

**National I&R Support Center**

**Webinar: Home Maintenance: Resources from the Here to Stay Program  
Tuesday, February 11, 2020**

>> Welcome. My name is Nanette Relave and I manage the National Information and Referral (I&R) Support Center. On behalf of Advancing States and the National I&R Support Center, a project of Advancing States, I would like to welcome listeners to today's webinar on Home Maintenance: Resources from the Here to Stay Program. Let me cover a few housekeeping items before we get started. The slides, audio recording, and a transcript from today's webinar will be posted to the advancing states website within the next several days. Please visit the National I&R Support Center project on the advancing states website and see our webpage on I&R/A webinars. This link is posted in the chat box for your reference and we will send a follow-up email as well. We have quite a number of listeners joining us today. If you do have any technical difficulties that we are not able to help you resolve, please keep in mind that the full recording with slides will be available in case you need to view the webinar at a later time. All listeners are on mute during the webinar to reduce background noise. We welcome your questions and comments through the Q&A function available on your screen. Please feel free to submit your questions at any time during today's presentation. We will address questions following the slide presentation. We also have real-time captioning for today's webinar. On your screen you should see a multimedia, viewer panel on the bottom right where the captioning will appear. You can minimize this panel or keep it open. It won't block the slide presentation. You may need to enter the event ID number in order to see the captioning. This number is in the chat box for your reference and I will say it here as well. The event ID is 4316791. Many older adults want to stay in their homes for as long as they can. Home maintenance is an important part of aging in place. Particularly as homes themselves age. We are so pleased that you have joined today's webinar to learn about here to stay, home upkeep for all, a new AARP foundation program that provides tools and advice to make home maintenance easier for older adults. Our presenter is Brenna McCallick, program manager for housing at the AARP foundation. This webinar also complements webinars that we hosted last year on home modification and on the system technology, all of which can help people to live at home. We invite you to see those webinar archives as well. With that, I will turn it over to Brenna to get you -- started.

Thank you, Nanette, and thank you to you and Jillian for your work in helping me set this webinar up. Thank you to everyone who has joined today. I'm excited to see how many people are interested in this topic. I am very pleased to be able to share information with you about this new program from AARP foundation.

As Nanette said I am a program manager for housing at the foundation, and today I thought I would talk about the contours of this program and what it offers. I'd also like to share the research that went into building it because it might also be germane to some of your work. There is interesting findings that came out of our research process that went into designing this particular intervention. I will talk a little bit about that and I will talk about the program offerings and how you may be able to utilize it for yourself and the

communities you work with. I would like to talk about where we are hoping to go in the future with the program. Thank you again for being here. We will just jump in. >> First I want to give a bit of an introduction to AARP foundation. And clarify a few things. A lot of people mistake us for AARP and I just wanted to clarify that while AARP is our umbrella organization and we work closely with them, we are a separate 501(c)(3) organization. The main difference

in what we do, we of course both serve older adults in the U.S., ages 50 and above. AARP foundation works for both members and nonmembers of AARP. We really strive to provide services for older adults across the U.S. who fall at either 250% or below of the federal poverty line.

The team that I am a part of is the housing team. That falls within the impact areas within the foundation. These are four issue areas that many programs are focused around. They really drive the interventions that we develop. Some of you may be familiar with some of the programming and other aspects of the foundation. Our major areas of focus are social connectedness, income security, food security, and housing, which is where I fit in where this here to stay program fits.

Housing within AARP foundation, our vision for particularly low income older adults throughout the country is to ensure that they have every opportunity to age in place and age in communities should they choose to. In order to do that we focus our programs around three main tenants of aging in place. We look at affordability, livability, and health. For us this means that we work towards a world in which no older adult is spending more than 30% of their gross income on housing. We would like to see the creation of more universally designed housing. And modifications to homes to make them more accessible as people age. Finally, we work towards creating healthy homes. Historically for us this is networking towards bringing healthcare products and services into the home. But more recently and particularly with the here to stay program, we focus on the physical structure of the home and whether it is a safe environment for older adults.

