

# Orange County Home Preservation Coalition



Town Council of Carrboro, NC  
April 13, 2021

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OFFICE OF THE PROVOST  
Partnerships in Aging Program



Triangle J  
Council of Governments

# Who are we?

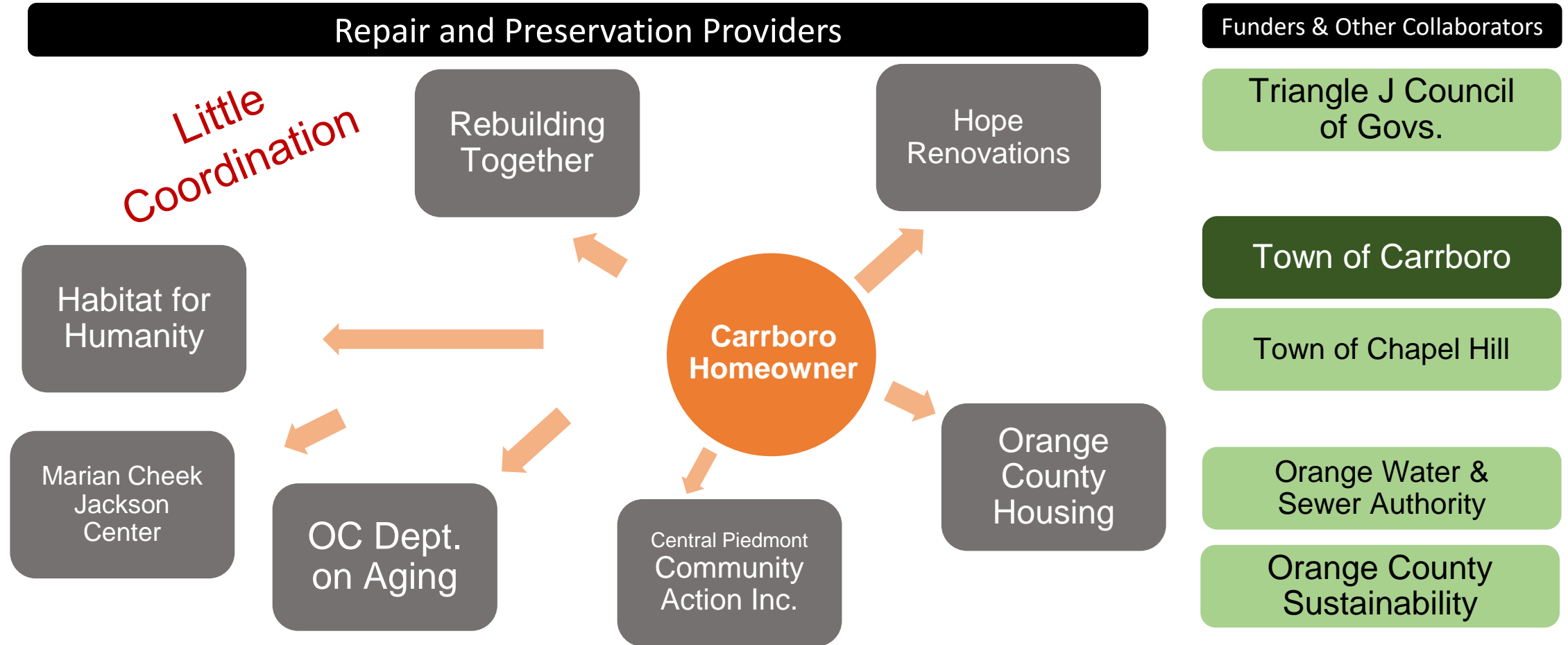
Born from the OCDOA Master Aging Plan Process in 2017

## **Includes:**

Orange County Department on Aging  
Orange County Housing and Community Development  
Rebuilding Together of the Triangle  
Habitat for Humanity of Orange County  
Central Piedmont Community Action Inc.  
Marian Cheek Jackson Center for Saving and Making History  
Triangle J Council of Governments  
Hope Renovations  
Town of Carrboro  
Town of Chapel Hill  
OWASA  
UNC's Partnerships in Aging Program



