



# AGENCY/PROGRAM APPLICATION FOR FUNDING

## Fiscal Year 2022-2023

AGENCY			
Rebuilding Together North Suburban Chicago			
CONTACT PERSON AND TITLE			
Sharon Riley, Executive Director			
ADDRESS			
P.O. Box 626 (HOME: 2118 Fir Street)			
CITY		STAT E	ZIP
Glenview		IL	60025
PHONE		FAX	
847-778-7469		N/A	
E-MAIL			
SharonRileyRT@gmail.com			
WEB			
<a href="https://rebuildingtogethernsc.org">https://rebuildingtogethernsc.org</a>			
NO. OF YEARS IN EXISTENCE		TOTAL AGENCY FUNDING REQUEST FOR PROPOSED YEAR	
25		\$ 40,000	
PROGRAMS REQUESTING FUNDING AMOUNT RECEIVED		\$ AMOUNT FOR PROPOSED YEAR	FUNDED BY TOWNSHIP SINCE? (Estimate of Year OK)
LAST YEAR			
1.	Rebuilding and restoring homes for homeowners in need	\$40,000	\$ 40,000
2.	_____	\$ _____	\$ _____
3.	_____	\$ _____	\$ _____
4.	_____	\$ _____	\$ _____



# AGENCY/PROGRAM APPLICATION FOR FUNDING

## Fiscal Year 2022-2023

### Eligibility Criteria For Funding

New Trier Township General Statement of Policy:

- **Each agency/program requesting funding from the Township will be referred to either the Agency Oversight Committee, the Mental Health Committee, or the Money Follows the Person Committee of the Township. Those committees will make funding and agency/program recommendations to the New Trier Township Board of Trustees. You will be notified of their final decisions sometime in the spring.**
- Agencies considered for funding should have been in existence for one year after receiving their not-for profit status from the State of Illinois and have been providing services to the community during that time.
- No agency with the ability to tax or conduct referendums will receive Township funding.

In order to be eligible for funding an agency must meet the following minimum requirements:

- **Area Served** - While an agency may serve areas other than New Trier Township, its programs must serve residents of New Trier Township.
- **Proportion of Township Residents Served**- For agencies serving more than New Trier Township, the amount of funding requested shall take into consideration the proportion of the agency's service rendered to residents of New Trier Township.
- **Non-Profit** - Funded agencies must be 501 (c) (3) not-for-profits.
- **Needs**- The need for the service must be demonstrated.
- **Standards** - An agency requesting funding must have at least one full-time paid staff person, or its equivalent; the credentials of the applicant's staff shall meet professional standards, commensurate with the responsibilities involved.
- **Employment Practices** - The agency must be an equal opportunity employer.
- **Articles of Incorporation** - Submit a copy, as amended, if changed in the last 12 months.
- **Bylaws** - Submit a copy, as amended, if changed in the last 12 months.
- **Use of Funds** - Funds must be used as specified in the grant application and as approved by the Township. Changes must be cleared with the Township.
- **Accessibility** - *All services must be available to clients with disabilities and the agency must*



## AGENCY/PROGRAM APPLICATION FOR FUNDING

### Fiscal Year 2022-2023

*be able to deliver services from a site that is ADA accessible. If not, please explain.*

- **Accountability** - The agency shall maintain communication with the assigned advisory committee liaison, who must be allowed to attend board meetings upon request. The agency may dismiss the person from a board meeting if they convene into Executive Session. The agency shall provide meeting minutes to the liaison upon request
  - **Financial** - *All agencies with budgets of greater than \$300,000 must have an annual audit performed by an independent CPA. Those agencies with a budget of \$300,000 or less must submit to the Township a copy of form AG990 that is sent to the Attorney General's Office. The Township reserves the right to request an audit be performed for agencies with budgets of \$300,000 or less.*
  - **Absence of Conflicts of Interest** – The agency certifies, to the best of its knowledge, information, and belief, that it has no current relationship or involvement with any New Trier Township Trustee, Employee, or Committee Member which the Agency reasonably believes could either favorably or unfavorably influence the Township's possible grant of the Agency's funding request.  
YES  \_\_\_\_\_  
NO \_\_\_\_\_ - If no, please explain.



# AGENCY/PROGRAM APPLICATION FOR FUNDING

## Fiscal Year 2022-2023

### Other Certification Issues

Please mark yes, no, or other as appropriate next to each statement. If no, or other, please explain. Supporting documents may be requested at a future date and must be supplied upon request.

YES NO OTHER (PLEASE EXPLAIN)

Agency maintains a personnel policy manual

Agency has a non-discrimination policy

Agency has a sexual harassment policy

Agency has a grievance procedure

Agency has a Strategic Plan

Note: RT has a "Strategic Plan Alternative." (Provided to the Township).