By way of background, this particular program within housing developed out of our relationship with the Hartford. If you are unfamiliar with them, insurance provider. They have a relationship with AARP. With the foundation they have been a sponsor of a few of our programs. They came to us in 2017 asking to create a program that really addressed the home maintenance needs that they were saying among seniors across the country. We worked really closely with the Hartford in the first year of developing this program in 2018. We also collaborated with Habitat for Humanity

international who is one of our grantees. We worked with them in supporting aging in place work across the country. Really good natural collaboration there around this issue. Finally, we worked with researchers at the University of Cincinnati who is an economist. We drilled down on more of the financial, economic issues surrounding home maintenance, to get more data to inform the intervention that we've developed. We spent 2018 digging into and doing our own research, trying to get a better sense of what it is that older adults need in

order to age in place and if they are living on a limited income, what it is that would be most useful. To start with, we took a look at some of these major contributing forces that are shaping home maintenance challenges for seniors nationwide. We know that 80% of the nation's housing stock is at least 20 years old. 40% is at least 50 years old. New home construction as you may know has not been keeping pace with the rate at which a housing is aging in the country. Add to that, 63% of homeowners today

are ages of 50 and above. When we are talking about homeowners in the U.S., we are talking about a majority of older adult population. The majority of that population also wants to age in place and stay in their homes for as long as they can. Given these two forces the aging of our housing stock and the aging of our population, it is no surprise that spending on how maintenance and home-improvement has been on the rise. In 2017 proximately \$424 billion was spent on home maintenance and home-improvement. I think the remarkable thing about that is that people ages 55 and above accounted for half of that spending. To put that into perspective, that is 152% increase in the last 20 years. We knew from looking at all of these forces that this is a determined need. People are continuing to need services and support to keep their homes in good shape as the age and as their homes age. So there is tremendous need but also tremendous opportunity to meet that need.

As I mentioned, we worked with an economist from the University of Cincinnati. Michael Erickson. To drill down on the cost of home maintenance over time and get a sense of what that looks like for homeowners as the age as their homes age. This chart represents cost over the course of 50 years. Related to how maintenance. The gray and the orange bars represent routine maintenance and inspection costs. Of course as your home ages we would expect these costs to steadily rise. There is more work that needs to be done as the structure ages. The red bar represents replacement cost. These are costs for things like broken appliances, heating systems, cooling systems, a roof that needs repair, and over time these costs can spike and they can be relatively unpredictable. And the challenging thing for homeowners particularly low income, older adults, is that a lot of times these costs are not anticipated. Even if people budget for home maintenance they may not be thinking about something major that could go wrong in their home. Not something a lot of us want to think about. The challenge is that these costs can come at bad times for homeowners and families. They can be particularly devastating if you are already trying to save money and cut costs. In some cases they can displace people from their homes.

In designing an intervention, we knew that there were these forces at play and that home maintenance is something that can be intimidating and can be scary and challenging as people age. We really wanted to get a sense within our target population of people we aim to serve within AARP foundation. What were their particular needs. What were people willing to share with us about what it was that they were afraid of with regard to how maintenance and home repair. And what types of supportive they needed. In order to lessen the burden. We worked again with Habitat for Humanity, a great collaborating organization on this project. They reached out to about 250 low income, older homeowners

that they work with across the country. And conducted a survey for us to identify reasons for not keeping up with maintenance and types that support the people were looking for. I highlighted key findings here. The number one reason for not keeping up with maintenance is fear of getting hurt. 50% of people told us that. Another large percentage could not afford to undertake maintenance. About a third of people said they did not have the energy anymore. When it comes to types of support requested, the number one answer was help with finding reliable service providers. This is something we've continued to hear throughout operating the program for eight months. We know that this continued to be an issue and a primary concern for older homeowners is how to find people you can trust. Learning to estimate costs was the second most popular answer given. Finally, learning how to complete certain tasks by yourself. These were some interesting findings for us. I think with regards to the type of services requested, it really speaks to a fear that a lot of older homeowners face of being taken advantage of. If you know how to identify someone who is reliable and you know how much something should cost you you are less likely to fall victim to something like that.

