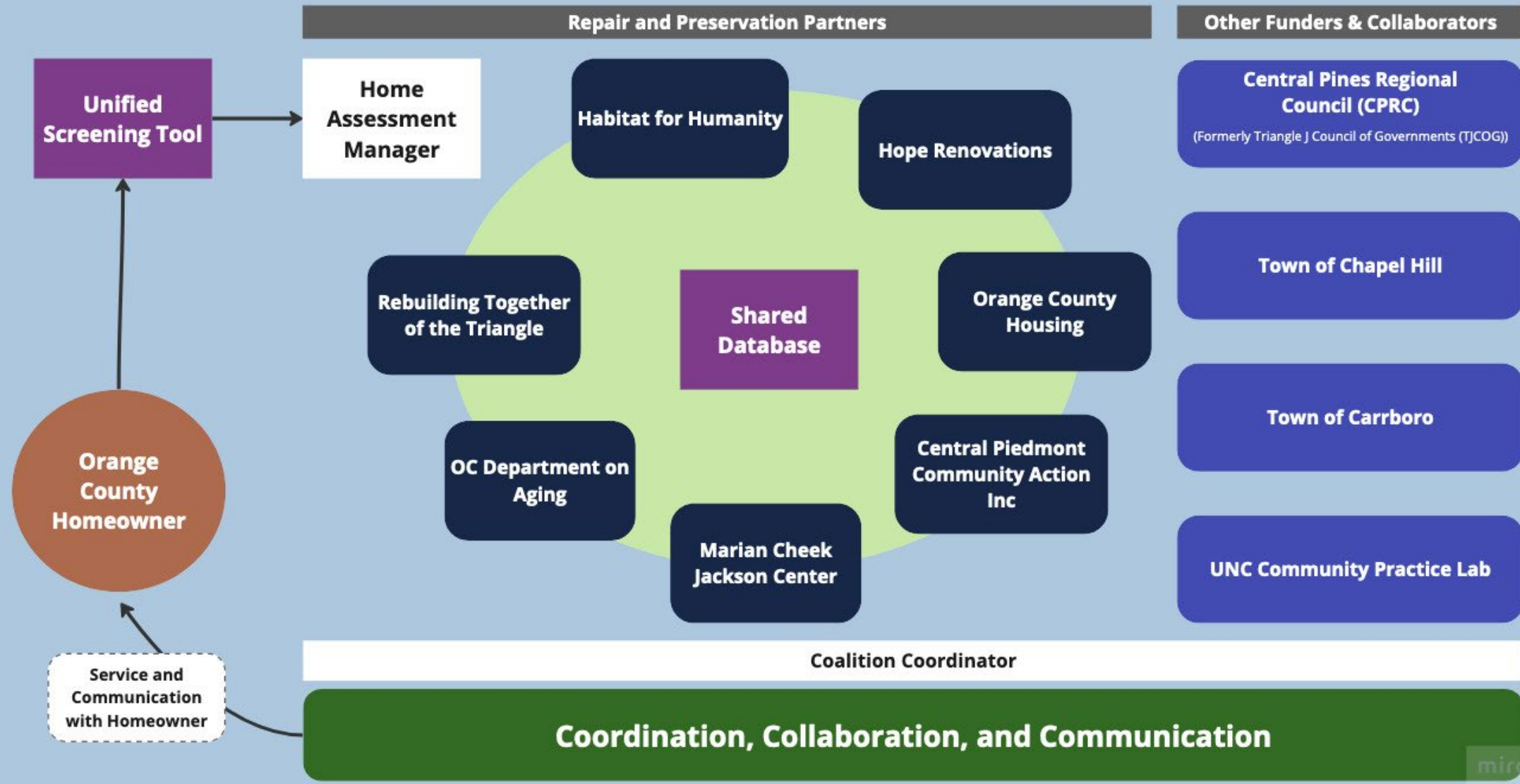
Coalition takes Partnership



History of Coalition



Orange County Home Preservation Coalition



Current Model



Strategies for Sustainable Partnerships

Supports

- Consistent Commitment
- Abundance Mindset
- Regular Individual Check-Ins
- Listening Intentionally
- Accessible Technology
- Readiness: Little Chasing

Challenges

- Staff Turnover
- Amount of Demand
- Complexity of the Systems
- Organizational Priorities
- Differing Org. Processes