Where the first 4 responses above state "other," the requirements are "not applicable" because RT has no employees. The Executive Director is an independent contractor. In addition, RT has retained a consultant to pursue new funding resources.

Covers years N/A

Agency produces an Annual Report  
The audited Financial Statement serves the purpose of an annual report. Most recent Statement covers 7/1/2019-6/30/2020

Agency has an effective fiscal management system in place and has disclosed any and all Conflicts of Interest as described in the Eligibility Criteria for Funding.

Audit or AG990 completed and copy provided to the Township for most recent fiscal year

Agency maintains general liability insurance coverage and names New Trier Township as additional insured

Amount of coverage \$1,000,000/\$10,000,000 Umbrella Policy

Name of insurer Philadelphia Indemnity Insurance Company

Effective dates of coverage 3/15/2021-3/15/2022



# AGENCY/PROGRAM APPLICATION FOR FUNDING

## Fiscal Year 2022-2023

- Agency pays all state and federal payroll taxes-Not applicable because RT has no employees
- Agency has a conflict-of-interest policy.

YES NO OTHER (PLEASE EXPLAIN)

- Agency has by-laws in place  
Date last amended/accepted 10/15/20 (Board adopted a non-discrimination policy)
- Agency is accredited by recognized accreditation organization (where appropriate)  
Date of most recent accreditation September 15, 2020  
Accreditation Organization Rebuilding Together (National)
- Agency's board serves without compensation  
Number of board members 14  
Number of Board vacancies 0  
List board sub-committees (1) Executive (2) Finance (3) Fund-Raising (4) Events (5) House Captains (6) Materials and Skilled Labor (7) House Recruitment (8) House Evaluation (9) Public Relations (10) Volunteer  
Schedule of board meetings once per month
- Agency has Auxiliary or other Advisory/Governing Board. If so, please explain:  
\_\_\_\_\_
- Agency provides staff with opportunities for training and personal development
- Agency has filed its annual report with the Illinois Attorney General  
# CO#01-5914-138
- Agency has filed its annual report with the Illinois Secretary of State  
# N 5914-138-4  
Federal Tax ID # 36-4111206

*We certify that we meet all the eligibility criteria for funding and that the information contained in this application is true and correct to the best of our knowledge and agree to comply with all requirements of the program and funder if we are awarded and accept funding. Furthermore, our Board has been advised of the Eligibility Criteria and approved our signing of this document.*

Agency Director Name: Sharon Riley



# AGENCY/PROGRAM APPLICATION FOR FUNDING

## Fiscal Year 2022-2023

Signature /Bill Plasschaert/ [Signed filed copy] Date: 9/7/2021

Board President Name: Bill Plasschaert

Signature /Sharon Riley/ [Signed filed copy] Date: 9/7/2021

Executive Director Name: Sharon Riley

### Organizational Profile

(A) The Organizational Profile is part of the New Trier Township Application For Funding; and (B) It is the Agency's responsibility to keep the Organizational Profile information current each year and provide New Trier Township with further information on an ongoing basis if there are any significant changes, such as to the mission, organization, board requirements, and/or other changes.

(1) Briefly summarize the agency's mission, history, services, and organizational structure. Have these changed significantly over the lifespan of the organization? (Please attach a current organizational chart, if available.)

Rebuilding Together North Suburban Chicago (RT) is an affiliate of Rebuilding Together (RT-National), the nation's leading nonprofit working to preserve affordable homeownership and revitalize communities. Its network of 128 affiliates provides extensive renovations and modifications to the homes of Americans having low incomes, at no cost to homeowners.

The affiliate network has completed projects at more than 100,000 homes across the nation. The network generally rehabilitates 8,500-9,000 homes and not for profit facilities annually, with the help of over 60,000 skilled and unskilled volunteers who donate time and skills across America.

RT-National, located in Washington, D.C. assists the affiliates in all areas, including finance, fund-raising, organizational development, federal regulatory compliance and other service programs. In order to be a recognized affiliate, RT is required to pay dues to RT-National and to meet certain standards established by the National Office.

#### History and Background of Rebuilding Together North Suburban Chicago:

Rebuilding Together North Suburban Chicago ("RT") was formed in 1996 as an Illinois not for profit and an IRC section 501(c)(3) tax-exempt organization to serve the communities from Evanston to the Wisconsin border and east of I-294. The mission of RT is repairing homes, revitalizing communities, rebuilding lives. Our vision is safe homes and communities for everyone.