The third type of support we found interesting because for a lot of these folks these are people who have been living in their homes for 20 to 30 years. You would think they would feel comfortable with taking care of their homes. And the expertise that comes with being a homeowner for many years. But there was still an appetite for people understanding what it takes in order to maintain your home. Certain things that maybe they didn't feel comfortable about. We saw that as a need. Finally, about 61% of respondents said they had never applied for a home improvement grant or program particularly through a local government agency. I suspect that is a high percentage or the percentage is even higher if we look nationwide. Habitat for Humanity, the communities they work with and these are homeowners who if they are receiving work from habitat, they are likely more in the know about what's going on out there and they have reached out for services. They are a bit more equipped. We think there is a gap between the services that exist for seniors in communities across the country and the homeowners themselves knowing about the services and applying. We noticed that was a gap and something that we can help meet.

Finally, we knew pretty early on that we wanted this to be -- we wanted the program to address a knowledge gap and provide information particularly around prevention. Focusing our work on maintenance tasks that keep people home safe over time and that stave off really terrible things that can go wrong in your home if they are neglected. What we didn't want to do was give people a laundry list of everything you could possibly do with regard to how maintenance. A lot of research like that exists and most of them aren't tailored for older homeowners or with an eye to aging in place. What we did was we went back to our collaborating organizations on the program. We tapped into the expertise of Habitat for Humanity and the Hartford. We asked construction specialists and claims adjusters across the country to vote on a list of tasks that they believed were most critical to aging in place. Especially when you are living on a limited income or if you have mobility issues or health challenges, you are not going to be able to

do everything under the sun. We wanted to tailor our resources around those tasks that are most important for aging in place. We narrowed it down to 19 tasks that are essential to aging in place. This was the top 10 from our total list. I wanted to point out that some of these things are very straightforward, very simple. Things like replacing light bulbs and keeping your home clean and free of clutter. These are easy things to do for a large majority of people. They are absolutely essential to making sure that some of the riskiest things are avoided like tripping hazards in your home for instance. Since some of the tasks are a little bit more complicated, things like cleaning your clothes dryer vent which is actually something that most people or a lot of people don't know needs to be done on a yearly basis to prevent deadly home fire risks, so things like that came to the surface from this research and formed the backbone of what we have developed and the resources that we have put together.

This brings me to Here to Stay. After a year of digging into this research, we developed a program that I will talk in more detail about in just a moment. The real mission behind what we are trying to do is to provide education and awareness around the importance of taking preventative steps in your home and keeping up with maintenance, even simple things, in order to keep her home a safe environment and a place that you can age in for as long as you would like to.

That brings me to the program itself. This is a birds eye view of what we are offering. There are two main components. Right now we have an interactive web platform that houses our main resources for seniors. I will go through each one of those in just a moment. Those online resources are available for everyone who has Internet access who has a device where they can get online. We knew that we also wanted to pilot providing a service for people in person and on the ground. And with that we looked to Habitat for Humanity to test a workshop

for seniors, and bring these findings and this research into communities and offer curriculum in an interactive environment. That fosters community. I will talk more about the contours of that piece of the program in a moment. The last piece is offering critical home repairs, continuing to work with habitat for humanity in a few locations, to provide home repairs for seniors most in need. >> This is our home page of our website which I will talk about. Our URL is at the top. I apologize that it is not very clear given the contrast and the colors. I hope everyone has a chance to visit the website. My email is at the end of this presentation. If you have any issues you can contact me. This is our home page and it has -- where you can access our key resources. The first is the heart of the program which is our toolkit. It is our Here to Stay guide which is 80 pages and filled with information, tips, worksheets. Lots of guidance for older homeowners on tackling home maintenance and making -- thinking through it long-term and making a plan for how to manage it. There are things like tips for hiring a professional. There is a list of questions to ask when hiring someone to perform services in your home. There are checklists and how to guides on all of the critical maintenance tasks that we have identified. There is information about how to find help when you need it. When there is something beyond your abilities or financial means,

