



**Department for
the Aging**

2 Lafayette Street
New York, New York 10007

Minor Repairs Program Concept Paper May 5, 2017

Program Background, Goals and Approach

The New York City Department for the Aging (DFTA) will soon be issuing a Request for Proposals for its Minor Repairs Program (MRP). This program is federally funded by the Community Development Block Grant (CDBG) administered by the US Department of Housing and Urban Development. DFTA has used this funding to operate MRP by contracting with one provider for citywide services. It is DFTA's intent to continue providing this service in the same manner (procuring one provider to operate the program citywide). In Fiscal Year 2017, DFTA contracted with a provider to offer approximately 4,500 hours of residential repair services to households in all five boroughs; it is anticipated that the number of hours will decrease due to needed adjustments in cost of living since the program was procured last.

MRP is a small but essential component of DFTA's portfolio of services aimed at helping older adults remain independent and safe in their homes. DFTA's mission is to work to eliminate ageism and ensure the dignity and quality-of-life of New York City's diverse older adults, and for the support of their caregivers, through service, advocacy and education. As an agency of New York City government and an Area Agency on Aging under the federal Administration for Community Living, DFTA receives federal, state and city funds to provide essential services for seniors. It channels these monies to community-based organizations that contract with the Department to provide needed programs, like Minor Repairs, locally throughout the five boroughs. DFTA manages the contracts with these programs and ensures service quality.

MRP is designed to assist low-income homeowners in maintaining their residences by providing residential repairs and upkeep tasks. Homeowners are defined as older adults (aged 60 or over) owning a 1-4 family home or a unit in a co-op building or condominium. As this is federal CDBG funding, 51 percent of the recipients must have a low-to-moderate income as defined by the Section 8 income limits. On a limited basis and with explicit consent of the landlord and after attempts have been made to have the landlord make the repair, the program can assist renters as well.

After an in-home assessment is performed by a social worker, staff/sub-contracted partners are assigned to perform a myriad of tasks to help the senior remain healthy and independent. The social worker and support staff are key to the success of this program as they determine eligibility and also seek to understand and assess the senior's mental and physical well-being; assess underlying causes for the disrepair and identify potential issues that may need to be addressed. MRP staff must have strong understanding and linkages with other community-based programs for possible referrals and additional needed interventions.

MRP can assist homeowners, and to a limited extent renters, with minor residential repairs, upgrades and maintenance tasks. These tasks include:

- **Safety and Security:** Installation of locks, window gates and other security features; Screen repairs and window pane repairs and replacements; Installing smoke and/or carbon detectors
- **Plumbing:** Faucet repair and installation, unclogging drains, toilet repairs
- **Carpentry:** Securing loose floor boards, stairs and railings, and treads
- **Electric and heating:** Minor non-structural electrical repairs. Address minor heating and cooling problems
- **Home maintenance:** Cleaning and repair of drain pipes and gutters, painting and patching of walls and ceilings
- **Masonry:** minor cementing, plastering and patching
- **Weatherization:** Caulking windows and installing weather stripping.

In addition to the aforementioned tasks, DFTA is exploring the possibility of the awarded contractor assisting homeowners with home safety device installations to prevent falls and increase the senior's ability to remain independent. Specifically, some government funded residential repairs programs assist homeowners to install handrails, safety rails, and grab bars when deemed necessary. DFTA is interested in learning the public's thoughts on the benefits and/or challenges to adding this service to the menu of ones performed in the MRP.

Minor problems in one's home often lead to bigger issues later on if unaddressed but seniors often feel intimidated in the process of hiring plumbers, contractors or electricians for a number of reasons. A major reason is that they feel hesitant to trust strangers and/or let someone new into their homes. Seniors, due to frailty and disability, are often more susceptible to crimes, including financial scams, and thus may avoid situations that would increase their sense of vulnerability. Cost is also a factor in not addressing problems immediately; seniors often live on a fixed income with very limited disposable funds to address problems that arise. This free service addresses both of these common concerns.

As noted, DFTA is looking to re-procure the Minor Repairs Program by contracting with a well-established community based organization that demonstrates the ability to operate the program citywide. DFTA is interested in hearing from the public about innovative and creative ideas for the Minor Repairs Program as well as best practices to enhance the program. The Minor Repairs Program is a gateway program for many seniors in New York, it is often the 'first contact' to the social services system for many seniors. The successful provision of services establishes a connection to a range of DFTA-funded services for the seniors as they begin to age in place. While smaller in nature, this program plays a major role in the Department's goal of supporting seniors as they age in their own homes, safely and independently.

Anticipated Procurement Timeline

DFTA is currently planning to release an RFP in the late spring/early summer of 2017. The anticipated contract start date is July 1, 2018; it is anticipated that this is a three year contract with the option to renew for an additional three years.

Available Funding

Current available funding for the Minor Repairs Program is approximately \$417,000 annually.

Use of HHS Accelerator

To respond to the forthcoming Minor Repairs Program RFP and all other client and community services Requests for Proposals, vendors must first complete and submit an electronic pre-qualifications application using the City's Health and Human Services (HHS) Accelerator system. The HHS Accelerator system is a web-based system maintained by the City of New York for use by its human services agencies to manage procurement of services.

The forthcoming Minor Repairs Program FP will be released through the HHS Accelerator system. Only organizations with approved an HHS Accelerator Business Application and Services Applications for one or more of the following will be able to propose:

- Facility Management
- Case Management
- Housekeeping Services
- Home Attendant Services
- Homemaking Services

Providers who are approved in HHS Accelerator to provide any of these services will be able to submit proposals for the Minor Repairs Program procurement.

Once vendors prequalify in a service area, they will then be prequalified to submit proposals for procurement opportunities in that service area from the client and community services agencies listed above. HHS Accelerator will also allow providers to manage client and community services budgeting and invoicing through this common user interface. To submit a Business and Services application to become eligible to apply for this and other client and community services RFPs, please visit: <http://www.nyc.gov/hhsaccelerator>.

Contact Information and Deadline for Questions/Comments

Comments are invited by no later than 5:00 p.m. on June 19, 2017. Please email your comments to conceptpaper@aging.nyc.gov with "Minor Repairs Program Concept Paper" in the subject line. Alternatively, written comments may be sent to the following address:

**Agency Chief Contracting Officer
New York City Department for the Aging
2 Lafayette Street, 4th Floor, Room 400
New York, NY 10007**