RT improves the homes and lives of low-income homeowners by providing free repair services for those with the greatest need, to enable them to live in warmth, safety and independence. In a typical year, in the Fall of each year, RT contacts over 100 social service agencies and community leaders regarding its home repair services, encouraging such providers to assist clients in applying. RT usually processes over 100 applications every year.



## **AGENCY/PROGRAM APPLICATION FOR FUNDING**

### **Fiscal Year 2022-2023**

Board members are directly involved in the projects including site evaluation, homeowner interviews, project planning and project completion. In addition to our board members, RT has retained the services of an independent contractor who serves as Executive Director, and of a consultant, who seeks to generate new sources of revenue.

RT performs substantial repairs using skilled contractors year-around to repair and improve homes and not for profit facilities. In past years, RT also has orchestrated many home improvement projects using teams of volunteers during April and May. During 2020 and 2021, however, RT cancelled its volunteer team projects and focused its resources on skilled-only projects. In addition, for much of this pandemic period, it performed exterior-only repairs and emergency repairs inside. See further discussion in response to questions 16-17 below regarding the pandemic's impact on our work in 2020--2021.

For the fiscal year ended on June 30, 2021, RT rehabbed and/or improved 39 single family homes, which includes one not for profit organization providing residential services to those with developmental disabilities. RT worked on 50 different projects at these 39 homes in 14 communities.

(2) Briefly summarize the role of the board and the requirements for serving on it. What role does the board play in the administration and operation of your organization and what is the desired size of a full and active board?

The board consists of representatives from local businesses, faith-based organizations and skilled trades. Each board member is required to serve on one or more of the committees listed above.

The board meets each month during which time each committee head reports to the board regarding recent developments and if necessary makes specific recommendations to the board for action. Most meetings involve fund-raising opportunities, home selection, funds allocation and home repair progress. Board members are very involved in all RT's activities. The current board size of 14 is more than adequate.

### **Agency/Program Funding Request Information**

#### **PROGRAM DESCRIPTION**

(1) Describe the services provided by this program, eligibility requirements, and the target population.

Homeowners seeking assistance must first complete an extensive application form indicating income, assets, condition of the home, repairs requested, number and ages of occupants and a summary of any disabilities among occupants. In many cases a social worker is working with the homeowner and will assist the owner with the application form.

To qualify a homeowner must have a low income, and a preference may be given to those who are elderly or disabled. Some special grants require that the owner be a veteran.





## AGENCY/PROGRAM APPLICATION FOR FUNDING

### Fiscal Year 2022-2023

Repairs and improvements include new roofs, windows, gutters, appliances, fences, exterior railings, HVAC repair and replacement, plumbing repairs and replacement, sewer work, carpentry, concrete work to repair broken stairs and sidewalks, tuck-pointing, bathroom and kitchen rehab, floor replacement, simple structural repairs and more. Some projects involve major clean-out, painting, yardwork and dead tree removal. Repairs costs range between \$500 and \$25,000.

Before a project begins, a member of the board or assigned inspector will visit the home and evaluate the owner's qualifications, determine the repairs needed, estimate the cost of repairs and determine the specific requirements for skilled and unskilled labor. The board then reviews all applications and approves those to receive free home repairs. After that, a skilled contractor and/or a volunteer group is assigned to complete approved projects.

- (2) How does this program fit in with one or more of the priorities identified by New Trier Township in its strategic plan? Please explain.

Funds provided by the Township will be allocated to those homeowners in New Trier Township who are most in need of help. The Strategic Plan for New Trier Township ("Plan") identifies five areas of primary concern. RT squarely addresses three out of five of these areas.

The Plan states that its first area of concern is "Aging in Place," including offering affordable housing options to older New Trier residents. RT services offers essential free repairs to seniors to enable them to remain in their homes in warmth, safety, dignity and independence.

Second, the Plan identifies "Assistance to Low Income Families" as a major concern, stating that "even in an affluent Township like New Trier, the number of working poor has grown" (Plan, page 3). All served by RT with essential home repairs must meet our low-income guidelines. RT's free essential repairs help defray stress on these families by improving their homes and lives, as well as by revitalizing the immediately surrounding neighborhood.

The Plan also prioritizes serving "People with Disabilities." RT also targets these individuals' needs, providing a safer, healthier, and more dignified life to people with disabilities unable to afford essential improvements to their homes.

Please see item 17 below for specifics about RT's service in the key areas identified in the Township's Strategic Plan.

Please check each priority you feel the program addresses. (Most programs will address only one or two priorities.)

See our website at [www.newtriertownship.com](http://www.newtriertownship.com) for more information.

