

Senior Home Repair Program

Housing Services
Aging & Disability Services
Revitalize Milwaukee



Senior Home Repair Program

Milwaukee County Department of Health and Human Services Senior Home Repair Program provides safety assessments, repairs, home modifications and installation of specialty product for older adults and people living with a disability residents in Milwaukee County.

Goal of program is to allow older adults to age in place and be safe in their homes.



Senior Home Repair Program

- Funding provided by two primary programs to serve older adults within the City of Milwaukee
 - Revitalize Milwaukee – Older Adults Home Modification Program
 - Milwaukee County Housing Services – Senior Repair Loan Program



Referral Process

- Interested individuals will contact the ADRC to start the process.
 - Call: 414-289-6874
 - Email: ADRC@milwaukeecountywi.gov
- ADRC staff will review requirements, basic eligibility and complete the referral form.
- Referral form includes basic contact information and a brief description of the work needed.



Process

- Referrals will be forwarded to Housing Services for review and determine which funding source will be most appropriate for the work to be completed.
- One referral has been assigned, program staff will contact the homeowner to review next steps.



Older Adult Home Modifications

Revitalize Milwaukee

- Program will use occupational therapy assessment to provide accessibility modifications
- Goal of providing assistance to 40 homes with OT approved accessibility modifications
- Home modifications will be tailored to owners needs based on OT assessment
- Benefit from one on one in home education to reduce fall risks.



Older Adult Home Modifications

Revitalize Milwaukee

- Once referral is received, Revitalize Milwaukee staff will contact owner to review next steps.
- General Home Modification Process Overview:
 - After initial phone call, Revitalize Milwaukee staff will schedule a home visit
 - An occupational therapist will complete an assessment to determine needs.
 - Home modification work will be completed
 - Closeout project with educational follow up occupational therapist visit



Housing Services Program

- Provide no-interest loans to income qualified homeowners in the City of Milwaukee
- Repairs can include a wide range of home issues, including but not limited to: roofing, siding, gutters, plumbing, electrical, windows.
- Funds can be used for emergency repairs and municipal orders
- Grants may be available for accessibility modifications.



Housing Services Process

- Once referral is received, Home Repair program staff will contact owner to review next steps
- Home Repair Process Overview:
 - Initial meeting will be scheduled with homeowner
 - Staff works with homeowner to create a scope of work
 - Scope will go out for bid to licensed and insured contractors
 - Work is scheduled after bids are received
 - Staff manages project while work is being completed.
 - Once completed, final inspection is completed and loan repayments begin.



Home Repair Program Brochure



"I really appreciate everything you guys have done for me. It's hard being in my position, but that doesn't change my limitations. Without your help, I could have lost everything, which would have made my position even harder. Thank you!"

MICHAEL
Housing Services Client

MILWAUKEE COUNTY HOUSING SERVICES



Home Repair Services



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
HOUSING SERVICES

Milwaukee County Home Repair
Low-interest loans to cover a wide range of repairs, keeping your home and family safe, secure and happy.

(414) 278-4917 | homerepair@milwaukeecountywi.gov
county.milwaukee.gov/housing



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
HOUSING SERVICES

For more information call (414) 278-4917
or visit county.milwaukee.gov/housing



Home Repair Program Brochure

Milwaukee County Housing Services supports individuals with accessing and maintaining housing. Programs and staff within Housing Services strive to assist individuals, households and families with rent assistance, Energy Assistance, supportive housing, including case management services, and providing affordable housing to residents within Milwaukee County. Housing staff has also led the way in providing outreach, services and housing to homeless individuals.

OUR FAMILY OF HELPFUL PROGRAMS:

- **Community Development Block Grant.**
- **Home Repair Loans.**
- **Housing Choice Voucher Program.**
- **Housing Outreach Services.**
- **Real Estate Services.**
- **Supportive Housing & Homeless Programs.**

Our home repair loans can assist with most household challenges you face.

Milwaukee County DHHS Housing Services offers no-interest loans to income-qualified homeowners in most suburban communities of Milwaukee County. Loans are funded through the U.S. Department of Housing and Urban Development (HUD) and can cover a wide range of home issues (including roofing, gutters, siding, doors, windows, electric, plumbing, and heating systems). Loans can also be used for emergency repairs relating to health and safety and municipal citations. Contact us today. We'll be happy to guide you!

DO I QUALIFY?

Households must meet the income guidelines, found on county.milwaukee.gov/housing.

- Must have the ability to repay the loan.
- Must be current on property taxes and utilities.
- Must have owned the home at least 12 months.
- No foreclosure action in the last 12 months.
- Trusts or land contracts do not qualify.
- No foreclosure / active bankruptcy.



