

## Manufactured Home Repair Program: 2017-2019

*Promoting housing stability and the well-being of people living in manufactured homes in rural Oregon.*

### YEAR 1 PROGRAM SUMMARY REPORT

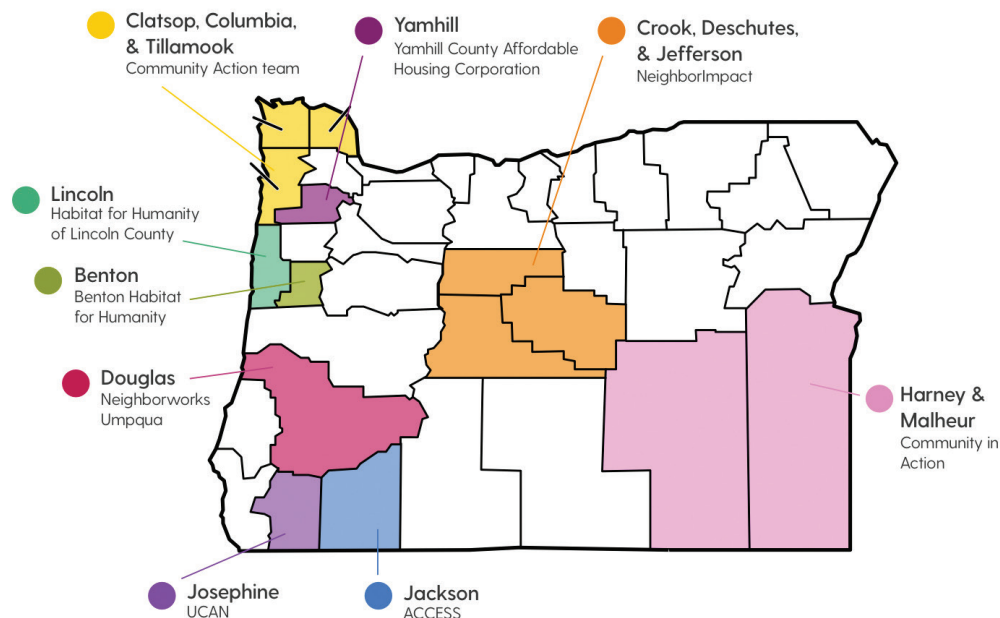
(March 1, 2017 to February 28, 2018)

In 2017-18, Meyer awarded grants totaling \$730,000 to support nine programs across rural Oregon assisting low-income residents of manufactured homes with critical repairs and other improvements. Meyer chose to prioritize programs serving rural Oregon because of the important role manufactured housing plays in rural areas. These communities, unlike urban areas, tend not to have access to local resources to address housing issues. This report summarizes key findings from the first year of a program evaluation collecting data from all nine programs. It illustrates the impact of this work on residents' housing stability and well-being, and the capacity of the nine organizations to assist vulnerable Oregonians. A final report on this work will follow in Fall 2019.



**Fig. 1: Manufactured Home Repair Program Grants, 2017-2019**

Nine organizations providing services across 14 counties



<sup>1</sup>Resident Surveys (N=50); Project Coordinator interviews (N=15); Partner interview (N=1); Home Repair Project Forms (N=106); one-day site visit to Yamhill County Affordable Housing Corporation.

## IMPLEMENTATION & IMPACT

Program design among the nine programs varied considerably, with different approaches to intake, defining the scope-of-work, funding mix, how repairs were completed, etc. All nine programs were able to document significant positive impacts for those assisted.