# The Challenges Before



A burdensome application process for homeowners and inefficient use of funds

# What we do and how we do it

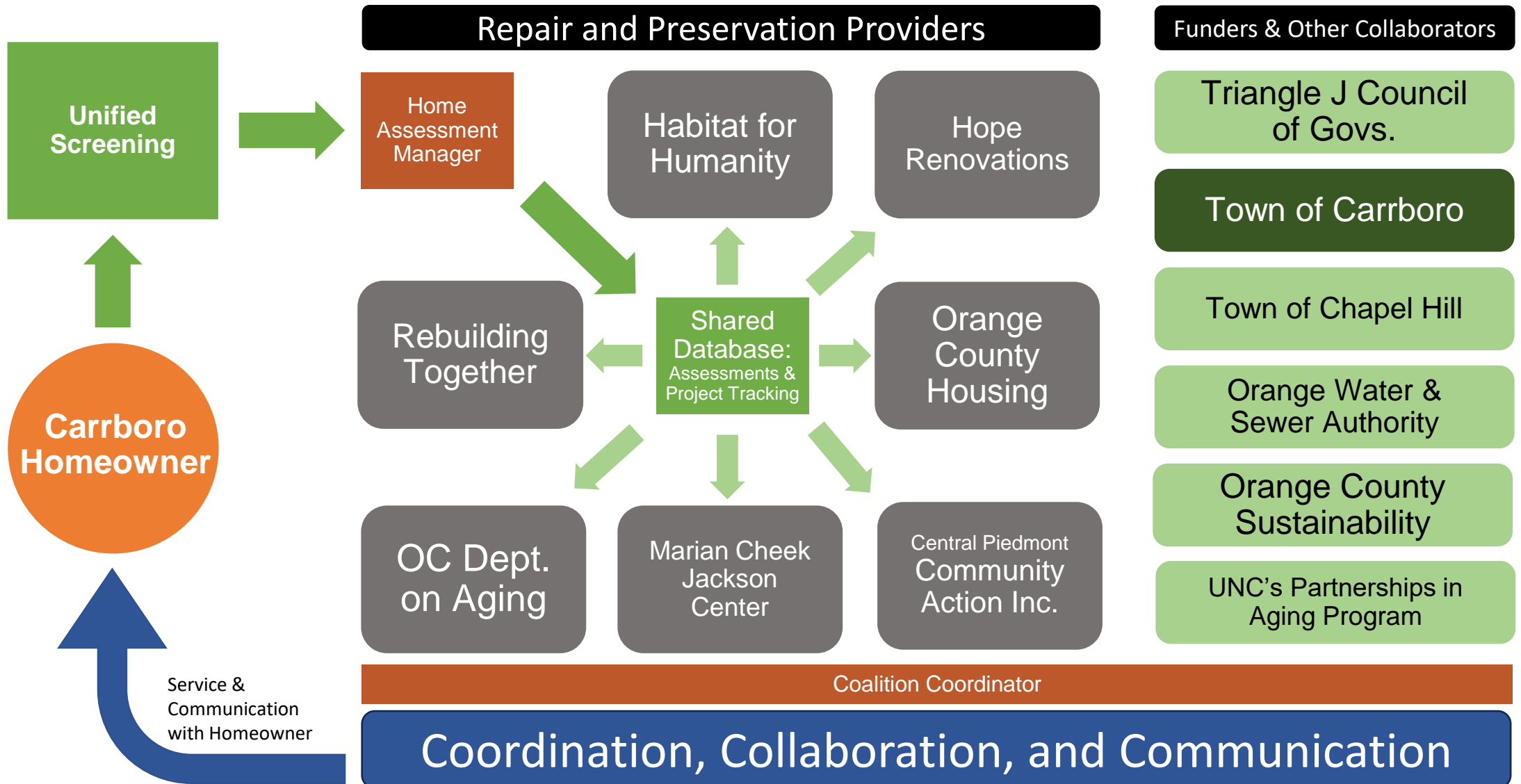
## Objectives:

- Increase access to and comprehensiveness of home repair and energy-efficiency services
- Decrease administrative burden of applying for service
- Decrease organizational inefficiencies
- Decrease weatherization and energy efficiency service deferrals
- Improve quality of life for applicants

## Tools:

- Streamlined intake
- Centralized home assessment processes
- Coordinated case management
- Collaborative data sharing mechanisms
- Unified data collection and evaluation processes

# The Model Now





# Data From Jan 2019 - April 1, 2021

171 households in Orange County,  
of which **19 are in Carrboro**

# Carrboro Applicant Profile



**AGE:** Carrboro applicants are older than the general adult population of the Town. ~75% are 50+. ~64% are 60+. Most were 60-69 y/o.

**RACE:** Carrboro applicants are disproportionately Black or African American Homeowners (79%) (Carrboro B/AA Population: 11%)

**INCOME:** Virtually all Carrboro applicants have income at or below 80% AMI. Largest percentage was "< 30% AMI" (37%).

**HOME TYPE:** 79% of Carrboro applicants owned detached houses but we received a disproportionate amount of applications from manufactured home residents (10.5%) compared to Town supply (1.5%).