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Aging in Place         | <input checked="" type="checkbox"/> Low Income Families       |
| <input type="checkbox"/> Youth Services                    | <input checked="" type="checkbox"/> Persons with Disabilities |
| <input checked="" type="checkbox"/> Other: <u>Veterans</u> |   |

**NEED**





## **AGENCY/PROGRAM APPLICATION FOR FUNDING**

### **Fiscal Year 2022-2023**

- (3) Describe the need and demand for this program in the community and justify that it deserves investment of Township funding. You may include both data and examples of individual clients.

The area served by RT has a large population of low income families. While there are pockets of poverty primarily in Evanston, Waukegan, North Chicago and Zion, many deserving applicants live in New Trier Township and qualify for free home repairs. The population of low income families in the service area far exceeds the ability of RT to serve those needs.

New Trier Township receives assistance requests from families where the needs do not fit within a specific program provided by the Township. RT has a long history of helping those families and improving their quality of life through housing improvements.

For the fiscal year ending June 30, 2021, RT processed 7 applications from New Trier Township homeowners out of a total of 100 processed by RT during the year. Many of the 100 processed, including all 7 in New Trier Township, were carried over from the prior year. (This situation is more fully discussed in response to question 16 below). RT was able to serve 6 of these 7 applicants with some, but not all, of their home repair requests. RT did not serve the 7<sup>th</sup> New Trier applicant insofar as their request was to paint the trim of the exterior of their home which was mainly a cosmetic improvement, and other applications' requests took priority.

In the Township, RT completed projects in 1 condo, 2 townhomes and 3 single family homes (SFH). The profile of the 11 individuals served in these 6 homes is as follows: 7 seniors and 8 with disabilities, 5 males and 6 females, and 9 white and 2 African American individuals.

All homeowners have low incomes and have few if any assets other than their residences. The value of RT repairs and improvements provided in the Township, as well as the description of each project, are as follows:

#### **Funding and Resources Spent in the Township for FY 2020-2021 (July 1, 2020-June 30, 2021)**

RT received a grant of \$30,000 for FY 2020-2021. RT was awarded a grant of \$40,000 for FY 2021-2022.

#### **FY 2020-2021-\$30,000 grant**

A **conservative accounting** of the resources spent by RT in the Township from 7/1/20-6/30/21 is **\$34,365.99**.

This total is comprised of actual cash expenditures of \$22,741.37 plus in-kind donations of contractors' skilled labor and materials of \$11,624.62.

The total resources spent of **\$34,365.99** is a "conservative figure" insofar as it:

- Does not include any allocation of the administrative costs of RT.
- Does not include any "case management" costs on the part of RT. Depending on the complexity of the applicant's circumstances, these costs can be considerable.
- Does not include time spent as a resource to the Township regarding residents' various housing issues, even when such residents do not qualify for our Program.
- Includes in kind donations of skilled labor often valued at the contractors' **costs** for such labor (generally not at the market price which the contractor would charge for this labor).



## AGENCY/PROGRAM APPLICATION FOR FUNDING

### Fiscal Year 2022-2023

Total RT expenditures in New Trier (not including the case management and other time mentioned above) are 14% of all RT home repair expenditures for the year.

RT performed essential repairs that enhanced the New Trier residents' quality of life, the integrity of the premises and the health and safety of the residents.

RT's improvements may sometimes increase residents' equity in their properties. Certain exterior repairs also may enhance the value of neighboring properties.

#### **Project Summaries**

The majority of the families we serve are long-time residents of New Trier Township who have contributed to their community in a variety of ways and have established deep roots in the communities in which they live. These homeowners have experienced great hardships in their families that have created financial challenges which tend to occur from limited incomes, unemployment, complicated medical issues, physical and cognitive disabilities and responsibility of supporting adult children with specialized needs in their homes.

Each of these factors have impacted one or more of the homeowners below. The homeowners we served have been referred by New Trier Township Social Services, Code Enforcement of Wilmette, the Police Social Worker for Wilmette and/or Family Service of Glencoe. This past year, we did not receive as many referrals from the Township for a variety of reasons due to Covid (referenced below in paragraph 16). Accordingly, we decided to refocus our capabilities on the pressing needs, and new emergencies which arose, among already-pending homeowners' applications. RT has served all of the following homeowners in the prior year (2019-2020), or in previous years. In each case, the repairs done were essential to their continued residence in New Trier Township in a healthy and safe environment.