THE APPLICATION PROCESS

- Contact Home Repair program staff by phone or email with any questions.
- Applications are completed online. All supporting documentation needed will be uploaded online.
- All household members over 18 years of age must sign the application and release form.
- After the application and documentation is submitted, staff will review for eligibility.
- If eligible, staff will contact you for an initial meeting to view the property and discuss items in need of repair.
- Staff works with the homeowner to create a scope of work for what is needed at the home.
- Upon approval of the scope, Home Repair will send the scope out for bid to contractors.
- Contractors that partner with Home Repair are all local, licensed, bonded companies.
- All projects and costs will be presented to Home Repair Review Board for approval.
- Once approved, you will sign loan paperwork and an agreement with the contractor for the work.
- Staff provides project management services from start to finish of a project.

Available funding varies. Call us for information.

INFORMATION REQUIRED:

- **Most recent, signed federal tax return.**
- **Past two months of pay stubs.**
- **All utility bills (gas, electric, water/sewer).**
- **Bank statements with activity.**
- **Social security statement.**
- **Property tax bill.**
- **Mortgage statement.**
- **Proof of homeowner's insurance.**
- **All other income/debt information as requested.**

DOES MY HOME QUALIFY?

Your home must:

- **Be owner-occupied and located in Milwaukee County** (not available for the cities of Milwaukee and West Allis, and the Village of River Hills).
- **Be single-family or a duplex.**
- **Have the equity to cover the cost of repairs.** Milwaukee County places a lien on the home to secure the loan.
- **A property's fair market value may factor in determining eligibility.**



Revitalize Milwaukee Programs & Services



PROGRAMS & SERVICES

FOR APPLICATIONS: Contact Verdia at (414) 312-7531 or email applications@rtmilwaukee.org.
For general inquiries, call (414) 312-7531 or visit www.freehomerepairs.org/programs.

>>CRITICAL REPAIRS

Contact: Verdia M. Hampton at verdia@rtmilwaukee.org

Throughout the year, RM completes essential repairs necessary to enable homeowners to remain in their homes. These repairs are critical in preventing deferred maintenance and larger issues down the road. Some examples of essential repairs might be carpentry, door and lock repair, porch repair, updating electrical items, minor plumbing repairs and installation of smoke and carbon monoxide detectors.

>>EMERGENCY REPAIRS

Contact: Verdia M. Hampton at verdia@rtmilwaukee.org

From time to time, we all find ourselves with urgent or life-threatening plumbing problems, furnace issues, or even electrical problems. Unfortunately, the clients we serve have these challenges coupled with complications of being low-income, elderly, veterans and/or disabled. These unsafe and potentially harmful situations come to light during home visits that occur year-round. Our Emergency Repair program is the only free emergency repair service offered in Southeast Wisconsin and is designed to help our most vulnerable homeowners address these critical needs. Houses are assessed on a case-by-case basis for the severity of repairs. All of the repairs are completed by experienced, licensed contractors within 24-48 hours.

>>COMPREHENSIVE SERVICES

Contact: Verdia M. Hampton at verdia@rtmilwaukee.org

RM has partnerships with diverse organizations and businesses that share the goal of keeping vulnerable homeowners in a safe environment where they can age with dignity. As collaborating agencies, we provide homeowners with the tools they need to ensure their continuous contributions to the neighborhoods where they live. Some agencies that help us meet our goals are health and community organizations such as the Milwaukee Department of Aging and Layton Boulevard West Neighbors.

>>BLOCK BUILD MKE

Contact: Bryan Wenzel at bryanw@rtmilwaukee.org

Block Build MKE is a weekend event that takes place in the summer. On this day, corporations and volunteers work on up to 30 homes that are owned by low-income elderly, veterans, and/or those living with a disability. Over 500 volunteers donate their skills and sweat equity to complete numerous repairs, accessibility updates, and overall beautification projects. Materials, supplies, and professional services are frequently donated to ensure that all homeowners are left with a safe and healthy environment.

>>ACCESSIBILITY MODIFICATIONS

Contact: Verdia at verdia@rtmilwaukee.org

To meet the goal of creating a safe environment for elderly and disabled homeowners, RM purchases and installs specialty products. These products modify appliances and other basic household fixtures that frequently present a challenge to operate for homeowners who have physical limitations. Items commonly installed or constructed by Revitalize Milwaukee are medical assistive devices, ramps, door levers, walk-in showers, handrails, grab bars in bathrooms, and washer-dryer unit installation on the main floor of a home. Revitalize Milwaukee works with our partners to purchase these specialized products and have them properly installed by professionals.