# Our Progress in Carrboro (Jan 2019 – Now)

*OCHPC comprehensively assessed 18 of the 19 homes.*

*We have partners with work actively planned at 8 homes.*

*At least one partner has completed their work at 10 homes.*

*We have completed all identified needs at 3 homes.*



# Program Report

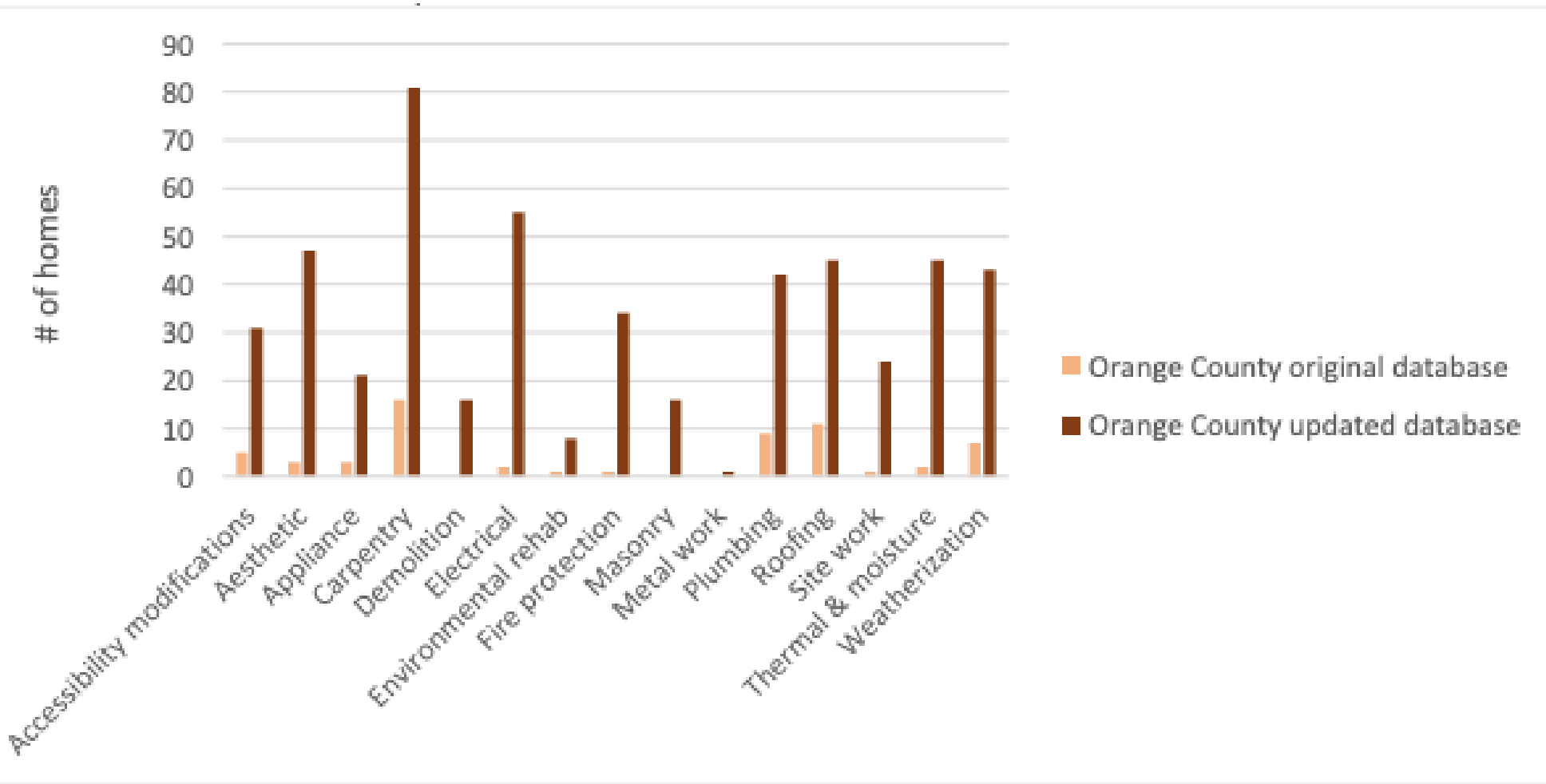
(Data from Jan 1, 2019 - Sept 30, 2020)

# Partners in Home Preservation Program: Summer 2020 Evaluation



- **Surveyed 39** service recipients across Chatham and Orange Counties
- Conducted **2 focus groups**, including representation from the **Town of Carrboro**
- Analyzed **administrative data** from database
- Planned to collect data regarding **energy efficiency improvements, but:**
  - Data was extremely complex to obtain
  - Analysis required weather-normalization
  - Timeline of evaluation would not allow
  - Other partners may be interested in doing this, but no current plan.