**Project 1:** This senior (age 75) with physical disabilities has lived in their home for 38 years. In June 2021, the senior received a call from the local Village regarding an excessive water bill which may suggest a leak. In evaluating this issue, RT found the following:

- Leaking toilet
- Non-working tub and shower (completely unusable for a long time insofar as the shower valve leaked profusely behind both hot and cold faucet handles when water was turned on)
- Leaking bathroom faucets and bathroom sink needing replacement
- Vanity damaged by a slow leak from the faucets
- Non-working kitchen sink (homeowner washed dishes in the powder room)
- Broken refrigerator (did not cool properly and door was broken)
- Non-working kitchen light and fan

We performed the following repairs:

- Installed a new toilet
- Performed extensive plumbing repairs on the upstairs shower and tub (including using an air compressor to dislodge rust and restore water flow to tub spout and shower head and replacing new stems, sleeves and handles)
- Installed grab bars in the tub/shower area
- Installed new sink, faucets, plumbing underneath and vanity in upstairs bathroom



## AGENCY/PROGRAM APPLICATION FOR FUNDING

### Fiscal Year 2022-2023

- Performed extensive plumbing repairs on the kitchen sink (attempted rodding from access under the sink 4X without restoring drainage, cut into pipe in basement and rodded from there 3 more times to restore drainage, reconnected basement pipe and piping under the sink, replaced some fittings)
- Provided new kitchen sink, plumbing underneath and faucets
- Provided a new refrigerator
- Replaced kitchen light and ceiling fan which had not worked since a roof/ceiling leak several years ago

This kind and gracious senior has for many years given back to their community through a local church. This homeowner was ecstatic and relieved that RT was able to make these transformational changes to the senior's home, further enhance the senior's independence and improve the senior's quality of life.

**Project 2:** This senior's (age 69) central air conditioning unit gave out and this home could not accommodate window units. The senior needed air conditioning due to serious respiratory issues. An HVAC firm determined that the senior's central air conditioning unit could not be repaired and that the furnace had limited working time. RT replaced both the central air unit and their furnace. This philanthropic senior had a long history of volunteering in animal welfare and was extremely grateful for the assistance of RT.

**Project 3:** This senior, a veteran, suffered a stroke in 1997 and is partially paralyzed on one side. For many years, the senior cared for both their spouse, who had many serious medical issues, and adult child, who has disabilities, in their home. The spouse passed away a few years ago, and the child recently transitioned to a supportive living community. The senior has lived in this home for the past 36 years and longs to remain in this ranch home in the New Trier Township community.

The senior's home had many time-sensitive concerns and issues which RT has had to "stage" over the years. In spring, 2021, Code Enforcement contacted us about the extremely poor condition of the driveway, which would be subject to citation if not repaired. The homeowner could not afford these repairs. In addition, the walkway leading to the home was sinking and uneven. Both issues posed a safety hazard to the senior who was not able to safely navigate both walkways and driveway.

We hired a firm to elevate the cement walkway and to even it out. We also hired a firm to remove and replace the broken driveway, providing a safer environment, and avoiding onerous citations for this long-time resident.

RT has benefited from the uplifting friendship of this resilient senior. This senior has expressed deep appreciation for all the help we have been able to give, especially during a challenging chapter of the senior's life.

**Project 4:** This senior's parents purchased this home 60 years ago. A few years ago, the senior's daughter and her family of five moved into the senior's home, to provide caregiving and to help their family financially due to employment challenges. The daughter and son-in-law have exhibited great strength and persistence as they zealously tried to meet all of these challenges. Last year, RT performed a boiler repair to one of their two boilers to restore heat to the second floor of the home, and replaced an actively leaking roof.



## **AGENCY/PROGRAM APPLICATION FOR FUNDING**

### **Fiscal Year 2022-2023**

This year, RT did extensive essential follow-up work. RT repaired serious structural damage caused by the leaking roof, replaced trim, repaired exterior trim and painted the exterior of the home. In addition, RT provided extensive additional repairs to both boilers serving the first and second floors of the home, including providing a new thermostat and various other essential parts (expansion tank, temperature/pressure gauge, backflow preventer and reducing valve).

These tasks have improved the family's quality of life, health, well-being, and safety, and improve the exterior of the home to illustrate to the community the abundance of love and support within. This family has expressed their deep thanks as they carry on their strong ties to their long-standing family home.

**Project 5:** This senior (age 98) with age-related impairments has lived in their home for 48 years. This past year, we repaired the precarious and rotted overhang over the front porch, improving the safety and appearance of the home.

RT joins the social service community in sharing the joy and privilege of serving this inspiring and independent senior who has great pride in the home that was the center of family events and cherished memories of beloved family members

**Project 6:** This senior (age 75) supports an adult son with a serious disability in their home. This past year we replaced the front sidewalk which was broken and hazardous, raising its level to allow a smaller front step, and trimmed trees. We also performed an emergency plumbing repair when the deteriorated u-trap under the bathroom sink crumbled and leaked profusely. We provided a new refrigerator when their old one began to leak. In addition, we removed old shutters and hardware, removed ivy overgrown around the windows, and installed new front shutters on the house as several of the old ones had fallen down.