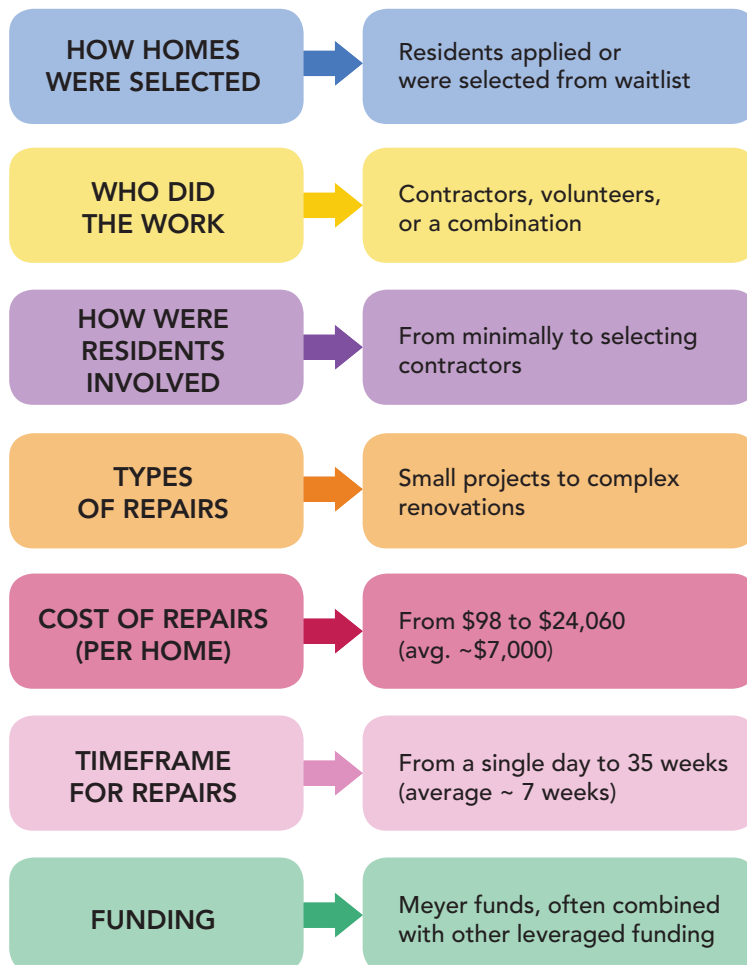
“People are in fear of being displaced from their home. For us to come in, and make these homes stable and livable and alleviate concerns, they are able to relax and function in their home because of grant funds.”

- Project Coordinator

In general, the program implementation model across all organizations includes the following three steps:

1. A resident completes an intake/application process.
2. If selected and approved, the home is assessed for repair needs.
3. The organization oversees the completion of repairs.

How these three basic steps were completed varied across the nine organizations. The program design for each organization is different, in terms of who did the work, repair costs, time to complete, and other program design aspects as depicted in the illustration below.



RESULTS:

**107**

rural households received repair services, promoting housing stability to varying degrees for these vulnerable populations.



## IMPACT: RESIDENTS

**90%**

report the comfort of their home is better because of the repairs completed.

"It was a safety fire hazard with the water heater dangling at a dangerous angle." - Resident

"I was able to wash dishes, do my laundry, take a shower or bath. I can say that I never realize[d] how much having hot water means in everyday living and how important it is to have. Today I'm clean and have clean dishes, clothes and my home is clean. Thank you so much. You see I live on a fixed income and I could not have afforded to get a new hot water heater without this program or [to] have it installed. The men did a very good job installing as well. Again thank you." - Resident

**72%**

of residents report their ability to continue living in their home is better because of the repairs completed.



### ENERGY

**74%**

**OF RESIDENTS**

report better energy efficiency

"It impacted me in a great way. I can be warm this winter and that my electric bill will be much less. Maybe I won't have to call for help with my bill!"

- Resident



### SAFETY

**70%**

**OF RESIDENTS**

report better safety

"For me, this process was lifesaving. Without your help, I can't imagine how things would be. I feel much safer and am so thankful you have programs like this for me."

- Resident



### HEALTH

**64%**

**OF RESIDENTS**

report better health for people living in their home

"One woman couldn't sleep in her bedroom because of mold and damage. We cleaned that up and health improved for her."

- Project Coordinator



## TYPES OF HOME REPAIRS

The repair types fell into the following categories.

*Percentages are greater than 100%, as home repairs may have been completed across multiple categories.*

**69%**

**HOME SYSTEMS**

Plumbing, heating and electrical repairs/replacements

**59%**

**STRUCTURAL IMPROVEMENTS**

Windows, doors, flooring, roofs, and foundations

**52%**

**SAFETY IMPROVEMENTS**

Installation of smoke and carbon monoxide detectors and exhaust fans, along with accessibility modifications

**49%**

**ENERGY EFFICIENCY**

Insulation installation, duct and air infiltration repairs, and caulking

**32%**

**EXTERIOR IMPROVEMENTS**

Stairs, siding, skirting, and yard work

## IMPACT: ORGANIZATIONS

Some funds were used to increase organizational capacity and/or expertise. Since all organizations vary widely in terms of their operations, and therefore, needs, the ways in which funds were used to build organizational capacity and/or expertise also varied.



### EXAMPLES OF INCREASED ORGANIZATIONAL CAPACITY AND/OR EXPERTISE:

- **STAFF TRAINED** on software system to streamline the bidding process for increased efficiency.
- **PROJECT COORDINATOR HIRED** to oversee the repair program. Prior to the grant, staff capacity was limited to one person functioning in several roles.
- **PROJECT COORDINATOR OBTAINED A GENERAL CONTRACTOR LICENSE.** Prior to the grant, funds were spent on hiring someone else to oversee the work.



Meyer's grants helped the nine programs boost their capacity and expertise around manufactured housing repairs.