Strategic Data Use

Solve problems

- Using data to better understand pain points and service (mis)alignments

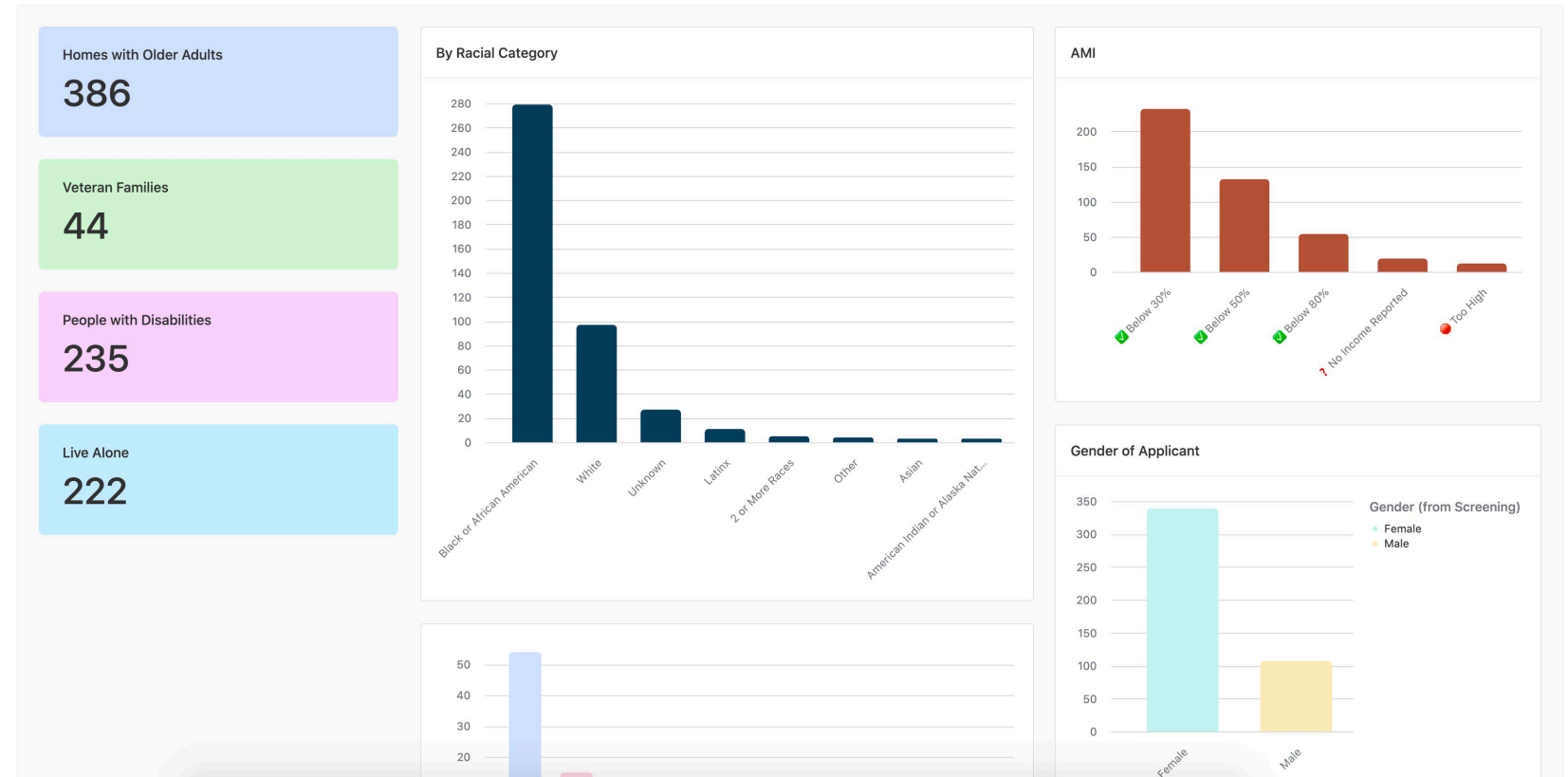
Inspire engagement

- Offering access to the database, visualization, analysis, and aggregation to bring partners to the table

Inform advocacy

- Bringing together the narratives and numbers that show OCHPC's successes and tell a strong story of how to grow the work

Demographics



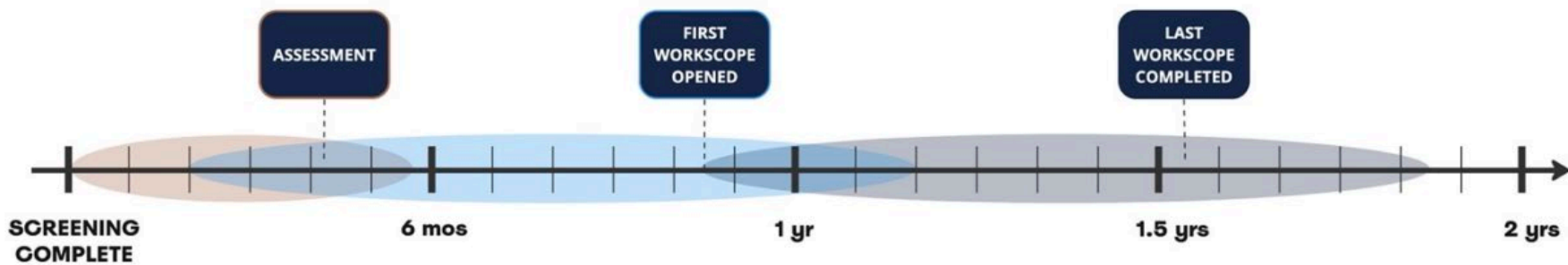
Leveraging Program Evaluation

Internal learning and improvement

"it's been challenging that we haven't codified some of the procedures, or been willing to collectively agree to follow procedures about what information gets collected. Like knowing when something gets moved from one status to the next." - RTT

