

Home Safety Modification Pilot Program Metrics

November 2020 – December 2025



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Program Metrics – Client Overview



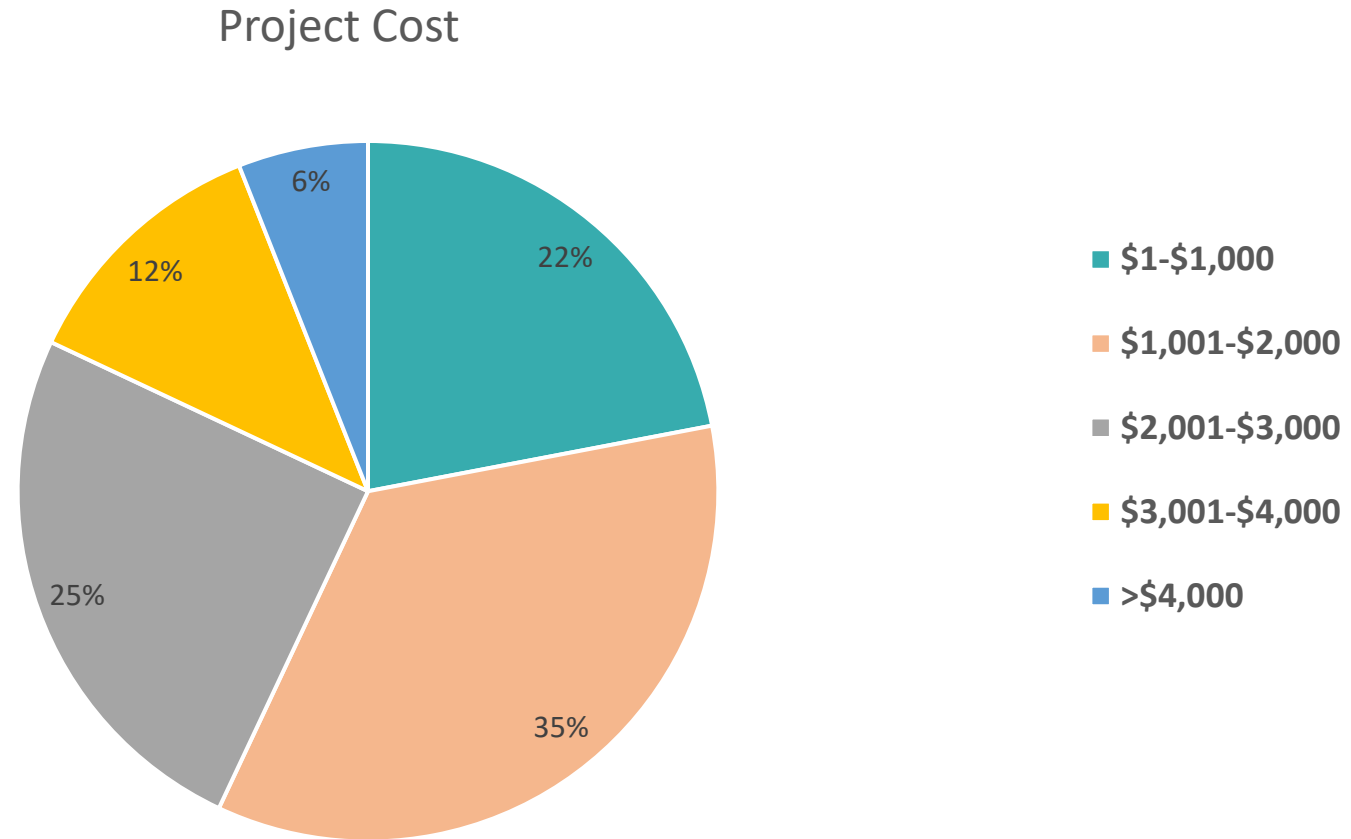
| Program Metrics | Since Inception |
|---|---|
| Number of clients referred /applications completed | 217/191 |
| Average age of clients & range | 79 average age (61-102) |
| Median income | \$68,355 |
| Location of clients | Aquinnah - 4 Chilmark - 10 Edgartown - 67 Oak Bluffs - 38 Tisbury - 57 West Tisbury - 41 |
| Household size | 1-97; 2-114; 3-4; 4-1; 5-1 |
| % who qualified for full subsidy (100%) | 67% |
| % who qualified for partial subsidy (paid 10% of total) | 10% |
| % who qualified for partial subsidy (20% of total) | 12% |
| % who paid 100% | 11% |
| Other (funding from other sources) | <1 |