we want people to know there is help out there and to empower people to reach out. Our toolkit is available for free for download online. As I said, it is formed the backbone of the program. The second portion of what we offer online is a self-assessment. This is -- I have taken some screenshots to walk everyone through. This is an interactive quiz that asks you questions about what you currently do in your home and as you go through and answer yes or no questions, you are taken to a results page that tells you areas of things you are doing well. And things that maybe could that could use more work in your maintenance routine. As you scroll down on your results page there is information for each question. Again striving to make every resource we develop something that is educational. Provided people with information about why something is important essentially and why it is good to keep up on an ongoing basis. As with most things on the site, it is easy to print and share and email the resources. We tried to make it user friendly.

Another component that we offer our individual how to guides for some of the key tasks that we have identified. That includes not only step-by-step guidance and illustrations but also cost estimates and reasons for performing certain tasks. The abilities required so you can determine whether or not it is something you should undertake. And tools that are required. Those are available individually for people who don't necessarily want to download a whole document to look for them. Then we have our defined services page which is a most popular resource. Essentially we have collaborated with an organization called aunt Bertha that pools free and low-cost services around the country. All communities. And makes a database of the services available. We have developed a plug-in on our site that just searches for housing related services. All you have to do is enter your ZIP Code. You can enter your -- you can enter a keyword or phrase and search within these different categories to find something more tailored for what you are looking for. It will find -- almost like a yelp page or Google. It will find services in your area that are close by. The great thing about this particular tool is that it allows you to -- the example listed here is if you were to search for utilities programs in Washington DC. This program is one example, utility assistance from the Washington urban league. There is all kinds of information here about how to contact the organization. In some cases you can send them a message directly through website. There is hours listed. You can save them to your profile if you want to come back later. There is also additional filters if you want to search with more nuanced information. You can apply something like a veteran status or income level or age and get services that are more tailored to you or someone that you know that you are searching on behalf of.

That is a powerful tool. That is a summary of what we are offering online currently. That brings me to our playspace programming where we are working on the ground and communities. We launched a series of workshops with working with Habitat for Humanity to bring our toolkit to life in a sense. And to leverage the skill and expertise of habitat. In a few different locations. We have staff and volunteers using in some cases habitat space but also local community spaces and other organizations to offer workshops to invite seniors from the community to come in and to learn firsthand about home maintenance tasks. Why

they are important and how to perform them. One of the greatest things about this collaboration is that habitat has been able to construct a lot of models that they can use in the workshop and demonstrate in a hands-on way how to do certain things. The response has been strong from the communities we are working in so far. We are excited about that. In the first year of operation in 2019, we were offering these workshops in three locations. Riverside, California, Trapp Maryland, and Palm Beach County, Florida. This year we are expanding and continuing to offer workshops in those locations but expanding to additional locations. Which include Topeka, Kansas . Genesee County, Michigan. York County, South Carolina. And Wisconsin. If those are areas where you are currently working or if you know people that could benefit from this type of programming, I would encourage you to reach out to the local habitat affiliate. In some cases there are multiple affiliates in these locations. If you need help tracking down the organization I'm happy to point you to the proper people. >> Just a summary of our impact or results to date. Looking at the workshops we've offered so far. In the first year we had over 200 participants across the first three locations. 12 workshops were hosted with an average of four per location. That is just in six months since we started operating the program in June of last year. I think one of the exciting things about this is that we have already been able to collect some outcomes data on people who have participated in the program, have gone through workshop. And we found that a majority of people have taken what they learned in the workshop to heart and have done something that they did not do before around their home. 54% of people that we surveyed -- it is a small sample size. I should caveat that. We are collecting more data. So far we have had 54% of people commit or complete a home maintenance task by themselves that they had never done before. 43% of people found out side help to complete something in their home. This is what a family or friend or a professional . 74% of people expressed greater confidence in their ability to handle maintenance on their own. Most exciting, 89%, almost everyone felt they were more confident about finding help with maintenance when they needed it. If they hadn't already taken advantage of that, they felt like they were more comfortable in doing that. I see a question here about plans to have on the ground access in the greater Boston area. Right now we do not have plans to expand into Boston. I would be happy to talk with you more off-line about that if you want to send me an email. We are hoping to continue growing this program and expanding to new locations in the future. I would love to hear about any needs or communities that you would like to see this programming in the future.