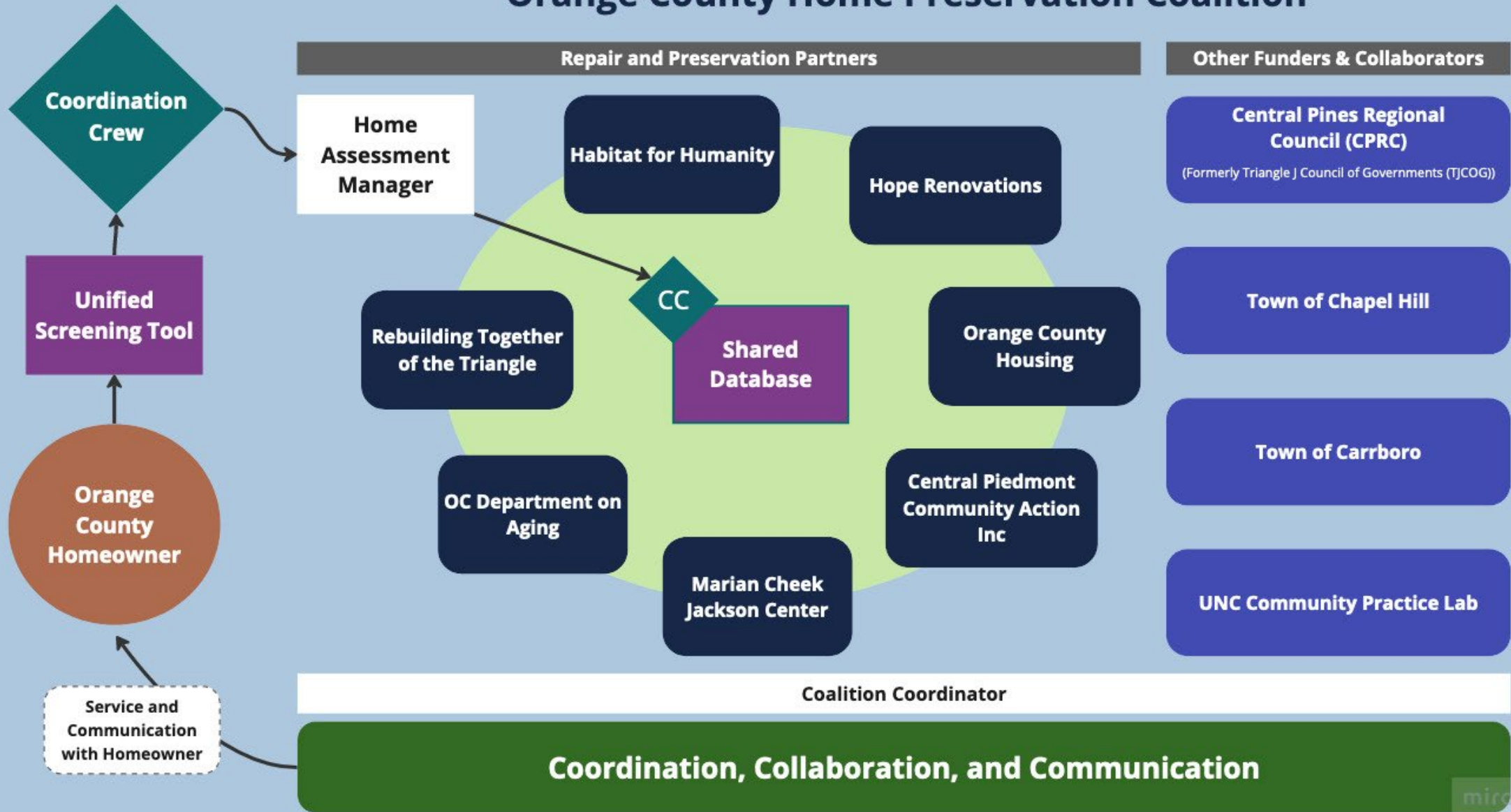
External accountability

Figure 15: Example Timeline from Screening to Completion



Orange County Home Preservation Coalition

Always Evolving



Thank You!



Dr. Ryan Lavalley, PhD, OTR/L

*Primary Lead | UNC Department of
Health Sciences Community Practice Lab (CPL)*

Leiha Edmonds, MPP

*PhD Candidate in Geography & Environment
CPL Lead Housing Fellow*



Connect with us!
<https://go.unc.edu/cpl>



Featured Presenters

Green & Healthy Homes Initiative

- **Ruth Ann Norton**, President & CEO



Green & Healthy Homes Initiative®

Making the Case for Accessibility: Strategies for Sustaining Cross-Sector Collaborations

**Ruth Ann Norton, President and CEO
Green & Healthy Homes Initiative
November 16, 2023**

Mission

GHHI is dedicated to addressing the social determinants of health and the advancement of racial and health equity through the creation of healthy, safe and energy efficient homes. By delivering a standard of excellence in its work, GHHI aims to eradicate the negative health impacts of unhealthy housing and unjust policies for children, seniors and families to ensure better health, economic and social outcomes in historically disinvested communities – with an emphasis on communities of color.