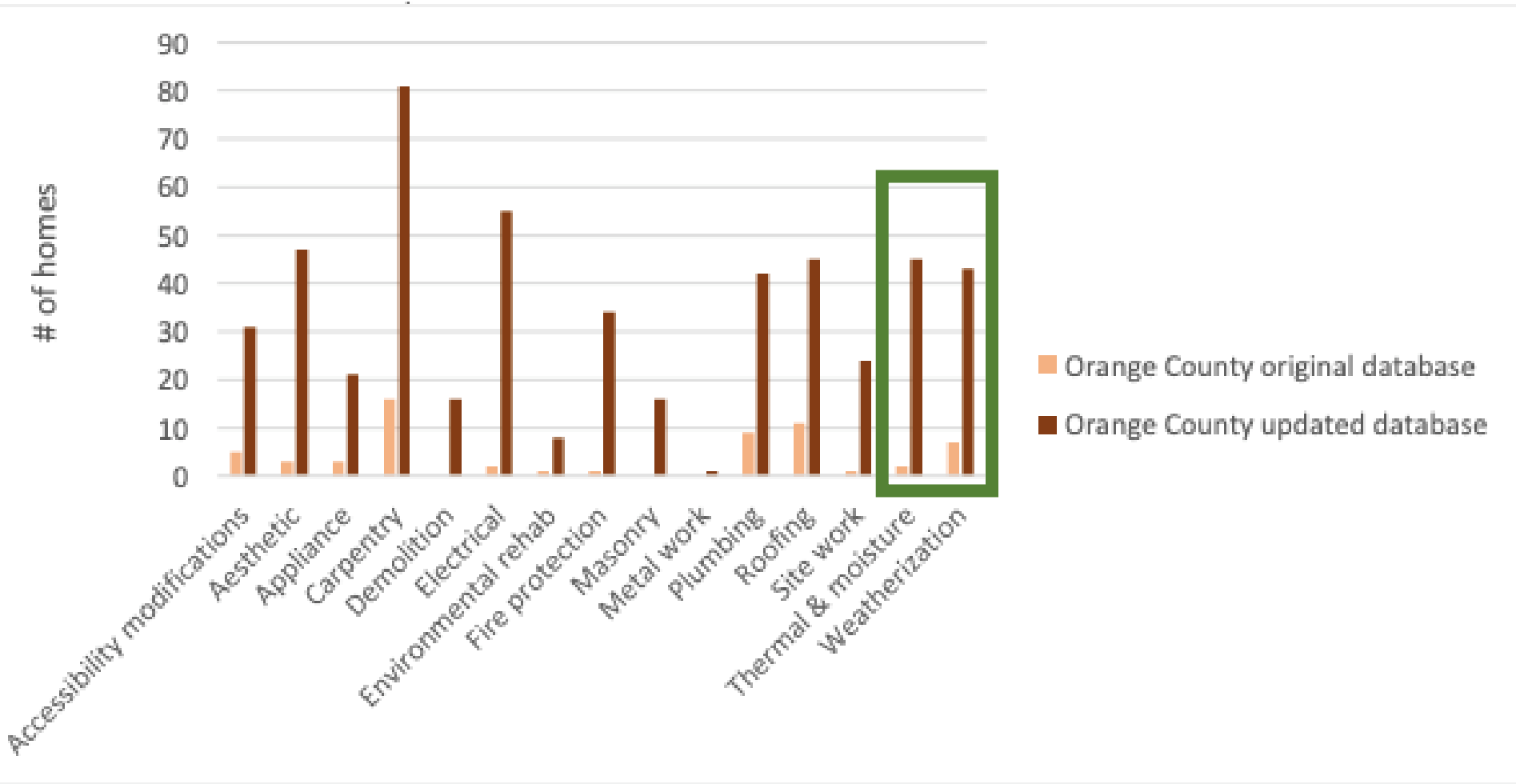
# The work we do: repair types identified



*Home assessments proactively identify wide range of needs.*

Figure 5 Types and frequency of repair needs identified in the updated database (n=88) and the original database (n=35)

# The work we do: repair types identified



*Increased referrals and provision of weatherization/energy efficiency services via CPCA and CAF.*

Figure 5 Types and frequency of repair needs identified in the updated database (n=88) and the original database (n=35)

# The work we do: collaborate

Inter-organizational collaboration: number of organizations involved in home repair