This is feedback I thought I would share from participants to date. I think some of the great things that have come out of these . Overwhelmingly the majority of participants has been women which is exciting. We were excited to see that a lot of older women are interested in home maintenance and in some cases, as illustrated by the last quote here, there are people who have lost the support of a partner or spouse either due to illness or disability or a death of a spouse. And they're finding themselves taking on maintenance . The lion share of home maintenance by themselves for the first time. That was a particular population that we hadn't necessarily identified at the outset. It was really interesting to see this was a need that is out

there for people who because of a loss of a partner or spouse, are suddenly finding themselves responsible for their entire house that her feeling overwhelmed and need support. This is one case where we found we could be impactful. Of course we are hoping to identify more people and more communities who need these types of services.

That brings me to what we are looking at this year and beyond. This program

is still in its early stages and we are excited to be working as a community and working with the online platform that we have to house resources and tools. We are constantly looking to grow. We want to better understand the need out there and locations where these services are needed.

This year and looking forward into the future, we would like to identify new ways to meet needs of seniors in different parts of the country. Not all communities are the same. Home maintenance needs are different in different regions. We would love to hear from individuals like you. If you want to share with us if there is something you are seeing that we are not covering and it's really critical, we would love to hear from you. We would like to create additional online curricula and resources for people who are interested in learning online and who aren't in a location where we are offering the workshop. We would like to empower more organizations to be able to offer this programming. We are only working with Habitat for Humanity and they have been a great collaborator on this. We would like to see more people be able to hosted these kinds of workshops. We found there is a great response and there is need in communities. Ideally we would get trainings on the ground in all 50 states. I'm seeing a few more questions pop up here. Yes, the seven cities are the only locations of the workshops right now. The site allows you to find providers everywhere. The search results on the site will -- if there is a habitat for the community you are looking for, that will crop up as a research. We are not working with every habitat. The services online that you will find our free or low-cost. They are not private-sector providers. They are social services offering programs. You will see all kinds of resources pop up there. Related to how maintenance. And then to other services that people might need.

The last slide here. Designated for Q&A. I found another question pop up about how you can host a workshop. Right now we are not able to support people in hosting workshops on their own. As much as I would love to just provide resources for everyone who's interested, right now we are still working only in the seven communities. As I said we envision being able to support people to set up programming like this in their communities and all organizations who work with seniors. To date and this year in 2020 we are only working with those seven habitat locations but hopefully we will be expanding in the future. I will try to keep this group updated if and when we can offer this in every state and every community.

I will pause there. Again, if you have any questions, feel free to type them in the chat box. I will also differ to Nanette . I don't know if there's anything else we need to cover.

Thank you so much Brenna. We had a steady stream of questions and comments coming in.

For the Q&A and also to Jillian, our webinar administrator. I will go back and see maybe what we haven't answered yet. I want to share from the feedback that we have been receiving in a lot of the different comments that are coming in. It sounds like a train the trainer model would be well received by the field. There is a lot of the listeners who would be very eager to bring this type of programming to their communities. Just to plant the seed for the future , or with your funding partner . >> Just going back a little bit through the comments. We had someone share that Portland Habitat for Humanity has a critical home repair program . That is great to hear. About programs in communities. We do have a question asking about the find services page that you showed earlier on your slide presentation. Does it include individual providers for example individual or a company that might provide roof repair. Is it that level . If you need to find providers for services like that.

I believe if you were to search for roof repair , the results aren't necessarily that tailored. You will likely get a list of providers that have something to do with that particular service . It is dependent on the information that the provider themselves has listed. Or the team has been able to identify. Something like searching for roof repair may turn up a Habitat for Humanity branch or another type of nonprofit, or government program. For seniors. But it is a little bit finicky in that it is dependent on what information is public. In some cases agencies don't necessarily post about different types of specific services. They may just list something like home maintenance or repair. There may be a way to contact

them about that directly.