Program Metrics – Program Status

| | Since Inception |
|---|--------------------------------|
| Work completed | 191* |
| Work to-be-completed | No significant delays |
| Modifications fall outside program scope and referred to other programs | 4 referrals |
| Average project cost and range | \$2,002 (\$120 - \$7,500) |
| Average time to complete work (from application to complete) | 1 month (3 days - 6 months) |
| Average age of home | 50 years |

* Includes additional projects for former clients

Over half of projects fall under \$2,000



Program metrics – Modification types

| Type of modification (completed projects) | % of participants since inception |
|--|-----------------------------------|
| Grab bars | 87% |
| Stairwell Banisters | 59% |
| Outdoor Railings | 65% |
| Lighting | 12% |
| Smoke/fire detectors | 14% |
| Taping down rugs | 13% |
| Other* | 53% |
| % who had outside work completed (includes railings) | 92% |

* includes: secure bookshelves to wall, build terraced walkway with handrails, secure wheelchair ramp, non-skid stair strips, install metal wheelchair ramp, build short/straight ramps, install bench in outside shower, install hand-held shower, replaced rotten decking, replaced leaking pipe and repaired ceiling.

Program metrics- Client Survey results*

| Post Modification Survey results – Since Inception (n=93) | % of participants |
|---|-------------------|
| Reported falls on property before modification completed | 64% |
| Reported falls on property since modification completed | 16% |
| Ever treated for a fall either as an outpatient or hospitalized | 53% |
| Experience with project (strongly agree with the following statements) | |
| -I was kept informed | 98% |
| -I was treated with respect by everyone | 99% |
| -Modifications made to my home have increased my safety | 99% |
| -I believe these modifications will allow me to stay in my home as I age | 98% |
| -I would recommend this program to my friends and homeowners who are 65 and older | 99% |

*Multi-year survey program for beyond post modification is underway but data not included here

Client Testimonials

Thank goodness 1000 times that the grab bars were installed. The Island is a great place to grow old because of programs like these.

Very pleased and grateful. I have recommended the program to other elderly people. Thank you for keeping us safe.

Thank you Diane for your prompt response and approval of my application. I am grateful to Catie Blake for her assistance.

The railings and shower bars are wonderful. Thank you.

The access ramp has helped greatly with my wife's mobility and access to our car.

The whole process was beautifully & professionally executed. Have recommended it to several friends. Many thanks!

You are doing a necessary and great job!

The bars in the tub were the best of all. The rest were good too. Thank you.

The project was done quickly and efficiently.

Thank you for installing the railings and the grab bars. I use them all the time.

The modifications have increased the safety of my husband, especially in the bathroom and our entry way.

The modifications program on MV is tremendous and has given me peace of mind.

Client Testimonials

The process was seamless. Everyone involved was wonderful; courteous and went beyond my expectations. I couldn't be happier.

Everything was perfect. Jack and the 2 workmen were great, on time, made good suggestions, and brought good materials. I am so glad I/they did this. Bless this Island!

It's very gratifying & empowering to have aging issues recognized and helped.

I am very grateful for this program. The generosity of this community is one important reason that my recovery has been as successful as it has been for someone my age.

I really did not want grab bars, but I love them, use them like an old friend.

Now I feel safer living alone in my home. Thank you so much.

Was very impressed with the entire process. The final product has left me feeling much safer in my home. The workmanship was excellent. Everyone was polite and helpful.

Uenes did an outstanding job. I feel much safer. My daughter and I have been using the handrails every day.

Workmen were very polite and thoughtful. I couldn't be happier with the result.

Thank you! The modifications have made a big difference.

Thank you for this extraordinary program. Everything about it exceeded expectation. It enables me to get around with daily life. The carpenters were exceptional

Thank you, you made my life so much easier and safer.

Client Testimonials

Responsive

Everything was perfect. Jack and the 2 workmen were great, on time, made good suggestions, and brought good materials

The process was seamless

Feeling Safer

Now I feel safer living alone in my home.

