

2020

IMPACT REPORT

July 1, 2019 – June 30, 2020



MISSION

Home Repair Services strengthens vulnerable Kent County homeowners because strong homeowners build strong communities.

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THE BEST OF TIMES, THE WORST OF TIMES

Dear Friend,

“It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of light, it was the season of darkness, it was the spring of hope, it was the winter of despair.”

As I have reflected on the past year, it is hard not to think of this often-quoted opening line from *The Tale of Two Cities*. It truly has been a year of dramatic contrasts – best coupled with worst, darkness giving way to light, hope out of despair. And all too often

in 2020, these emotions have taken place within the same day if not, the same hour.

The dark moments have been big and especially ugly. It was a stealth-like novel virus that has preyed insidiously on the cherished populations that HRS happens to serve the most – elders and persons of color. It was the senseless death of George Floyd and how it shed new light on an old and persistent reality – being black in America brings added risk and the pathways to reward are still too narrow. It is in the 16,000,000 currently unemployed Americans and 32% of homeowners unable to make their mortgage payment in July.

Best of times? It was a caring and courageous team that completed 1500 critical repairs – COVID and all! It was successfully restoring heat for 292 profoundly grateful households – 99 receiving a new, energy-efficient furnace. It was an amazing 40th Anniversary Gala celebrated last summer. It was a successful Capital Campaign that has enhanced and reimagined HRS’s home for decades to come. It was overflowing workshops filled with homeowners of all backgrounds, sharing one thing in common – an eagerness to learn and to do-it-themselves.

The following pages reveal many more “best of times” expressions of our work. I invite you to take a few moments to read, reflect,

and rejoice in this civic good. It is through the outputs of roofs repaired, workshops taught, ramps built, foreclosures averted, and the like that we all benefit from the overarching outcome of a strong community - one defined by its vitality, vibrancy, and equity. A place where **all** can experience the **best of times**.

Thank you for your continued interest and intersection in this special work!

Joel Ruiter | Executive Director



The 40/20 Capital Campaign has provided much needed resources to expand our teaching space to meet record attendance.



STRONGER
HOMES



MAJOR & MINOR REPAIR PROGRAMS

- 1525** health & safety jobs completed
- 292** furnaces repaired or replaced
- 171** roofs repaired or replaced
- 94** electrical repairs
- 33** main drain cleanouts
- 106** water heaters repaired or replaced
- 460** general plumbing repairs



ACCESS RAMPS

- 29** home access ramps built
- 11** donated by Home Builders Association members



BATHROOM MODIFICATIONS

- 32** bathrooms modified
- 41** new toilets installed
- 45** safety grab bars installed



1725 HOMES IMPACTED

OUR CLIENTS

RACE

| | |
|------------------|-----|
| African American | 39% |
| Hispanic | 7% |
| Other | 5% |
| White | 49% |

| | |
|--------------------------------|----------|
| Female – headed household | 45% |
| Clients aged 60 or greater | 63% |
| Veteran households served | 76 |
| Average length in current home | 24 years |

Average Income **\$21,487**

2020

Resourceful Homeowner
Award recipient:

Jesus Quintanilla



STRONGER

HOMEOWNERS



FINANCIAL COUNSELING & EDUCATION

- 28** one-on-one counseling sessions
- 18** successful care resolutions
- 25** averted foreclosures
- 381** “attendees” joined a financial workshop



THE FIX-IT SCHOOL

- 84** hands-on training workshops held
- 1122** total “attendees” joined a workshop
- 6** women-only workshops held
- 19** off-site venues hosted an HRS workshop



HOME MAINTENANCE CHECK-UPS

- 28** inspections completed
- 42%** inspections completed for seniors
- 90%** inspections revealed a critical health repair or safety hazard
- 350** inspections have been completed since program inception in 2015



REMODELING TOGETHER

- 29** new DIY kitchens completed
- 16** projects assisted by HRS remodeling coach
- 247** kitchens have been completed since program inception in 2011

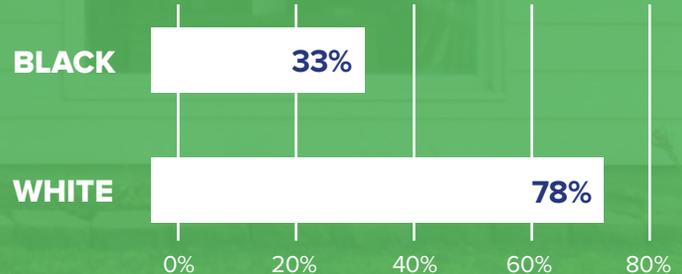
“HOMEOWNER’S
NET WORTH

46X

GREATER THAN RENTER’S.”

- Federal Reserve 2016

METROPOLITAN GRAND RAPIDS HOMEOWNERSHIP RATE BY RACE



- Redin Q-1 2020

STORIES FROM HOME: BUILDING STRONG HOMES

The Powell's mobile home sits a stone's throw from the noise-reducing wall that stretches along East-bound M-6 in Cutlerville. For Mr. Powell, living with reduced mobility has made certain aspects of the home more of a challenge in recent years. The home's original bathroom was a problem. So too, the weathered 8' x 14' front deck that not only ran up hill but led to stairs with no two step heights that matched. Between the high tub lip to navigate and the deck's trip hazards, each day brought a series of risks that many of us rarely consider. Will taking a shower or running an errand result in a trip to the emergency room today?

Fortunately, here in Kent County, folks like the Powells have a resource to call on who can eliminate that question.