It sounds like in your tools you provide helpful guidance to individuals when they want to find providers as well which is important. We had questions about the workshop. Are the workshops open to everyone in the community or only community members who are low income.

They're open to everyone in the community. Of course we do try to connect with people who are low income. We've had a range of people attend our workshops to date. We have even had some people who own real estate who want to get a refresher on how maintenance. Of course they are welcome . It has been great to see the different types of people who find this information relevant. We do strive to make it especially impactful and relevant for people with limited means.

The next question is

a very I&R kind of question. I'm not sure if you know but we have someone who is asking about how providers get added to the service

list. At I&R we call that exclusion and inclusion criteria. That may be managed by aunt Bertha.

That is a great question. I will find the answer to that question. I do not know off the top of my head with the detailed criteria are. I just know that aunt Bertha has its own way of identifying and vetting providers. They have a team of researchers that combed through this information every day. They make sure that things like phone numbers are updated and all of that. I believe the main criteria is that the service has to be either free or low-cost. It has a social mission. But beyond that, I don't know the technicalities. I could find out.

As I'm looking to the questions and comments, many would love to see the programming across the country. One person asks, how are the people in the community made aware of the workshop. What kind of outreach happens when you offer a workshop?

That's a great question. We designed the program to be flexible especially in the first year. We didn't give the habitat branches much direction because we wanted them to test and see what worked. Depending on the location and their relationships with the people and their communities, they've tried a few different models. I think the most successful have been flyers around community hubs. Libraries and senior centers, churches, getting the word to places that are pillars of the community. And then direct outreach. We have relied on habitat as an initial collaborator in the program because they do have those trusted relationships with people in their community. A well-known organization and they know in many cases a lot of people in their neighborhoods there working in. Some of them even did door to door outreach. And some have relied on social media. Calling people directly who maybe received a service in the past and may be interested. There has been a range of means. Old-fashioned flyering has been surprisingly effective. And then just contacting people directly.

Thank you. Again in addition to that many request for you to come to communities. They have folks asking for replication. Are you able to provide replication support or train the trainer. A lot of requests for that type of support.

>> Please do, if that is something you are interested in bringing to your community, email me. We are in the process of trying to design -- and knowing where the need is and the interest is a big help. We can see how we can get into these communities.

We can also capture the content people have been sharing in that chat box. Many have been specifically listing communities so we can share that with you as well and you can see where the needs are aggregating.

One person asks if you have a sense of the income range for the workshop participants. It sounds like you are opening them to everybody but -- hoping the resources will benefit more low income seniors.

Yes. I don't know the exact percentage but I know that overwhelming majority of people living on less than \$30,000 a year. People that have participated.

We have some people and comments shared their good ideas.

We have a listener who shared that Home Depot is a great potential partner. They can provide customized workshops for seniors. Would we have done I&R training, we heard about Lowe's Home Improvement as well. Thinking about those types of big-box retailers if you have them. They may be a resource.

That is a great tip. I know that the organizations we are working with right now, habitat branches often have relationships with some of those big-box retailers and have leveraged those. That is a great suggestion and we will continue to think about that. There are habitat branches and other organizations, even retail companies that offer these types of things for seniors or for homeowners. I also hope that people can find things like that in their area and we are hoping to foster awareness and encourage people and provide them with information about where to start to try to identify something like that. Yes. Great suggestion.

We have a listener who asks whether the workshops deal with service access navigation. He shared, we find older adults often have trouble landing on the correct organization that can serve them, whether habitat or a Council on aging or rebuilding together. Assisting people with that service navigation piece and is that part of the workshop training.