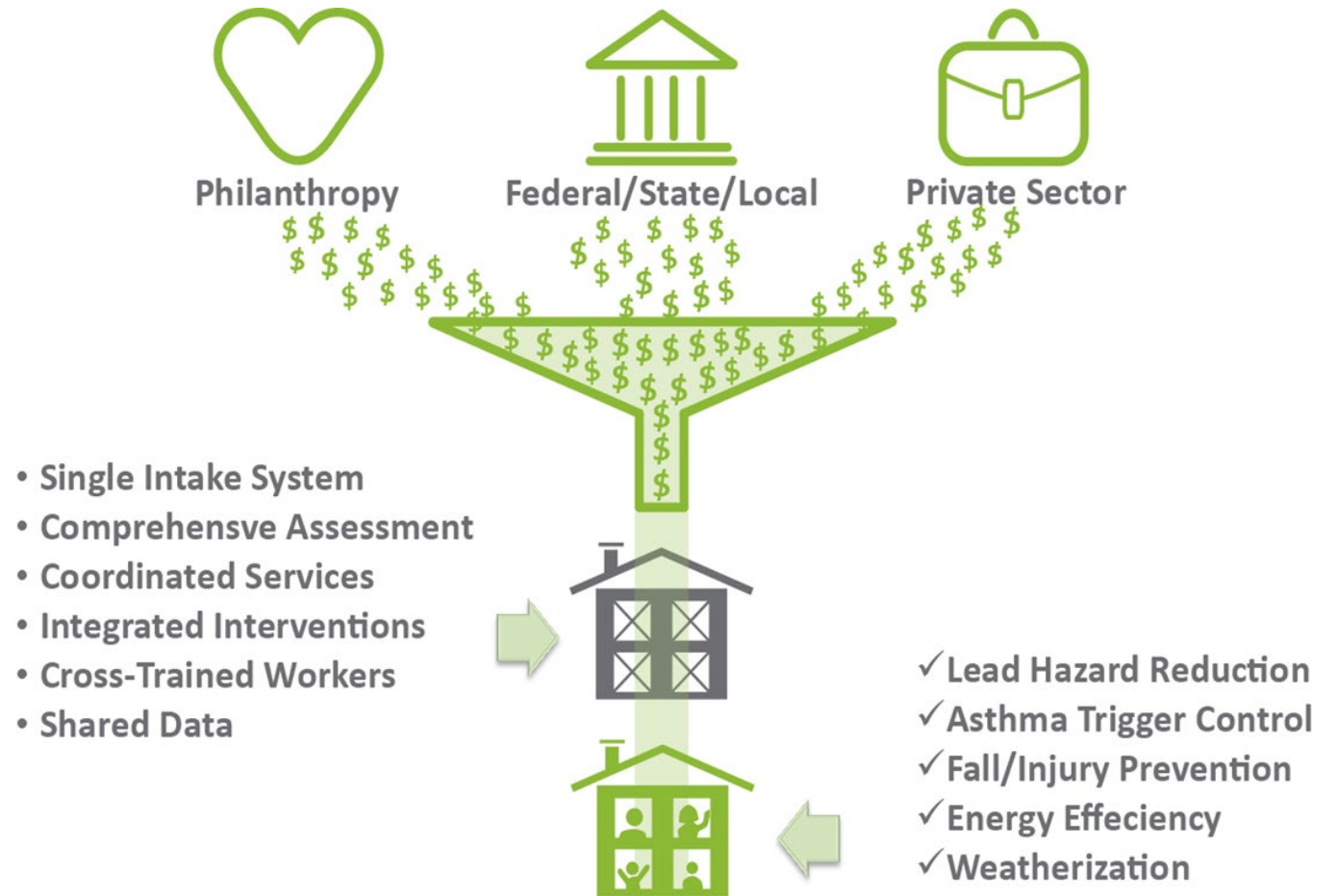


GHHI Model: Aligning Resources to Advance Holistic Retrofits

Align
Services & funding

Braid
Relevant resources

Coordinate
Service delivery



How does home safety and accessibility contribute to housing stability?

Home safety allows adults to stay in their homes by:

Improving accessibility for **enhanced quality of life** as residents age
Preventing injury that would force residents to move
Easing financial burden on residents

Poor housing conditions is one of four dimensions of housing instability (other dimensions are unaffordability, crowding, and forced moves)¹

Recent survey in St. Louis after home repairs for older homeowners found²:

71% of homeowners "a lot more likely" to stay in their homes after repairs
67% felt "much more positive" about quality of life, citing improved accessibility
78% reported that their finances had become easier
72% reported that their house had become a more valuable asset

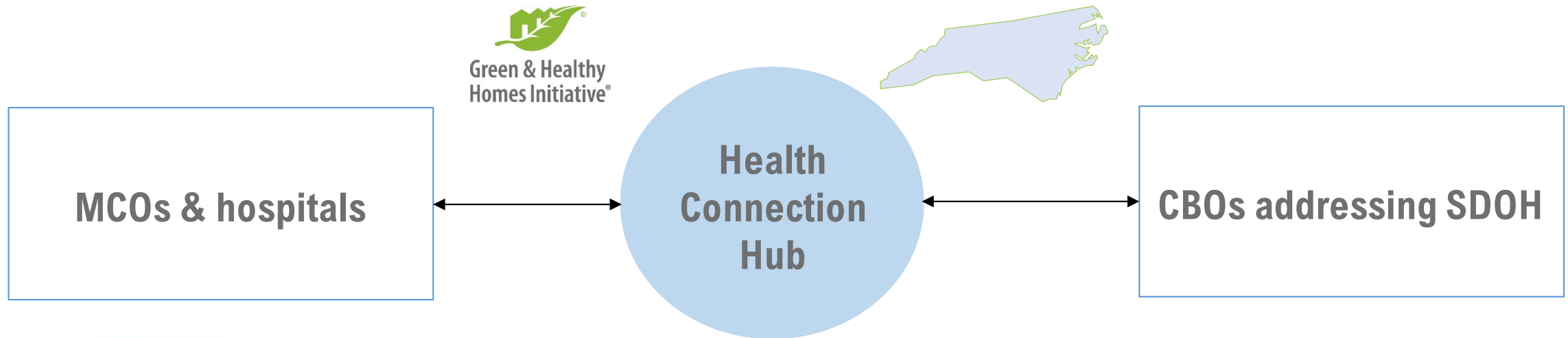
References:

¹Routhier, G. (2019). Beyond worst case needs: Measuring the breadth and severity of housing insecurity among urban renters. *Housing Policy Debate*, 29(2), 235-249.

²University of Missouri-St. Louis, Community Innovation and Action Center. [No Place Like Home: The Need For and Effectiveness of Home Repairs Among Older Homeowners in St. Louis](#). May 2023.