The senior has expressed deep thanks. The senior reports that they are now able to enter and exit the home more safely, and have much more ease in bringing groceries into the home.

- (4) Are you able to meet the full demand for this service or is there a waiting list? What new or unmet needs do you see in the community or for the clients served in this program?

There is a waiting list of for services in New Trier Township. In the new fiscal year beginning July 1, 2021, 5 applications have been transferred from the prior year, and 2 new applications have been filed so far, including one by a family with 4 young children. We expect to receive a third new application soon, referred by Code Enforcement for Wilmette. We anticipate that more new applicants will be filed in the Township this year, for reasons more fully discussed in paragraph 16 below. RT is never able to respond to all of the essential home repairs requested by those we serve. We prioritize our resources as best we can.

#### **Looking Ahead: The Present Fiscal Year (July 1, 2021-June 30, 2022)-\$40,000 Grant**

As set forth above, during the prior fiscal year ending 6/30/2021, RT had a huge impact once again on the homes and lives of 11 of the Township's citizens in greatest need, enabling them to remain in their homes in health, safety, independence and dignity.



## AGENCY/PROGRAM APPLICATION FOR FUNDING Fiscal Year 2022-2023

The Present Fiscal Year Grant (\$40,000) is already providing a transformational impact in the Township, after only two months (July-August, 2021). Once again, we expect to spend well over the amount of RT's grant in actual resources (**not including any administrative and case management time/costs**) spent in the Township.

Specifically, since July 1, 2021, RT has already spent resources of \$11,270 in the Township to assist its residents, including a small portion spent in painting the New Trier Township Food Pantry after extensive smoke damage. In addition, RT's Board has approved budgets totaling \$5354 for work to begin soon. RT also has received estimates of more than \$6,000 to address three critical repairs to assist a new applicant and their family. (These estimates are subject to board review and approval). Further, on September 1<sup>st</sup>, Code Enforcement in Wilmette referred a new family (husband is a veteran) where extensive yard clean-up is necessary to avoid citations from the Village.

RT is clearly on track to spend well over its \$40,000 grant in the present year, and will fully report on the foregoing projects and more in its grant application to the Township next year.

- (5) Demonstrate that the program has the vision, personnel, and skills to successfully carry out the program and achieve its goals, objectives and performance measures. Summarize any major changes in staff or personnel.

All board members are involved in shaping the program. Members of the board include developers, contractors, bankers, a marketing professional, an architect, lawyers, and financial experts. All of these skills are required to provide the quality of service needed to make the program successful.

Last year, we retained a consultant to assist us with fundraising, with a specific focus of developing new sources of funding. This investment is proving to be extremely valuable.

Homeowners must sign an agreement listing the repairs to be done and must also sign an agreement that the work has been completed. Homeowners and their families and friends are given an opportunity to assist in volunteer work if they so desire.

### SERVICE STATISTICS/DEMOGRAPHICS



# AGENCY/PROGRAM APPLICATION FOR FUNDING

## Fiscal Year 2022-2023

(6) Who is being served by this program? Please provide a statistical breakdown of the number of clients served, the total units of service delivered, and costs per unit of service by filling in the chart below. Please state and define your unit of service for this program and why you chose it. To calculate cost per unit of service, divide the total number of units of service into the total budget for the program. (Suggestions for the appropriate unit of service are included in the proposal in the directions. For some programs you may wish to calculate cost per unit of service in more than one manner.)

(6a) Unit of service definition – Homes served/cost per project (NOTE: persons served does not include the one not-for-profit organization served, which has many residents with developmental disabilities benefiting from our improvements)

(6b) SERVICE STATISTICS – Please indicate fiscal year dates for each column

PLEASE INDICATE FISCAL YEAR/DATES IN EACH COLUMN	Prior Year 7/1/20-6/30/21	Present Year 7/1/21-6/30/22	Proposed Year 7/1/22-6/30/2023
Number of persons served (unduplicated count)	78	88	98
Number of units of service	39	45	48
Cost per unit of service	\$6176	\$6189	\$6202

(7) What are the demographics of New Trier clients served in the prior year? (breakdown by community).

Wilmette-9:

- 6 with disabilities (including one adult son with disabilities living with his senior mother)
- 5 seniors
- 4 females
- 5 males
- 1 veteran
- 3 single family homes
- 9 white

Glencoe-2:

- 2 with disabilities
- 2 seniors
- 2 females
- 2 townhomes
- 2 African American





## AGENCY/PROGRAM APPLICATION FOR FUNDING Fiscal Year 2022-2023

(8) Total from New Trier Township (unduplicated).