It is a section of our toolkit on where to start when you are looking for services in your area. There are tips on the types of documentation you might be required to provide if you are trying to apply for a local grant or a loan for a home modification. We tried to give as much information as we can in the toolkit and then our habitat collaborators have been providing that in the workshop itself. In some cases they act as a mediator and help people if they can't perform a service for someone. They connect them to a local agency that can. There is also the benefit of that expertise in house within certain locations. That said, I would love to -- if people have resources on programming around service access navigation, that is something that could always be stronger and it is such an important part of what we want to offer. I would love to hear if there are resources that I haven't mentioned. And people have suggestions, that would be great to hear.

Thank you. I'm thinking of some communities, with I&R programs that support people whether within the aging and disability fields or the 211 partners or others that are in the business of service and navigation and helping people be prepared for when they reach out to service providers.

We have a few other attendees who are mentioning Habitat for Humanity critical home repair program. There giving some tips to some of their peers who are also listening today. That might be something to see whether that is a program in your community as well. One of our listeners shares this is in their community of Richmond, Virginia,

would love to offer the workshops for their seniors who call in all the time, all in caps. Such a strong need for this type of work.

We have people asking for the web address. That is in the chat box. We will be posting the materials as well so they will be available.

I realize we should've put the URL on every slide. That is an oversight on my part. Thank you for posting it in the chat box.

We have some other folks who are mentioning churches. A great place to offer workshops as well as resources. Additional suggestions for programs to our resources to look for in communities. Getting a lot of questions and looking through quickly to see what we may have missed. We have one person is a registered nurse for chronic care management at a family practice. They have a huge need for this. Maybe thinking about some audiences. Nontraditional audiences for you to reach out for information and the programming and the website is available for everyone. That might be good as well. I will turn to Jillian because there were questions that were directed to her attention only.

A lot of similar themes to what we've covered. The Q&A people expressing a need for this in their own communities. We have somebody commenting that this would be

also a great opportunity in the future for people with disabilities, looking at a growing community who are getting out and living on their own and maintaining their own homes or apartments.

That's a very good point.

We also have somebody who is making a referral that the national Association of homebuilders lists aging in place specialist who may be able to help with anybody who has a training need. I will put a link for that in the chat box.

Coming back to the URL, we have one person who mentioned that the URL for the program wasn't working. I did reposted. It is [heretostay.AARPfoundation.org](http://heretostay.AARPfoundation.org). There is an active link that is in the chat box. The first one that we posted may have started with AARP foundation but you want to start with [heretostay.AARP foundation.org](http://heretostay.AARPfoundation.org). For the working link.

We've had a few questions touch on if you are aware of the debtor and population you are engaging with or have maybe any targeted outreach for the veteran population.

We are aware of it. A lot of the homeowners that we are reaching our veterans. I know Habitat for Humanity, particularly partnership with Home Depot, does offer repair services specifically for veterans. That is someone to look into. I think there are other sorts of programs available specifically for veterans. Different agencies. That is something. It is not something we ask about for people who come to the

workshops. We don't ask about veteran status. It is a good reminder that it is a critical portion of the population that we are reaching and there are opportunities to target more resources towards the population. That is something we will look into.

We've had a question. You presented some of the great research in your early slides digging into understand the problem. One listener is asking, if you have a link to the research data and sources.

I don't. I have individual links to the different locations of some of that data. I would be happy to somehow send that out. Some of the data is pulled from different locations and pulled altogether. I would be happy to list those out.

A listener who asked the question, Brenna's email is on this last slide. Maybe it would be helpful to reach out to her directly so she can respond.

We've had another listener ask if there have been any collaboration with occupational therapists. For example, for safety or universal design content. It could also be a great resource through home health work. Again, more suggestions for the medical community or healthcare community to reach out to.

We don't formally -- that is not a formal component of the program now. I couldn't recall which specifically but I know some of the habitat locations we worked with have had someone trained in occupational therapy come into a workshop and deliver a special presentation on that. We do offer our AARP has the home fit guide which I believe was developed with occupational therapists, a guide around how to alter your home to make it more aging in place friendly. That is focused on home remodel and home modification. Our program is focused on maintenance. It is relevant and something that we point people to. AARP home fit guide. We have worked with cable in the past. That was before my time so I can't speak to our collaboration with them. That is something that is on their mind for the future of this program. How to integrate about occupational therapy.