## RESIDENT PROFILE

### INCOME

"The majority of clients are on a fixed income, rising mobile home rent space. Everything is going up and their income doesn't."

The annual household income for

**90%**

of these residents is less than

**\$30,000**

"In this area, housing is at a low. The building of affordable housing is at a low. There aren't a lot of alternatives here. Manufactured home repair allows people that need a place to stay, [to] have a place to stay. And sometimes, that's their only option."

- Project Coordinator



### DEMOGRAPHICS

**69%**

SENIORS

**57%**

PEOPLE WITH  
DISABILITIES

**20%**

FAMILIES WITH  
CHILDREN UNDER  
THE AGE OF 18

**8%**

PEOPLE  
OF  
COLOR

**7%**

VETERANS

*Percentages are greater than 100%, as residents can be included in more than one category.*

### OWNERSHIP

**54%**

OWN THE HOME  
AND  
OWN THE PROPERTY

**44%**

OWN THE HOME  
AND  
LEASE THE PROPERTY

**2%**

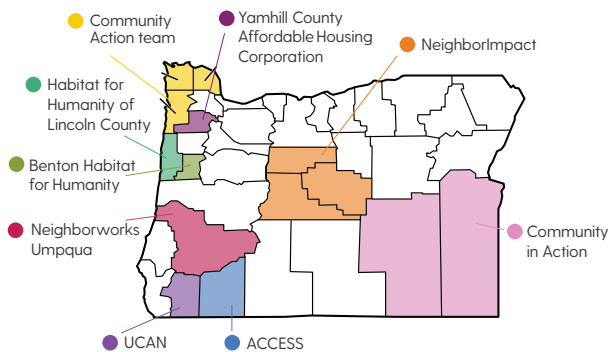
RENT THE HOME  
AND  
LEASE THE PROPERTY

# ORGANIZATION PROFILE

A total of \$730,000 was awarded across the nine organizations over the two-year period, with grants to each organization ranging from \$30,000 to \$100,000. A brief summary of each organization's focus and activities follows.



Fig. 1: Manufactured Home Repair Program Grants, 2017-2019  
Nine organizations providing services across 14 counties



## ACCESS

provides multiple programs that promote self-sufficiency, with a focus on preservation of affordable housing for low-income residents. For their MHRP focus, they partnered with Age-Friendly Innovators (AFI) to provide health and safety repairs in conjunction with their weatherization work.

**Service Area:** Jackson County

**Most Frequent Repair Types:** Plumbing and electrical systems, weatherization, and accessibility

## COMMUNITY ACTION TEAM

offers services including child development programs, housing services, energy and weatherization programs for low-income residents in their tri-county area. Their MHRP focus was to address essential health and safety issues alongside weatherization initiatives for manufactured homes.

**Service Area:** Clatsop, Columbia, and Tillamook Counties

**Most Frequent Repair Types:** Weatherization, installation of exhaust fans and carbon monoxide detectors

## COMMUNITY IN ACTION

operates with the Healthy Homes approach to identify health and safety issues, as well as energy use and weatherization strategies to reduce utility bills for residents. Their MHRP focus was on the many residents in dire need of roof replacements due to extreme winter weather conditions.

**Service Area:** Harney and Malheur Counties

**Most Frequent Repair Types:** Roof replacement, carbon monoxide detector and smoke detector installation, reduction of air infiltration

## NEIGHBORIMPACT

provides services including family services, financial assistance, food, housing, and heat and energy assistance. Their MHRP focus was to provide safety, health, and/or energy-related home repairs to owners of manufactured homes.

**Service Area:** Crook, Deschutes, and Jefferson Counties

**Most Frequent Repair Types:** Heating and plumbing systems, installation of carbon monoxide detectors

## NEIGHBORWORKS UMPQUA

is a rural housing and community development corporation. In 2015, they purchased Newton Creek Mobile Home Park in Roseburg. A large number of homes are in poor condition in this 50-unit park. Their MHRP focus was to continue repairing these homes to control moisture, the most prevalent problem for this community.

**Service Area:** Douglas County

**Most Frequent Repair Types:** Doors and ceilings/walls, plumbing systems, foundation repairs

## UNITED COMMUNITY ACTION NETWORK (UCAN)

has offered weatherization services for low-income residents over the past few decades. Their MHRP focus was on completing health- and safety-related repairs for which weatherization funds could not be used.

**Service Area:** Josephine County

**Most Frequent Repair Types:** Weatherization, installation of carbon monoxide and smoke detectors

## YAMHILL COUNTY AFFORDABLE HOUSING CORPORATION

promotes and supports home ownership for low-income residents. Their MHRP focus was to provide health and safety repairs alongside weatherization services.