Hubs for Social Determinant of Health Service Delivery (GHHI serves this role in NC working with BCBS of NC)

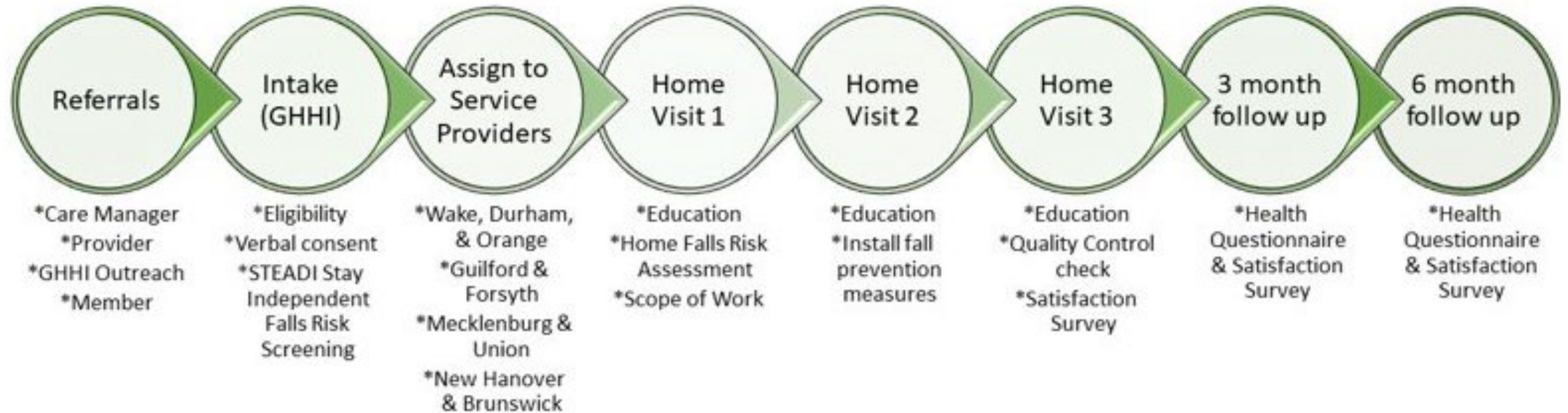
A health connection hub could help efficiently **overcome barriers** to partnership between sectors, **saving time and money** for both partners and **incenting new investment**



Potential roles

- Coordinate data sharing & ensure privacy
- Coordinate referral process
- Draft & hold contracts between partners
- Coordinate payments between partners
- Serve as translator & expert in both sectors

North Carolina Fall Prevention Program Process



Intake - GHHI

Program - Service Provider Partners
Enrollment begins with completion of Home Visit 1.

Key Performance Indicators

- # of referrals
- # of homes assessed/repared
- % of homes assessed/repared, % of hazards addressed in homes
- Avg # of home visits, hazards, and repairs
- Avg cost per home and per repair

Implementation Metrics



- Self-reported falls and injuries
- Program-assessed health
 - Falls risk (STEADI)
 - Falls Behavioral Scale (FaB) assesses protective behaviors for falls
- Missed work-days

Health/Quality of Life Metrics (pre and post)



- Reduced ER/UC utilization
- Reduced medical expense
- Reduced admission into skilled nursing facility

Medical Utilization and Expense Metrics (pre and post)



- Program satisfaction
- Likelihood to recommend (NPS)
- Likelihood to renew with Blue Cross