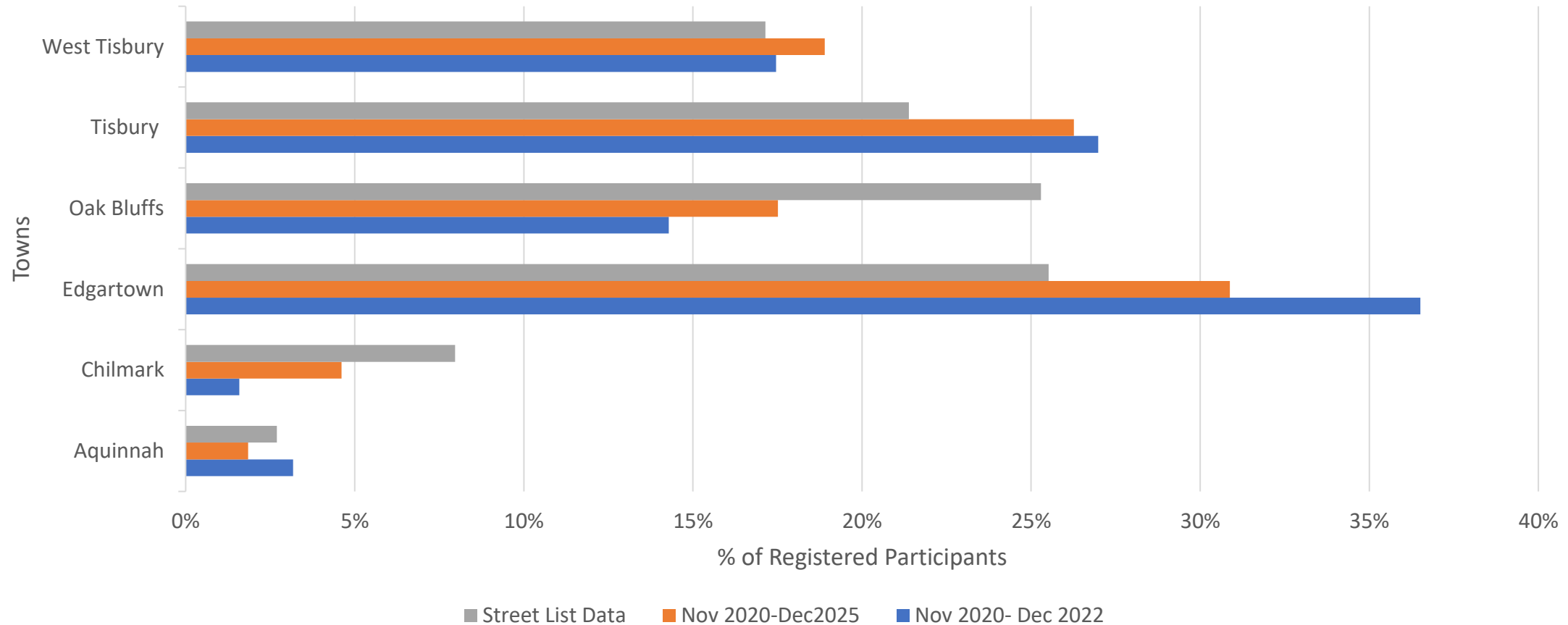
The final product has left me feeling much safer in my home

Work Product

The contractors did a terrific job

The workmanship was excellent

Participant Distribution by Town continues to align more closely to Older Adult population



Note – Oak Bluffs includes IEH so street list % is overstated due to fewer single-family homes

2025 Stretch Objectives (Calendar year)



| Criteria | Goal | 2025 Results |
|--|---|---|
| NUMBER OF PARTICIPANTS | | |
| | -50 registered participants & 35 completed projects | -Behind goal at year end (48 registered, above goal for completion: 39 completed) |
| REACH | | |
| -Improve geographic diversity | -balanced utilization across towns | -continues to become more balanced |
| -Improve income diversity | -11% of participants pay 100% | Met goal of 11% |
| -Develop goodwill ambassadors | -1-2 organizations “adopt us” | -Financial support from West Chop Foundation |
| OPERATIONAL | | |
| -Look for cost reduction opportunities | -Establish discounts with local suppliers | -Utilized non-profit status for no sales taxes on materials |
| -Broaden scope of our program | Identify and trial cost-effective wheelchair ramp options | -trialing model of loaners and metal ramps are being used when appropriate |
| -Out-of-program scope options | Explore partnerships/hand-offs to other org. | No progress |

