



Together, we're changing lives.

2010 to 2015 Strategy Guidance Letter A-103 Housing Repair and maintenance

United Way Windsor-Essex County
300 Giles Blvd. East, Windsor, ON N9A 4C4

A. **Priority Area:** Supporting basic needs and independence.

B. **Strategic Area of Focus:** Housing repair and maintenance.

Definition: Innovative and comprehensive approaches that help to maintain homes(e.g., home repair and maintenance skills development for low-income populations in Windsor-Essex County).

C. **Priority Population**

All strategies that receive funding must serve the following population (s):

- o Homeowners experiencing low-income (incl. individuals, seniors and families).

D. **Intended Outcome:** Homeowners experiencing low-income will be able to maintain their home, and live in a safer environment.

Definition: Volunteer home repair programs complete repairs that address health and safety concerns and also teach home repair skills to low income homeowners. The intended outcome focuses on *Sustenance* as described by Torjman’s (2007) Resilience Framework.

E. **Strategy Paths**

To be considered for funding, strategies must address all Strategy paths, as indicated below:

Strategy paths	Potential results
Improved housing repair skills	<ul style="list-style-type: none"> • Number of free home repair classes offered across city and county • Number of participants that indicate they have the skills to make minor repairs
Increased involvement of volunteers in home repair programs	<ul style="list-style-type: none"> • Number of volunteers involved in the implementation of home repair classes • Number of volunteers involved in home repairs (individual/teams)
Increased access to existing home repair financial assistance and education	<ul style="list-style-type: none"> • Number of participants that are able to access existing home repair financial assistance • Number of financial education sessions conducted • Number of participants that indicate they have increased their knowledge of financial literacy that will assist them to maintain their homes





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F. Preferred Strategy Components

In addition to the required components, preference will be given to those strategies that are able to demonstrate Preferred Strategy Components, as indicated below:

Preferred Strategy Components— (policies, practices and/or activities)	Examples
Eligibility criteria are defined	<ul style="list-style-type: none"> • Eligibility criteria are clearly defined for example how “low income” is determined. • The number of times an individual/family can access the service for home repairs is identified etc. • An application form is developed in order to assess need for the program • The types of contributions (if any) are made by the homeowner (i.e. pay for materials, pay a contribution toward labour)
Home repair skill building	<ul style="list-style-type: none"> • Home repair skill building classes are offered in accessible locations
Assessment of home repairs	<ul style="list-style-type: none"> • Identify complexity and type of repair by experts in the field
Recruiting, assessing and assigning volunteers	<ul style="list-style-type: none"> • A process for recruiting and assigning volunteers to specific home repairs • Identify skill level of volunteers to ensure appropriate matches between volunteers and home repair jobs
Financial education sessions are offered	<ul style="list-style-type: none"> • Financial education sessions are offered to ensure that individuals/families are able to maintain their home once the repairs are completed



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F. (cont'd) Preferred Strategy Components for all strategies

Preferred Program Components for all strategies	Examples
Staff/volunteers are trained and well-prepared	<ul style="list-style-type: none"> • Staff and volunteers have relevant training, knowledge and skills • Staff keep up-to-date with current developments in the field, including promising and evidence-based practices • Volunteers are provided with strong supervision including screening, orientation and recognition.
Client-centered	<ul style="list-style-type: none"> • Active efforts to be inclusive and to connect with client populations in program planning, delivery, evaluation • Services provided are determined by participant needs and priorities • Operate from an accessible, identifiable location that facilitates access to other participant opportunities.
Diversity is acknowledged and respected	<ul style="list-style-type: none"> • Sensitive to issues of diversity, transportation and childcare • Staff must be culturally competent and aware of diversity issues. • Staff and volunteers reflect the community
Monitor progress and evaluate outcomes	<ul style="list-style-type: none"> • Conduct ongoing program evaluations to ensure program effectiveness • The evaluation includes various methods for measuring potential results as outlined in the strategy paths • Willing to participate in organized learning communities with other strategy partners.



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Maintaining success	<ul style="list-style-type: none">▪ Measures will be taken to encourage continue positive results after initial implementation▪ E.g., . by offering “booster” sessions; providing follow-up resources; tying the strategy with activities of other relevant community groups & programs.
Demonstrate effective collaboration and partnerships	<ul style="list-style-type: none">• Involve a range of community partners• Leverage resources and support from an array of stakeholders, e.g., other not-for-profit organizations, private or public sector organizations, and other groups.• Written memoranda of understanding with other organizations to ensure that roles and responsibilities are clear.
Integrated and coordinated approach	<ul style="list-style-type: none">• Strategy is linked with other community services, group, and initiatives in an effort to enhance services.

Recommended Resources:

Home Repair Services: www.homerepairservices.org

Rebuilding Together/Hearts and Hammers: www.rpjhousing.org

COVER Home Repair: www.coverhomerepair.org

Hands On Housing: www.aaimaustin.org/housing.html

Home Repair Ministry: www.mvhabitat.org/homerepair/index.php