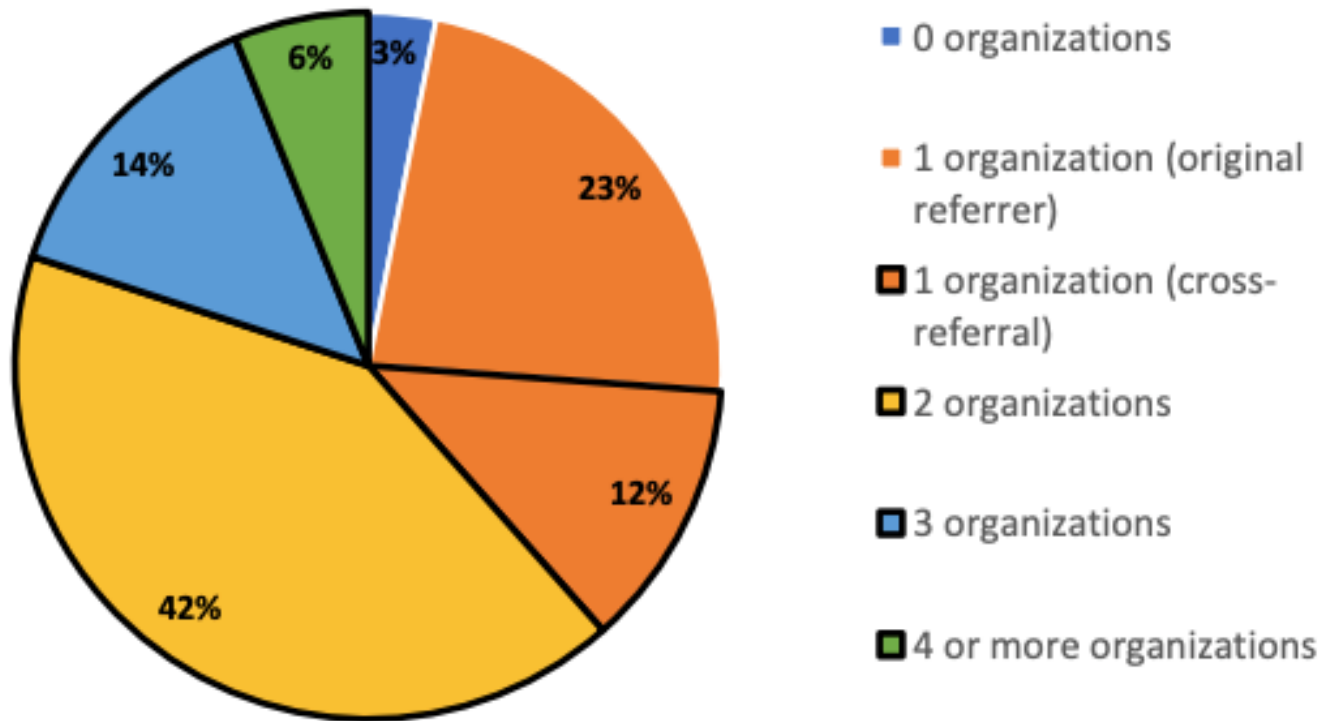


Figure 6 Number of organizations involved in repair among homes with work in progress or fully or partially complete (n=65)

All applicants are seen by all partners.

Then, nearly **75%** of applicants receive collaborative home repair service provision.

# What does this mean for organizations?

- Develop collective capacity
  - Creatively fund the work
  - Focus on their strengths
- 
- ✓ Collecting the right information allows applicants to match with the right organization more efficiently
  - ✓ Better matches mean efficient and appropriate use of budgets
  - ✓ Good fiscal management increases service provision

# What does this mean for Carrboro?

- Decrease administrative burden
- Streamline repair funding application processes
- Collaborate and communicate with service providers

*“...we're a really small local government organization, and it's administratively burdensome for us to have to do those small, under \$5,000 projects, and have five of them. RTT lately has been able to **bundle** those together, and then we can bring them to our advisory board and say, **here's a group of repairs that are needed in our community** and I think it's helped them to be able to look at it comprehensively. And **there's been a lot of support** from our Affordable Housing Advisory Commission, and just from staff for the way the process has been working.”*