2025 Success Metrics

| Criteria | 2025 Metrics | Comments |
|--|---|---|
| Number of participants and average cost of modifications (48/39) | Slightly ahead of goal for completed projects Average cost of modification - \$2,002 (2024 = \$1,972) | Slight increase in average cost of modification due to complexity increase of work in a few cases |
| Satisfaction/impact on quality of life for participants (pre/post surveys) | 2 satisfaction measures (increase in safety, likelihood to age-in-place) | The same as 2024 data; 98% and higher scores |
| Reduction of falls (in-home) | Pre/Post Surveys – 64% previous; 16% post | Pre/post falls slightly up; well below national average for falls |
| Cost savings of falls reduction (against national norms) | Cost of falls to our participants pre-modification = \$4.3M Cost of falls for our participants post modification = \$1.09M Program savings demonstrated = >\$3M | January 20, 2023 Cost of Inpatient Falls and Cost-Benefit Analysis of Implementation of an Evidence-Based Fall Prevention Program (\$35,685 per fall = direct costs) |
| Increase in awareness of the program | Change in mix of participants by geography (support by all COAs) | Has become more aligned with town population |

Our clients have a much higher likelihood to have fallen than the general MVH Older Adult population before modification and fall below after modification*

1/1/23 – 3/30/23

Question 1 have you fallen and hurt yourself in the past year?

Yes = 327 **13%**

No = 2594

Question 2 Have you fallen 2 or more times in the past year?

Yes = 137 **4%**

No = 3110

Question 3 Are you afraid you might fall because of balance or walking problems?

Yes = 253 **10%**

No = 2638

1/1/22 – 11/10/22

Question 1: Have you fallen and hurt yourself in the past year?

Yes = **12%** No = 88%

Question 2: Have you fallen 2 or more times in the past year?

Yes = **5%** No = 95%

Question 3: Are you afraid you might fall because of balance or walking problems?

Yes = **10%**

No = 90%

Q1:
50% HMP participants pre-modification
(43% required outpatient or hospitalization)
12% post-modification which is less than general OA population

Note HSMP data includes only falls at home



*MVH STRIDE Data

What is Happening Across the US?

- Of the 115 million housing units in the United States in 2011, about 108 million (**or 94 percent of homes**) had at least one aging-accessible feature.
- Only 11 million housing units (or about **10 percent of homes**) were **aging-ready**: had a step-free entryway, a bedroom and full bathroom on the first floor, and at least one bathroom accessibility feature.
- Of the 28.5 million households with an adult aged 65 years and over, 8 million households (**or about 28 percent**) had an older adult who had difficulty using some element of the home such as climbing stairs, getting into the bathtub, or using the kitchen.
- Among the 4.4 million households with an adult aged 85 years and over, 2.1 million households (or 49 percent) had an oldest-old adult who had difficulty using some element of the home.
- Among households with an adult aged 65 years and over, 23 percent had an older adult who had difficulty walking, but the home lacked handrails or grab bars; 16 percent had an older adult who had difficulty bending down or kneeling, but the home lacked an elevated toilet.
- Compared with all households with an adult aged 65 and over, those with an older adult who had difficulty using a home feature were more likely to have a female householder, to be one-person households, to live in or near poverty, and to live in a rented housing unit.

New England Homes Are Especially Vulnerable

- Regional differences in the prevalence of aging-ready homes may also be related to the age of the housing unit. **The stock of housing is older in the Middle Atlantic and New England, where the median year built is 1958 and 1963, respectively.** In contrast, the median year built is 1984 in the West South Central area of the United States and 1986 in the Mountain division (U.S. Census Bureau, 2017d). Renovations could be limited in scope in regions with older housing units because they require more extensive and expensive renovations, or because these regions have older multistory homes and smaller apartment buildings in densely populated cities. This housing situation could put the older population at a higher health risk, especially in New England and the Middle Atlantic divisions whose states are among those with the highest proportion of adults aged 65 and over (U.S. Census Bureau, 2018)*



EXAMPLE OF FINISHED WORK

- Installed handrails on both sides of stairs and extended railing to the front door with a grab bar next to door

ANOTHER EXAMPLE OF FINISHED WORK

This participant had no safe way to walk up to her house. The contractor built this walkway with handrails



GRAB BAR EXAMPLES

Bars were added to two places in the tub/shower. Grab bars in the bathroom were a common request by participants



ANOTHER GRAB BAR EXAMPLE

Grab bars were added
next to the toilet on
two sides



HANDRAIL EXAMPLE

Handrails added to a winding staircase.
Handrails – inside or outside, and sometimes both - were provided to 75% of the participants.