>>ZILBER NEIGHBORHOOD SERVICES

Contact: Kallyn Federspill at kallyn@rtmilwaukee.org

Repairs are completed in Lindsay Heights, Clarke Square, and Layton Boulevard West neighborhoods to preserve affordable housing. RM's goal is to complete 180+ homes in 2023. Additionally, we offer a matching grant to Clarke Square homeowners that are in need of external repairs on the front of their home to improve its look and functionality with support from the Zilber Family Foundation.

>>REO HOME SALES

Contact: Bryan Wenzel at bryanw@rtmilwaukee.org

RM rehabilitates foreclosed and donated homes for community revitalization. By doing this RM is able to transition Real Estate Owned property (REOs) into safe and affordable homes, provide job creation and sustainable wages to local contractors, adds to the city's tax base, and returns revenue to RM's operating fund which allows the organization to continue their mission of providing FREE critical home repairs to those in need.

>>CHORE SERVICES

Contact: Verdia M. Hampton at verdia@rtmilwaukee.org

The Chore Services program is designed to help seniors maintain their homes. Chore Services is an extension of our Free Critical Repairs Program. It broadens our typical scope of work to include handyman or other chore services seniors might need help with. These items, such as changing batteries in smoke detectors, replacing light bulbs, or flipping a mattress become difficult for the aging homeowner and if not taken care of can make the home unsafe. We also offer services for more intensive chores such as lawn mowing, leaf raking, and snow removal.

>>PARTIAL PAY

Contact: Verdia M. Hampton at verdia@rtmilwaukee.org

The Partial Pay program is designed to build on our mission and existing expertise in home repair and accessibility modifications. The program will subsidize our existing work to provide emergency, critical repairs to those who fall between 50 and 80 percent of the County Median Income (CMI) but cannot afford them or access the resources to get them done themselves. Fees will be charged on a sliding scale, based on income.



**MILWAUKEE
COUNTY**

Revitalize Milwaukee Programs & Services

>>OCCUPATIONAL THERAPY ASSESSMENT

Contact: Kallyn Federspill at kallyn@rtmilwaukee.org

Licensed occupational therapists perform assessments for seniors or people living with a disability to ensure the repairs they receive are as effective as possible. Using our own Safe at Home Assessment tool, occupational therapists visit clients' homes and observe how they navigate them. Using the assessment tool, they mark areas of concern and what remedies can be used to make it safer for the homeowner. These repairs are then scheduled by RM to be completed by a licensed professional.

>>LEAD ABATEMENT

Contact: DeAndria Evans at deandria@rtmilwaukee.org or Kallyn Federspill at kallyn@rtmilwaukee.org

RM's lead abatement program removes lead-based paint from homes with small children or pregnant women to prevent the permanent harm that can be done by ingesting lead. RM is partnering with the State of Wisconsin, the City of Milwaukee, SDC, COLE, and Employ Milwaukee to provide abatement services to those in need.

>>ASTHMA SAFE HOMES PROGRAM

Contact: Kallyn Federspill at kallyn@rtmilwaukee.org

Asthma Safe Homes Program starts by searching for immediate solutions to managing asthma. We begin with asthma self-care education and trigger remediation for households with kids under 18 and pregnant women. We also provide durables such as HEPA Vacuums and mattress covers. In severe cases where asthma triggers persist, home repairs/ modifications are made.

>>ENERGY EFFICIENCY SERVICES

Contact: Kallyn Federspill at kallyn@rtmilwaukee.org

RM provides energy-saving upgrades such as insulation in attics/basements, and the installation of high-efficiency furnaces and heat pumps. Additional energy-saving home modifications include water-saving faucets, weather stripping, and programmable thermostats. These modifications help reduce discomfort, safety concerns, and excessive energy bills for low-income homeowners.

>>WORKFORCE DEVELOPMENT

Contact: Jackie Weber at jackie@rtmilwaukee.org

RM is proud to support local contractors and small businesses. Our program offers paid training, flexible schedules, and jobs that cater to the skills contractors have to offer. Contractors receive weekly pay and are not limited by their resources as we allow them to purchase materials on our store accounts.



REVITALIZE MILWAUKEE'S CLIENT SERVICE PROCESS FLOW CHART



Home Repair Program – More Info

Website: <https://county.milwaukee.gov/EN/DHHS/Housing>

2023 Income Limits:

Income Limits (2023)

Household Size	Gross Annual Income
1	\$55,950
2	\$63,950
3	\$71,950
4	\$79,900
5	\$86,300
6	\$92,700
7	\$99,100
8	\$105,500



Questions

Please contact Aging and Disability Resource Center at:

- Call: 414-289-6874
- Email: ADRC@milwaukeecountywi.gov





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