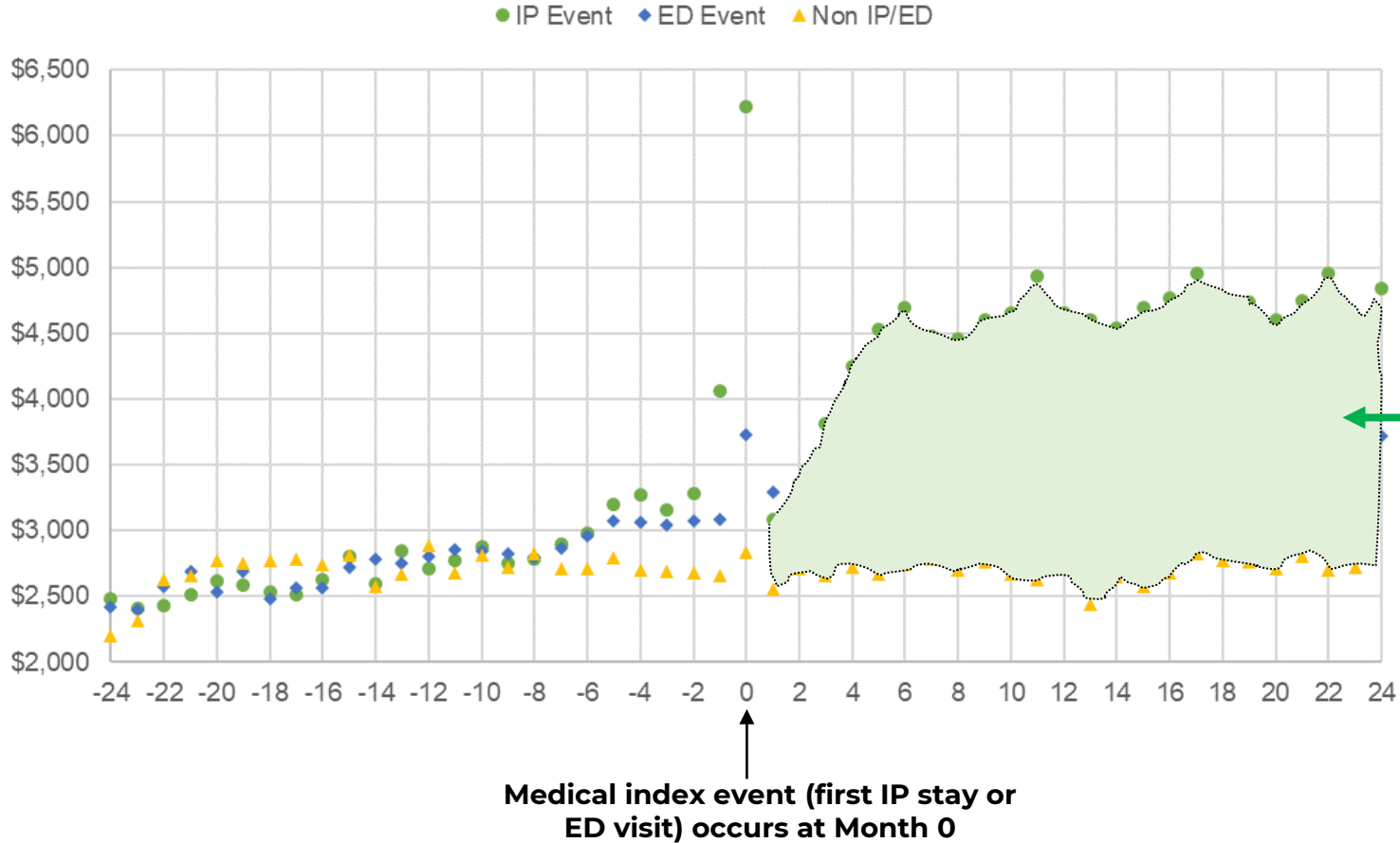
Experience Metrics



Total cost of care stays high even 2 years after a significant fall



Medical Event at Month 0 - Average PMPM Over 48 Months



- TN Medicaid claims data from 27,666 members 60+ in Shelby County
- 5 years of claims data totaling \$3 billion
- 800 members per year had an IP fall
- 2,400 member per year had an ED fall

Cumulative cost increase after a fall resulting in inpatient admission or emergency department visit:

- IP: **\$41,536 (green shaded area)**
- ED: \$17,536

This suggests that there is an opportunity for an Aging-in-Place program to help reduce costs by preventing avoidable falls.

Savings from avoiding nursing homes (Habitat Survey data)

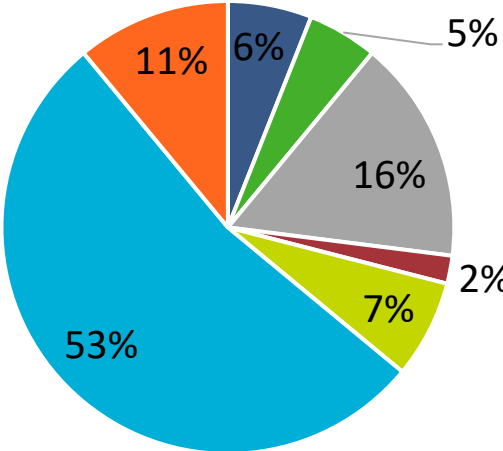
25 Aging-in-Place clients per year report they would have been destined for a nursing home within the year.



This equates to **\$2.1 million (semi-private) to \$2.3 million (private)** in TN taxpayer savings each year.

Where would you have gone?

- Nursing Home
- Assisted Living
- With Family
- New Home
- Low Income Housing
- No Option
- Homelessness



Nursing Home: 6%
 Assisted Living: 5%
 With Family: 16%
 New Home: 2%
 Low Income Housing: 7%
 No Option: 53%
 Homelessness: 11%

Nursing Home Facility (i)	
Semi-Private Room⁵	\$85,775
Change Since 2020 ²	1.07%
Private Room⁵	\$91,980
Change Since 2020 ²	0.60%

Housing Upgrades to Benefit Seniors (HUBS) - Baltimore

Initial investment in 2015 by Stulman Foundation and Hoffberger philanthropies. 2017 capital expansion through Weinberg Foundation and the City of Baltimore DHCD. National HUD Secretary award in 2018. Producing AIP housing interventions at scale. \$10.6 million in public-private funds committed for 2021-2024.



The Challenge HUBS is Addressing

2010: 121K
2040: 150K

Baltimore City's 60+ population will increase by 24% in 30 years



1/4 of owner-occupied homes are owned by older adults



17% of all older adults in Baltimore City live below the poverty level

fixed income
+ limited mobility



housing
deterioration



The Challenge HUBS is Addressing

Family Background: Low-income senior homeowner raising three adopted daughters; older adult encountering balance issues

Housing Assessment: Roof leaks, poorly weatherized, mold, pests, malfunctioning furnace, numerous safety hazards including trip and fall hazards, poor lighting, lack of handrails

GHHI HUBS and Maryland Energy Administration funded interventions by GHHI:

- HVAC replacement; Weatherization intervention including air sealing and insulation; Attic repairs
- Tub grab bars and handheld shower head installed, shower stool and toilet safety frames provided
- Installed stair treads and removed damaged carpets
- Interior and exterior handrails installed, and other handrails repaired
- Dryer and bathroom vented; Mold remediation in basement
- Integrated pest management conducted
- Exterior lights and interior stairwell lights installed; Gutters and downspouts installed

GHHI assisted client through City LIGHT Program process to receive:

- Roof replacement

Clean air, safe home, better life



Ms. Billips is a retired state employee

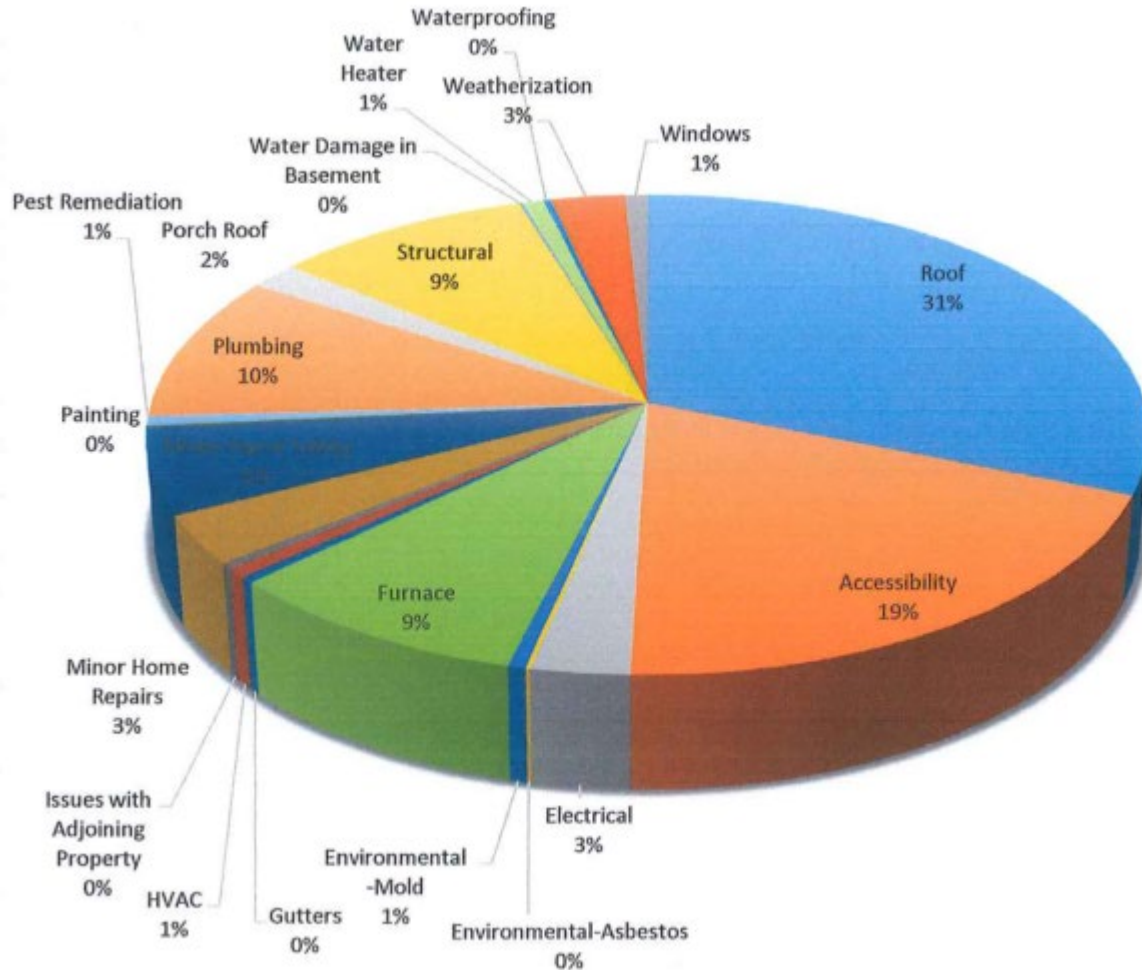
- Inoperable gas boiler
- Unvented gas stove
- Plumbing leaks
- Inadequate insulation
- Multiple trip and fall hazards



- Replaced boiler with electric heat pump and mini-splits for A/C
- Replaced gas stove with electric convection oven
- Replaced washer and dryer with Energy Star electric appliances

Utility bills dropped \$100 in first month after interventions; indoor air quality improved

HUBS Clients' Home Repair Needs



- Windows 1%
- Roof 31%
- Accessibility (ramps, wheelchair lifts, stair lifts) 19%
- Electrical 3%
- Environmental-Asbestos 0%
- Environmental-Mold 1%
- Furnace 9%
- Gutters 0%
- HVAC 1%
- Issues with Adjoining Property 0%
- Minor Home Repairs 3%
- *Category illegible
- Painting 0%
- Pest Remediation 1%
- Plumbing 10%
- Porch Roof 2%
- Structural 9%
- Water Damage in Basement 0%
- Water Heater 1%
- Waterproofing 0%
- Weatherization 3%

Value to Healthcare of Home Modifications



Health plans can demonstrate leadership in healthcare innovation by preventing falls and empowering members to age in their homes



Reduce healthcare utilization and cost by preventing future falls and unintentional injury

CMS.gov



Work with members to understand Medicaid / Medicare benefits, including Long Term Supports and Services