# What does our work mean for homeowners?

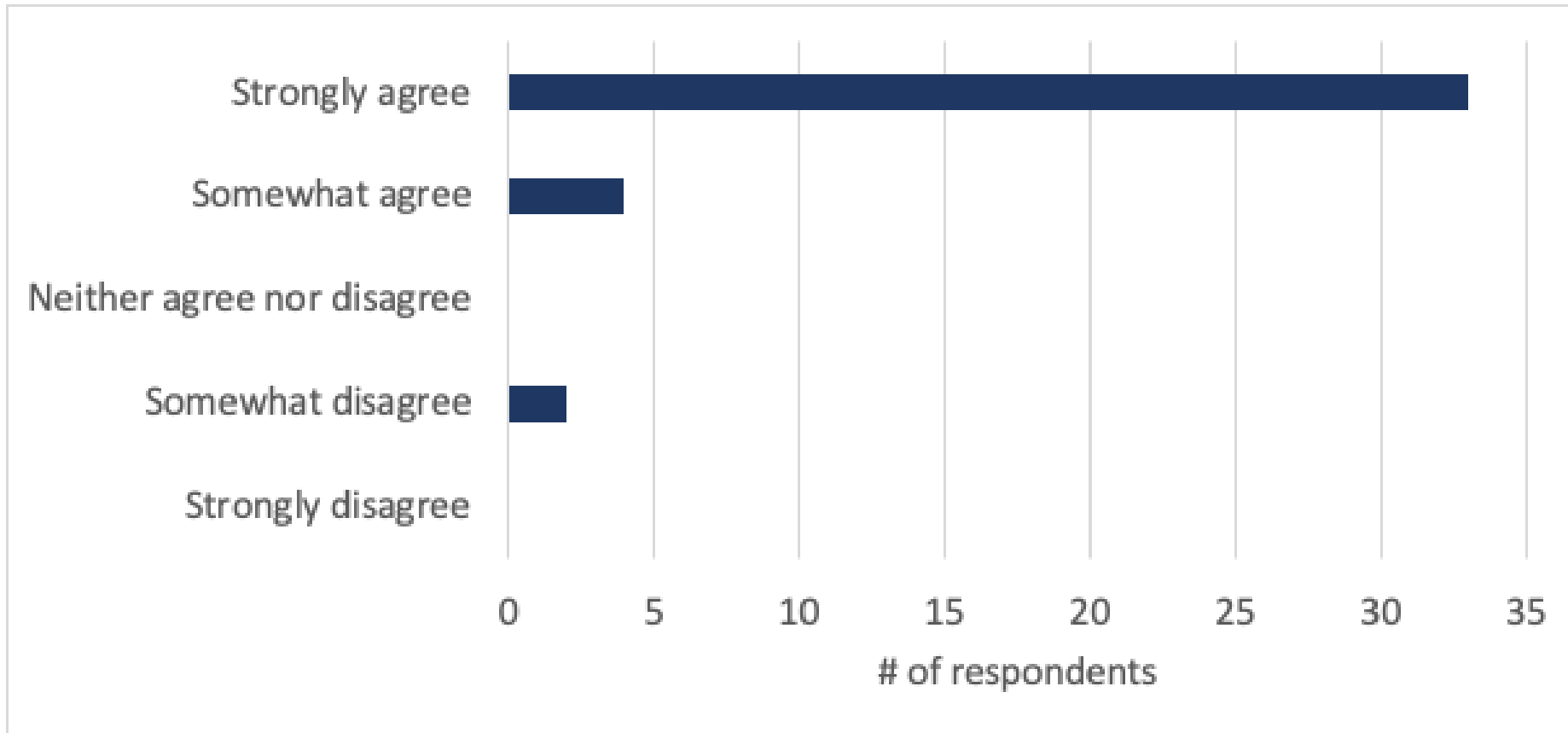


Figure 24 Agreement of disagreement with the statement "If the partners in the CCHRC/OCHPC were not able to make my home repairs, I would not have been able to afford other repair services. " across both counties (n=39)

*OCHPC applicants  
avoid financial  
barriers in  
accessing home  
repair services*