OUTSIDE WORK

New step added to the stairs and handrails on both sides with grab bar by the door



ANOTHER EXAMPLE OF OUTDOOR WORK

Grab bars and new
bench for the outdoor
shower



EXAMPLE OF BATHROOM SAFETY WORK

Toilet Paper holder
changed to a grab bar
and toilet paper
holder



BATHROOM SAFETY

Grab bars installed from bedroom all the way to the shower and in the shower



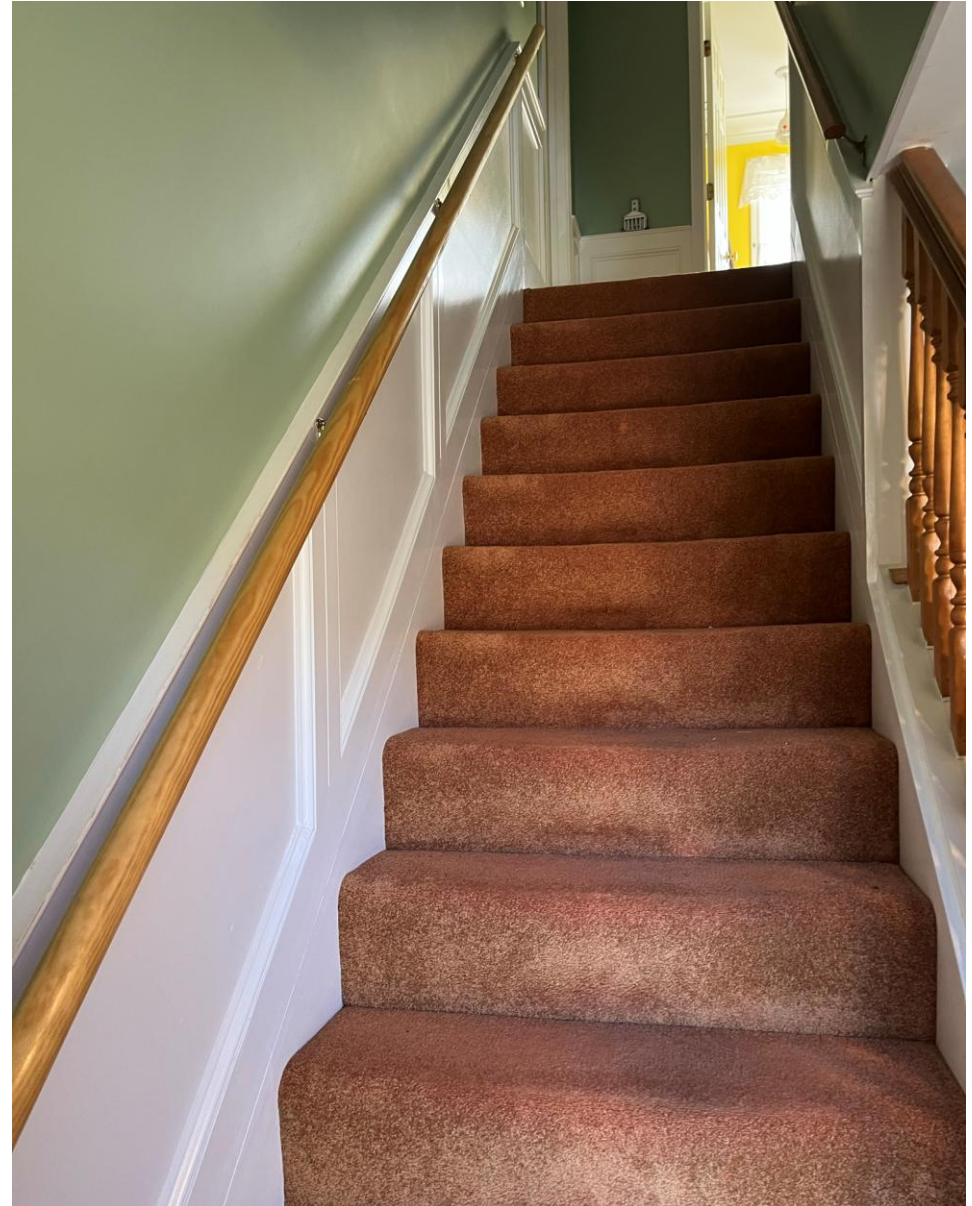
HANDRAIL EXAMPLE

Handrails added to both sides of the basement staircase.