Leverage existing housing support services available through housing partners

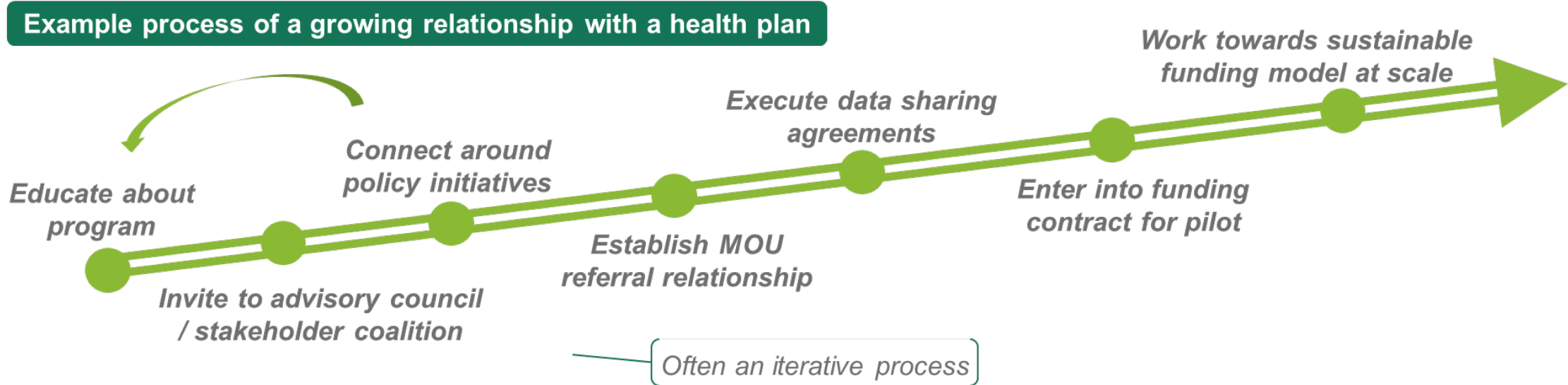


Connect with members who may be harder to engage

Other GHHI Home Injury / Fall Prevention / Aging in Place Work

- **Stepping On plus home repairs in Cincinnati.** Partners include People Working Cooperatively who conduct services including home repairs and Molina health plan that identifies at-risk members. GHHI's role is to design the evaluation of the program including efficacy and cost-effectiveness analysis.
- **Habitat for Humanity of Greater Memphis.** GHHI is a partner on a newly awarded grant from the Tennessee Department of Health to construct 20 new homes designed to meet the accessibility and other needs of older adults and people with disabilities
- **Johns Hopkins Center for Injury Research and Policy.** GHHI is partnering with Hopkins to build off of an existing model for home assessment and remediation of injury risks for children to design a model specific to older adults.

Be Strategic in Building Relationships with Healthcare Partners



- Connect with staff at different levels of health plan; healthcare has frequent turnover
- Look for opportunities to advocate for policies together
- Invite health plans and providers to participate in stakeholder meetings
- Consider what existing or potential partners might have additional resources to help expand the program



Ruth Ann Norton

President & CEO

Green & Healthy Homes Initiative

ranorton@ghhi.org



@HealthyHousing



GHHInational



healthy_housing

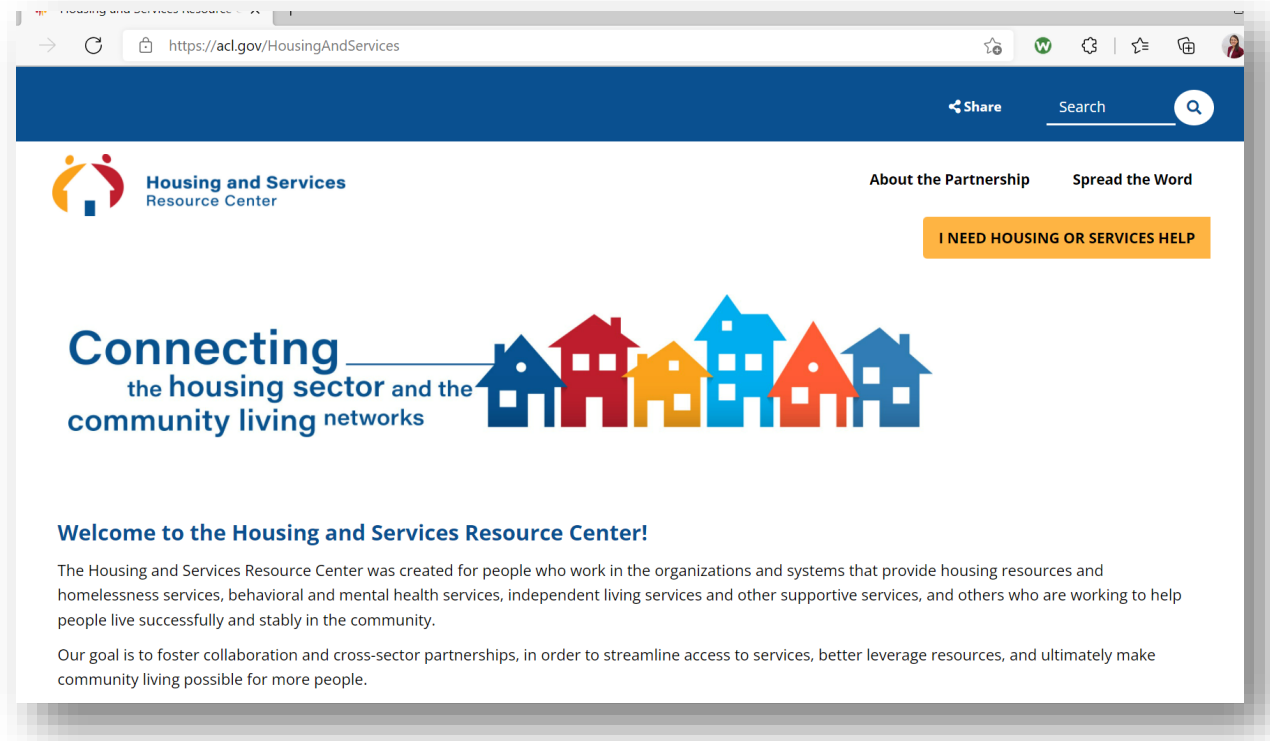


Green & Healthy Homes Initiative®

Q & A



HSRC Website



acl.gov/HousingAndServices

Help Us Improve

Tell us what you want the HSRC to feature in the next webinar.

Please complete our short feedback form:
<https://www.surveymonkey.com/r/SGFCBWR>

Stay Connected

We want to hear from you!

Please email us at hsrc@acl.hhs.gov



Housing and Services
Resource Center

Acknowledgments



This presentation was supported by the U.S. Administration for Community Living through a contract with New Editions Consulting, Inc. (Contract number 47QRAA19D003X) which subcontracted the work to the USC Leonard Davis School of Gerontology. The views expressed do not necessarily represent the positions or policies of the Administration for Community Living / Department of Health and Human Services.