# What does our work mean for homeowners?

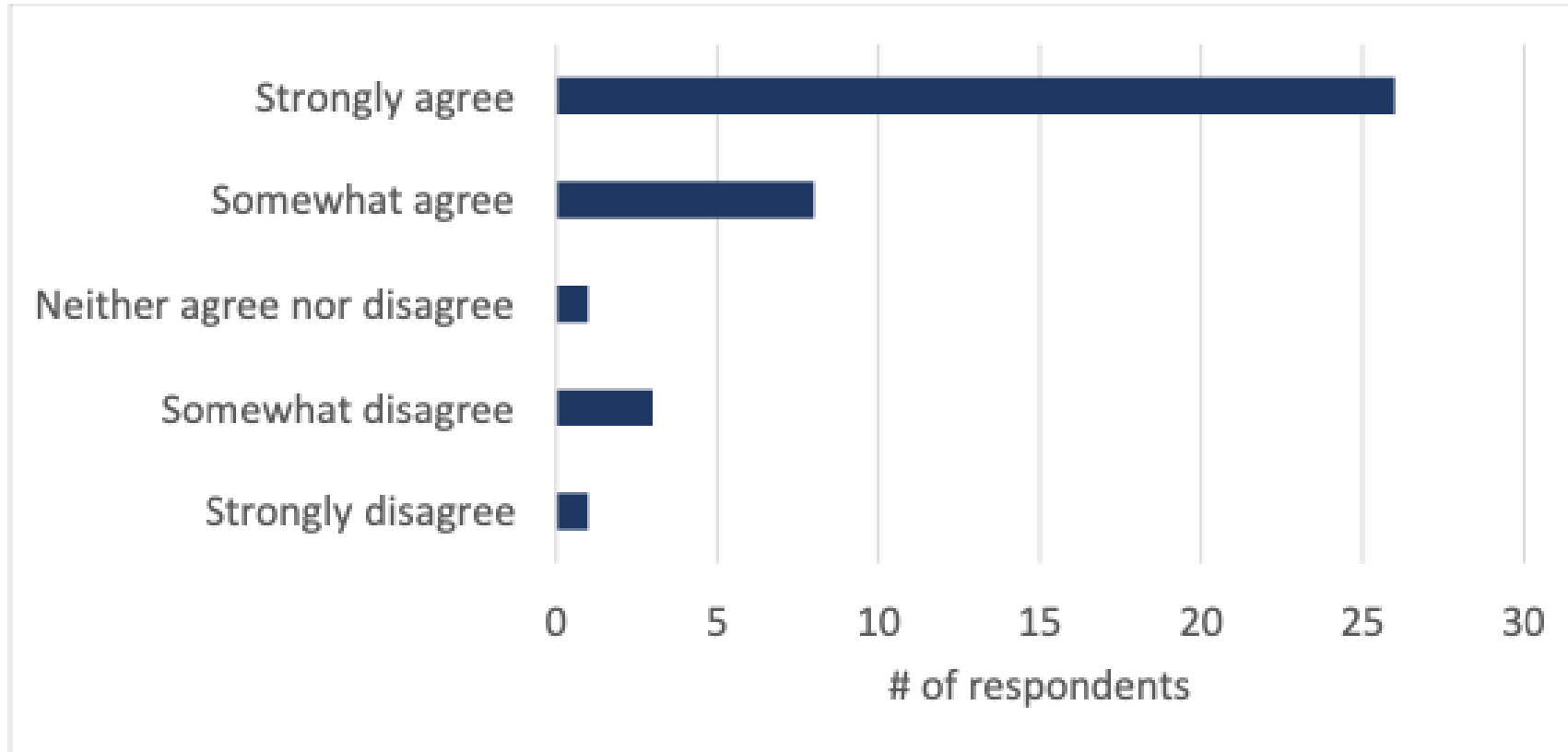


Figure 20 Agreement or disagreement with the statement "I received my home repairs in a timely manner" across both counties (n=39)

*OCHPC applicants agreed that they received their repairs in a timely manner.*

# What does our work mean for homeowners?

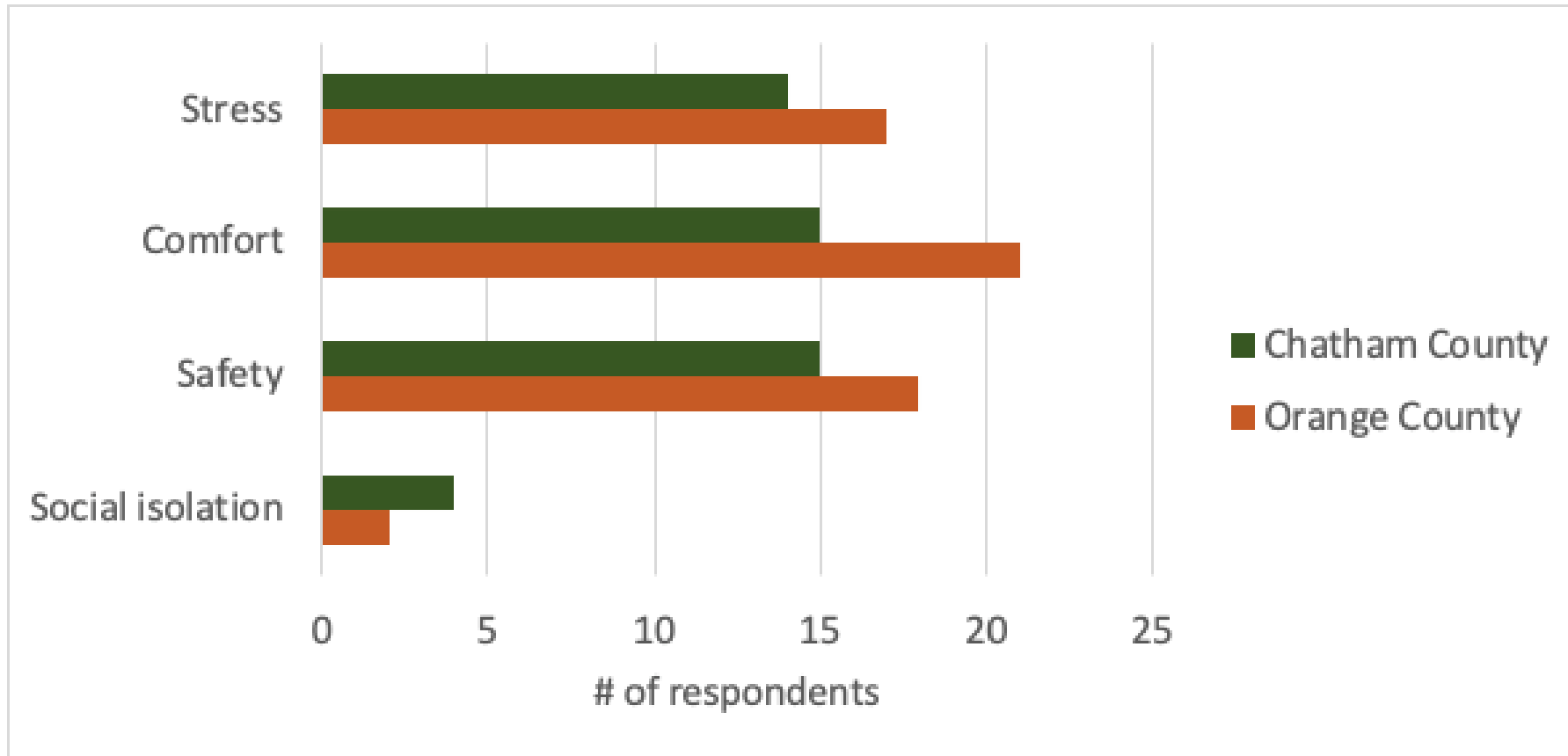


Figure 25 Survey respondents reporting improvements in quality of life by county (n=39)