In the last few minutes on the webinar we wanted to share two pole questions. Want to help us get feedback for knowledge development with this webinar. And also to get some additional qualitative feedback. For folks who are listening. That we can share back as well to better understand the needs that are in the field. We do have a listener who asks, can you consider a zoom workshop. There is such a strong need for the workshop, I think somebody is trying to assess whether you can offer it remotely or some portion of it.

We are certainly thinking about that given that we have this online platform. One of our ideas for the future is to more closely integrate the website and to make full workshops available online. I don't know when we can say that will be ready or possible but that is so --

something we are interested in. We can bring information to the website where it is accessible to everyone.

A listener asks, is it usually habitat staff who do the training or do they bring another local experts were home repair folks when you have the workshops.

It usually is habitat staff or volunteers are primarily people who have extensive experience in construction or repair. They have I believe all three of the affiliates we worked with so far, have brought in outside experts with some sort of special presentation. I believe our Florida branch brought in an insect specialist on one occasion to talk about bug problems in the home. Again, someone brought in an occupational therapist. Another location used their relationship with Lowe's and had staff give a presentation on lawn care. We wanted it to be flexible enough, we encourage the affiliates to leverage the relationships that they had in their communities with companies. Any type of service that they think might be relevant. They have been able to take advantage of that which has been great. It seems to have been popular with the attendees.

Thank you. Someone who has lived in southern Florida, I hear that. The bugs that live there and everything else in Florida that will happily come inside.

We have a listener who asks how much does it cost to deliver the program at the local level. I'm not sure if there our costs or information you may be able to share on that. >> It is a grant model so we have given grants to these habitat locations to offer the program. Part of that grant is to go towards the home repair portion of what habitat does. Because of that it is a bit more expensive than just paying to offer the workshops and the work that goes into that. I couldn't give you an exact figure. But the costs -- one of the main expenses is staff time if it's not volunteer driven. And then communications and the cost of building a different home component. Again, I couldn't give you a precise number. I don't know if I can disclose the grant amount to habitat. We are looking for ways to streamline because it has -- it is wonderful to offer these services. This is a pilot iteration and we hope to see if there are ways we can reach more people and also maybe cut down on some of the cost of operating the program so we can support more organizations. One of the ways we hope to do that is to take the program -- some of the programming and put it online. It has been so -- we have seen it be so effective to deliver this programming in person that we hope it continues to be part of what we do. We wanted to be free for the people who attend.

One last question that is aggregating some questions for listeners who are asking about how modifications for home safety. We've had several questions come in around home modification which can be different than home maintenance. If you could refresh the audience, whether the foundation also has resources in the area of home modification.

Yes. The foundation -- we currently don't have resources around home modification other than in here to stay, directing people to find the services on their own. I would again point people -- I will see if I can enter it in the chat box. The AARP homefit guide and homefit is all one word. If you search for that if it is a product produced by AARP. Sonata foundation. We do work closely with them and they have a livable communities team that put this guide together and it has information that goes room by room in your home and provides information about the types of modifications you should think about as an older homeowner. I believe they have -- I'm trying to recall. Information about where to go to find services. That is where I would point people right now is to AARP livable communities and the homefit guide.

Thank you. Last year we did have a webinar on home modification with a fellow ACL grantee. University of Southern California USC. They have a home modification program. Lots of good resources as well on the website. All of that is archived on our website where you will find the archive materials from today's webinar as well within the next several days. We will also follow up by email to make sure you can get connected for the here to stay resources and with the web link for the webinar archive.

We are at the top of the hour. I want to thank you so much for presenting on here to stay. We can see from the audience participation what a tremendous need there is in the communities for home maintenance resources for older adults and how many people would happily replicate the workshop if that becomes an opportunity. I want to thank you for joining us today and thank all of the listeners for the great participation and suggestions that we had from listeners. And thank the captioner. We wish everyone a good rest of the week. With that we will close today's webinar. Thank you again.

Thank you everyone.

>> [ Event Concluded ]