With the help of our amazing partners at Disability Advocates and Zaskowski Builders, HRS was able to oversee a complete modification of the Powell's bathroom and a total overhaul of the problematic deck and stairs. Out went the dangerous old tub and

in went a much-safer step-in shower stall including a grab bar. Out went the old toilet and in came a higher-sitting, ADA compliant one. Out went the old, unlevel deck with uneven stairs, and in came a flat, smooth deck with evenly measured stair heights.

Mrs. Powell's thank you note after the deck said it well, "Thank you so much picking that crew, giving us the blessing of a level, safe deck/home entrance and getting the large part done before my husband's birthday! It is such a huge difference and will mean many less trips to the ER!"

Her words were a great reminder of how we measure our impact in "outputs" and "outcomes." The outputs of a new toilet, shower stall, grab bar, and rebuilt front deck produced the outcomes of less pain and suffering, lowered community medical costs, and a dignified life – a life where regular hygiene is assured and the thought of a trip for a birthday ice cream cone brings joy rather than fear.



STORIES FROM HOME: BUILDING STRONG HOMEOWNERS

When Karen Pearson bought her home in the Boston Square neighborhood 12 years ago, she was ready! “I like to do projects, to make things look better. As a renter, I was getting tired of watching all that work go to the benefit the landlord after I left,” she said. “I knew I needed to become the homeowner!”

The home she landed on is a cozy one-story home built back in 1918. It had witnessed a lot of turnover in the years before Karen’s arrival. An internet search showed 11 different deed entries recorded on the City website from 1994 through 2007 including a sheriff’s sale the year before Karen purchased the home. She has brought stability to this home and neighborhood.

Karen has worked steadily over the last dozen years on various home improvements utilizing both the HRS Repair Program at times, but also regularly taking advantage of the HRS Fix-It School Workshops as well. After completing a bathroom project in 2019,

Karen had deemed 2020 as “the year of the kitchen” and had placed her order with HRS for new cabinets and countertops back in early February. “Things were going good!” she reflected, “But then came COVID-19 which was followed by an unexpected health scare and surgery.”

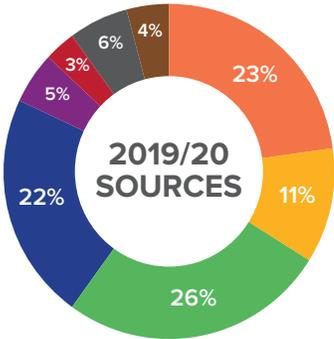
But Karen is determined, and she never took her eye off the prize. The surgery, subsequent tests, and follow-ups all went well, and with her cabinet order having been the last set produced just before COVID mitigation had shut down the HRS cabinet shop, she was eager to proceed. She reached out to HRS Self-Help Program Manager, Mike Zamarron, and they worked together on a plan for all involved to safely move forward.

She painted up the cabinets and installed them with the guidance of HRS Remodeling Coach, Steve Sielaff. Soon, beautiful new countertops were installed with Karen

wasting little time in installing a lovely ceramic tile backsplash. Through Karen’s partnership with HRS, 2020 did prove to be the “year of the kitchen.” And word on the street is... the landlord is quite pleased!

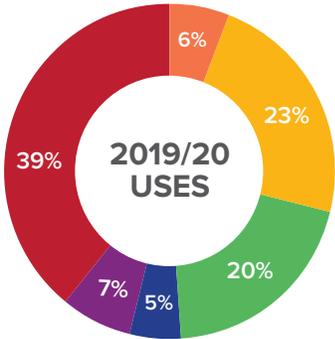


THE IMPACT OF RESOURCES | VOLUNTEERS



\$2,765,795

- FINANCIAL CONTRIBUTIONS
- CLIENTS
- STATE & COUNTY FUNDS
- FEDERAL HUD FUNDS
- OTHER FED FUNDS (PPP)
- DONATED GOODS & SERVICES
- UTILITY COMPANY REBATES
- ENDOWMENT INCOME & RESERVES



\$2,765,795

- FINANCIAL COACHING
- REMODELING TOGETHER
- WEATHERIZATION & FURNACES
- HOME ACCESS RAMPS
- BATH MODIFICATIONS
- HEALTH & SAFETY REPAIRS



WE ARE PROFOUNDLY GRATEFUL TO HAVE BEEN AWARDED \$100,000 FROM THE FIFTH THIRD BANK FOUNDATION'S STRENGTHENING OUR COMMUNITIES PROGRAM.

This very generous support became the lead gift in our capital campaign honoring HRS' 40 years of service and 20 years at 1100 S. Division. It has and continues to spur others to invest in a bright future for HRS and our clients. Thank you, 5/3rd friends!

Join the **Change Makers** of Home Repair Services and begin to donate monthly to make a lasting impact in the lives of homeowners in our community all year long. Signing up is easy and convenient. Best of all, your monthly gifts will fund important efforts that help keep homeowners safe, have financial freedom, and learn skills to improve and maintain their homes.



Over \$6,300 in monthly gifts benefited clients last year - change starts at: <https://bit.ly/HRSChangeMaker>

To learn more about financially supporting the work of Home Repair Services, please contact our Director of Donor Relations, Dustie Wiggins, at dwiggin@homerepairservices.org or (616) 241-2601 ext. 223.



Dynamic Youth Ministries



Open Systems Technologies



The Cabinet Shop Crew

Volunteers Build Strong Communities

- 57 Projects Completed
- 200 Plus Volunteers
- 20 Groups
- Over 4000 Hours of Difference!

To learn more about volunteering at Home Repair Services, please contact Self-Help Programs Manager, Mike Zamarron, at (616) 241-2601 ext. 248 or mzamarron@homerepairservices.org

Follow us
on social media.



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www.homerepairservices.org
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CITY OF
GRAND
RAPIDS



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