11

(9) New Trier Township clients are what % of total?

14%

(10) Units of Service to New Trier clients.

6 homes

(11) Units of Service to NTT clients are what % of total

14%

(12) New Trier clients age breakdown

91-100-2

81-90-0

71-80-4

61-70-1

51-60-1

41-50-0

31-40-1

21-30-1

1-20-1





## AGENCY/PROGRAM APPLICATION FOR FUNDING

### Fiscal Year 2022-2023

#### OUTCOMES/EVALUATION

- (13) What outcomes did you achieve for your clients in the prior year? Results should be client-outcome based, specify a target level of achievement, the measurement tool that was used, the rationale for setting the target at a certain level, and a timeframe for accomplishment. Detail any changes made in the program as a result of these outcome results.

Of the applications filed during the year ending in 6/30/20, RT repaired and improved:  
-39 single family homes benefiting 78 residents (not including those in the not-for-profit organization served)  
-51 projects (multiple separate and distinct projects for several homeowners) in 14 communities.

- (14) What results are you committed to achieving in the present year? (If outcomes are the same as above, simply state that we hope to improve upon the past year's results)

We hope to improve on last year's results. We will continue to assist as many homeowners in need as funds and resources are available.

- (15) Are there any other program effectiveness/evaluation measures you think are important, such as customer/client satisfaction surveys, quality of service measures, or other indicators? Please describe.

The current method of evaluating the effectiveness of the program is adequate and there are not any new methods of evaluation. We currently track homeowners served, scope of projects, cost of projects, specific repairs completed, and client satisfaction.

#### CHANGES/CHALLENGES

- (16) What changes or challenges (legal, socio-economic, demographic, financial, political or other) did the agency, program, and clients face in the prior year? How did you respond? What challenges or changes do you anticipate in the present year? (If changes/challenges were the same for all programs, do not repeat).

Last year's challenges were unique. In the way of background, on March 13, 2020, in response to guidelines for public health and safety due to the COVID-19 pandemic, RT changed its focus to dedicate resources **exclusively to pressing exterior-only repairs and emergency interior repairs**. RT placed on hold all non-emergency interior repairs and cancelled its spring Volunteer Team Projects in both 2020 and 2021.

Specifically, during the past fiscal year, RT worked only on skilled contractor exterior improvements and interior emergency repairs from 7/1/2020 until about 5/1/2021. From 5/1/2021-6/30/21, RT began addressing critical (but non-emergency) repairs inside again.

Last year's referrals of new applicants were down. Consequently, while RT addressed urgent needs of 11 Township residents with profound skilled contractor help, we served only applicants whom we had helped the prior year, or in year(s) past.

RT relies on its network of referring partners, Social Services, Police Social Workers and Code



## AGENCY/PROGRAM APPLICATION FOR FUNDING Fiscal Year 2022-2023

Enforcement Officials, to identify those in greatest need in the community. Our most “housing vulnerable” neighbors are our target clientele.

However, during the past year, many Social Workers were working virtually and not doing home visits which provides them with opportunities to view their clients’ needs first-hand. In addition, the New Trier Township Food Pantry, which always presents opportunities for Social Services to identify potential homeowners, had its operations curtailed for several months due to a fire. It is also possible that homeowners who were made aware of our program may have needed interior work done, and therefore deferred reaching out to us.

RT realized that despite its outreach to many referring partners, this temporary downturn in referrals was happening, and understood why.

Importantly, RT took this golden opportunity to prioritize the urgent home repair and improvement needs presented in already-filed applications of homeowners who had been served in the recent past or in prior years. As demonstrated by the report on RT’s projects above, in some cases RT was aware of these compelling needs for some time, causing RT great ongoing concern. In other cases, the needs served were new and urgent emergencies which surfaced for these homeowners.

RT is extremely grateful that it had this “window” the past year to prioritize these 11 residents’ pressing needs. In most of these homes, serious issues still remained as of the end of the fiscal year, which needs we have already addressed, or which we plan to address in this present fiscal year.

However, this year RT also will serve residents new to RT. In fact, as stated above, Township Social Services and Code Enforcement in Wilmette already have referred two new families in great need of our help. As Emily Mysel, social worker with Family Service of Glencoe has stated, ***“While the pandemic limited RT’s ability to meet specific home needs, they refocused their time and attention on areas they could improve. RT goes above and beyond for the families they meet and are always accessible to discuss home concerns and collaborate on ways to ensure the needs of the residents we serve are being met. I’ve never met a more passionate group of people who truly love what they do and enjoy establishing long-standing relationships with the families they encounter.”***

The Township’s increased funding from \$30,000 in the prior fiscal year to \$40,000 in the present year greatly motivates us to expand our reach in the Township too. This additional funding will be a huge help! RT is extremely grateful for this increase, and plans to have its greatest-ever impact in the Township in the present year. We will continue to zealously work to assist those living in the margins in New Trier Township who are simply unable to afford the help necessary to keep their homes safe.