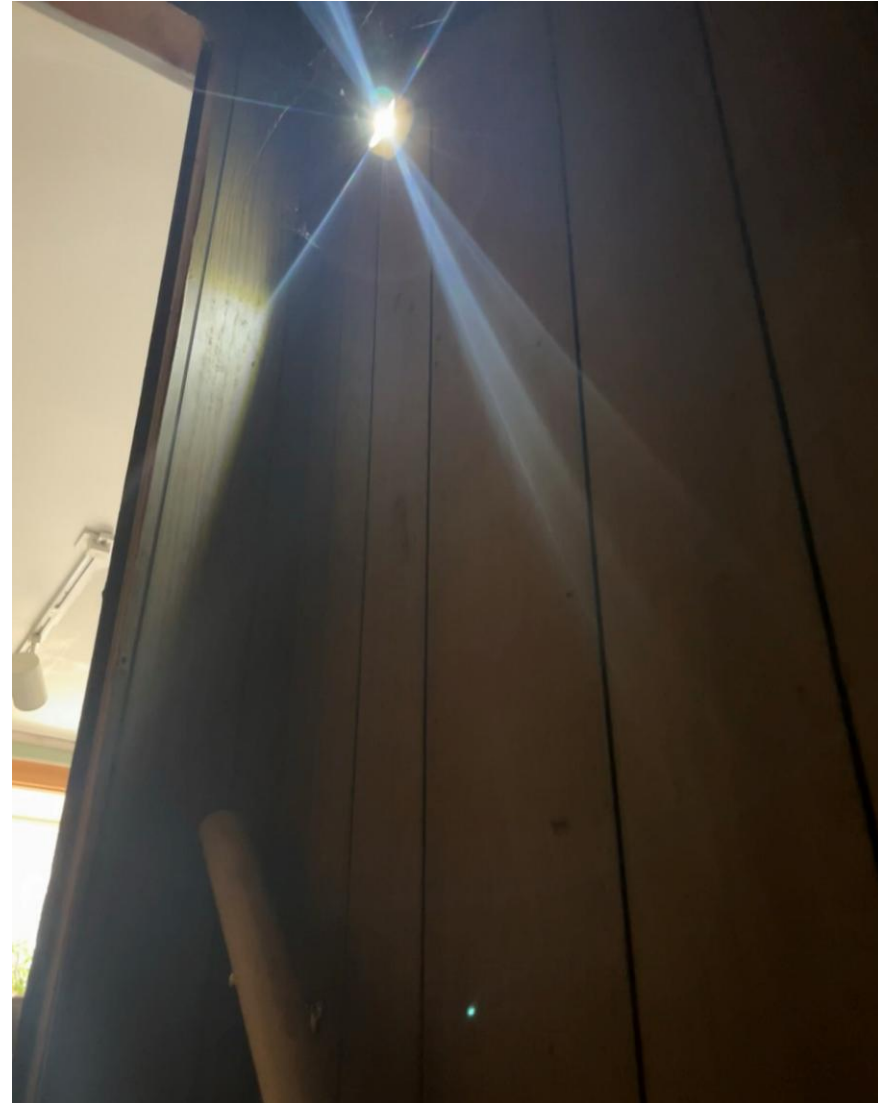
ANOTHER HANDRAIL EXAMPLE

Handrails added to
the staircase



SAFETY WORK

Light was added to
the top of dark
basement stairs



WHEELCHAIR RAMP

Owner supplied metal ramp was installed for wheelchair access



MORE HANDRAILS

Handrails added to
basement stairs

A much safer way to
get to the basement
to do laundry



ADDITIONAL WORK

Contractors removed and replaced old bathroom tile with a new shower surround