**Service Area:** Yamhill County

**Most Frequent Repair Types:** Windows, plumbing systems

## HABITAT FOR HUMANITY (TWO AFFILIATES)

Two MHRP organizations are affiliates of Habitat for Humanity International, operating in partnership with the parent organization to provide decent and affordable housing for those in need. Homeowners work alongside staff and volunteers to perform the work and are provided no-interest loans to cover materials cost.

### BENTON HABITAT FOR HUMANITY

used MHRP funding to increase capacity by hiring a program coordinator, and to repair more homes and take on more extensive home repair projects.

**Service Area:** Benton County

**Most Frequent Repair Types:** Exteriors, doors, stairs, window caulking

### HABITAT FOR HUMANITY OF LINCOLN COUNTY

targeted staff training and certification, as well as capital purchases, to reduce overall operating costs for the home repair component of their program. These investments allowed them to extend their reach for manufactured home repairs.

**Service Area:** Lincoln County

**Most Frequent Repair Types:** Plumbing, window caulking, flooring, stairs

# KEY LESSONS FROM YEAR 1

## MANUFACTURED HOMES ARE A VIABLE AFFORDABLE HOUSING OPTION.

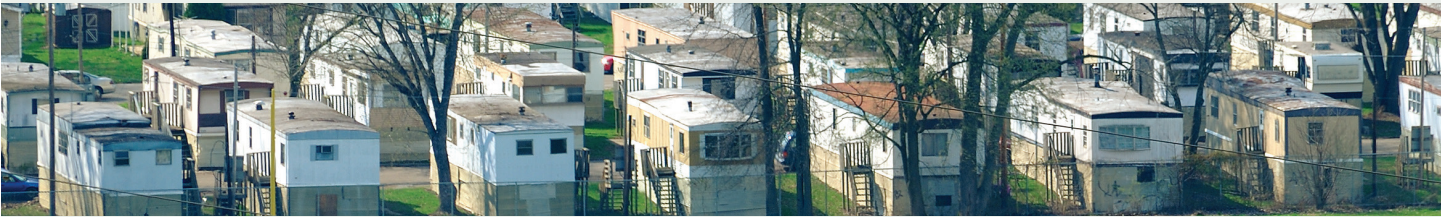
"With the housing crisis, manufactured homes are affordable housing. These folks we're dealing with cannot afford to go out and find another place to live. Keeping these homes livable and sustainable since there's no programs in place to replace them, is extremely important for people to live in these homes and live and function within these means." - Project Coordinator

## TIMING OF THE REPAIRS IS IMPORTANT.

"If the funding comes too late, you lose the preservation of that home." - Project Coordinator

## THE NEED IS GREATER THAN THIS 2-YEAR PROJECT.

Several organizations maintain waitlists, which can be up to two years. An additional 670 homes may be eligible for repairs beyond the scope of this two-year funding. This need presents an opportunity for the community as a whole to expand their impact by providing support to increase the number of homes receiving critical repairs.



## SUCCESSSES

### FLEXIBLE FUNDING A KEY INGREDIENT TO SUCCESS.

Other funding sources restrict how funds can be used, which limits the types of repairs that could be performed. However, the Meyer funds were unrestricted, allowing organizations to complete a range of projects from small to complex.

"No other funding mechanisms other than Meyer to do these repairs, because it's flexible."

-Project Coordinator

### PEER LEARNING OPPORTUNITIES STRENGTHEN ORGANIZATIONS.

Organization staff convened for a one-day meeting to share their practices and learn.

"The convening was wonderful for me to meet other people in other areas that have that focus with the manufactured homes population."

- Project Coordinator

## CHALLENGES

### SHORTAGE OF LABOR.

Contractors may not be available for work due to demands of new housing construction and/or potential difficulty of the work to complete. Parts for these older manufactured homes can be more difficult to locate.

"It's not like we can run down to the local hardware store." - Contractor

### STAFF TURNOVER.

When a key staff member leaves unexpectedly, it creates a barrier to complete the work as originally planned. Organizations overcame this barrier through utilizing other staff members to fulfill the role and/or hiring new staff members.

"Staff turnover is a big disruption."

- Project Coordinator

### FURTHERING DIVERSITY, EQUITY, AND INCLUSION.

For some partners in this work, DEI was a relatively new topic, and some felt that basic demographics of the population in manufactured housing in their area (and of their longstanding waitlists) tended toward not-very-diverse outcomes. At the same time, many programs served mostly people with disabilities, and those with very low incomes. Meyer is committed to continue exploring how to support grantees' efforts to better serve people of color, people with disabilities, and other populations experiencing serious housing disparities.