*OCHPC applicants  
reported improved  
**quality of life.***

# What does our work mean for homeowners?

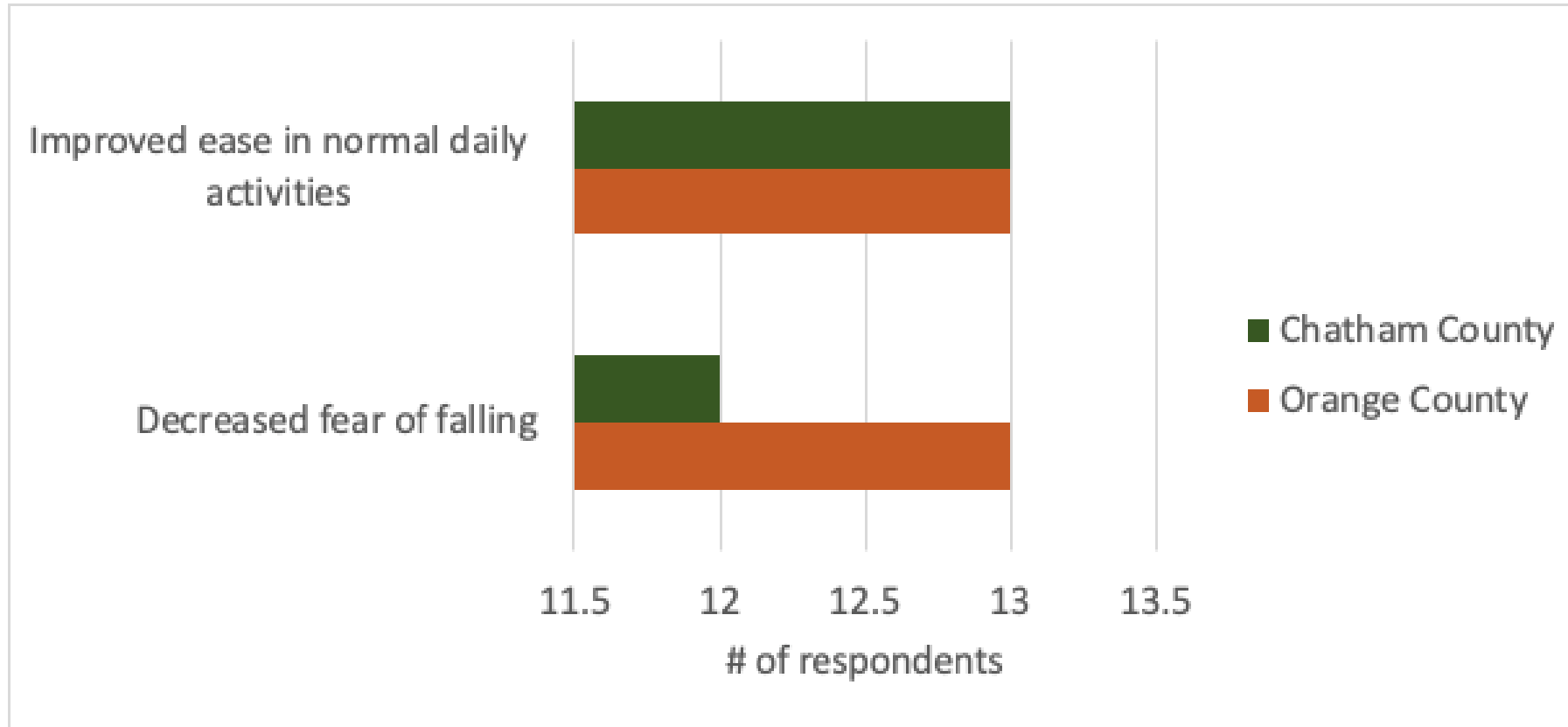


Figure 26 Survey respondents reporting occupational improvements (n=39)

*OCHPC applicants reported improved **safety** and **easier** daily routines.*

## Take home points:

Collaboration is working and the Town **should continue participating in and supporting the work** of the Coalition.

As we develop, we will look for funding and partnerships to **sustain the collaboration among the jurisdictions and organizations.**

# Thank you.



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