## AGENCY/PROGRAM APPLICATION FOR FUNDING

### Fiscal Year 2022-2023

#### RECOMMENDATION RESPONSES

- (17) How did you respond to the recommendations made by New Trier Township, if any? Please describe in detail. (These are contained in the funding letter you received in June).

In its letter informing RT of its significant grant increase applicable in the present year, Gail Eisenberg, the Township Supervisor, stated that "With this additional funding, we hope to see even more work in Township communities." This result will indeed be the case for the present fiscal year of July 1, 2021-June 30, 2022, which is the new "\$40,000 grant" year.

As stated in paragraph 16 above, the "numbers" of homes improved was slightly down in fiscal year 2020-2021, due to decreased referrals. It also was down due to the urgent and essential nature, and the large scope of work, of the projects we tackled.

**As always, we wish to stress to the Township that our impact is best measured not in the numbers served but rather in the scope and depth of our work as we strive to keep residents in their homes in health and safety.**

We join the Township in our desire to serve as many residents as possible with our services. Our model for our many years in the Township is to rely on referrals from social services, code enforcement officials, local police departments and other community leaders for our applicant pool to ensure that we are identifying those **most in need** in the Township. We already have begun in this new fiscal year our focused outreach to the following referring partners, as well as many others: (1) New Trier Township Social Services (2) Family Service of Glencoe (3) North Shore Senior Center (4) Wilmette Police Social Worker (5) Wilmette Code Enforcement (6) Counsel for Jewish Elderly (7) Glencoe Police Community Liaison (8) Argentium Care (9) Meals at Home (10) Josselyn Center (11) Family Service Center.

We are stressing that we are looking for referrals of residents in greatest need who may need simple or complex repairs. While we are not set up to respond to emergencies, we have worked on several emergency repairs in the Township during the pandemic, including replacing a seriously leaking toilet, providing a new furnace and a new central air conditioning unit, performing extensive repairs to two boilers serving one home, replacing two non-working refrigerators and replacing a precarious porch overhang, as described above.

One family at a time we meet the goals of the Township's Strategic Plan by striving to:

- (1) Prevent the homelessness or displacement of Township residents
- (2) Provide substantial accessibility improvements to enable residents to remain in their homes
- (3) Provide essential capital improvements and
- (4) respond to some of the most extreme and pressing health and safety concerns about Township residents identified by, and in partnership with, the Township.

We are thrilled that we were able to serve 6 out of 7 qualified Township applicants referred to us this past year, transforming homes and lives.

In fulfilling our mission vis, a vis, the Township's strategic plan, and responding to the pressing needs of the Township as expressed by its (1) social service providers, (2) code enforcement personnel and (3) police departments, our impact is profound as we serve those Township residents in greatest need.



## AGENCY/PROGRAM APPLICATION FOR FUNDING Fiscal Year 2022-2023

We also wish to stress that the substantial scope of many projects we undertake requires a great deal of resources. We could not have the same deep impact on the families we serve if we were to adopt a "handyman program" model to try to significantly increase the numbers served. In significantly expanding the number of residents served, we may sacrifice the health and safety of the most vulnerable Township residents and diminish our impact vis a vis the Township's Strategic Plan. We promise to continue to judiciously use our resources to serve as many residents as possible identified by our referral sources as Township residents in greatest need.

### RESOURCES/BUDGET

- (18) What non-financial resources are required to deliver this service? Specify staffing/volunteer requirements, budgetary needs and other resources, inputs, and/or community partners that are needed for this program. If the Township is unable to fund this program at the desired level, what will the impact be on services? Describe how your program will or will not continue without investment by the Township. Complete the attached budget forms. Were any cost reduction measures implemented in the prior year? If there is a sliding fee scale for this program, please attach it and indicate how many clients paid each fee level.

The program depends on the help of skilled and unskilled volunteers, donated labor from skilled tradespersons and donated and/or discounted materials from suppliers. RT has numerous relationships with both volunteer groups and skilled professionals who continue to help with repairs each year. The lack of support from New Trier will not affect the program other than to limit the number and scope of repairs completed, especially in the Township.

- (19) If your program or agency budget request represents an increase from last year, please explain the reason for the change and what the increase will be used for.