

Saving HOMES. Restoring PRIDE.

#### 2018 PWC Gratitude Report

# The **Ripple Effect**: The **impact** and **influence** of **PWC**.

## Expanding the Ripple Effect of PWC's work



PWC specializes and excels in repairing homes, but focusing on repairs to the home doesn't solve all of the social ills that we strive to remedy. PWC has long been interested in building and expanding partnerships to better serve our mission. We are always looking for ways to improve our services and the relationships we're building with other organizations are going to give us that ability.

As PWC has grown, we have learned that the impact our services have on people's health is very valuable. We want to continue to expand and grow that impact. Through Whole Home, and now with the new Innovation Center, we've been able to draw in additional partners that help broaden our skills and expertise on both the home and health. This is a game changer.

The opening of the Whole Home Innovation Center, in particular, has expanded our mission. While PWC is focused on the low income community we're serving, we also want to communicate the connection between health and housing to everyone else in the community.

Our new and expanded partnerships have been instrumental in PWC broadening our reach to the entire community. Through these collaborations we're learning even more about how the home environment can have a positive impact on health and ways to educate the general population. Our new partnerships are increasing the scope, breaking down silos and **expanding the ripple of PWC's work**.

I invite each of you to join us for a tour of the new Innovation Center to learn more about our impact and plans for the future. We are so proud of how the mission of PWC has grown, and how much we have learned that has enabled us to improve the effectiveness of our core services for the thousands of people that depend on PWC.



Jock Pitts President of People Working Cooperatively

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At the end of the day, I can sit back and say I made a positive impact on someone's life. This work is more than just the paycheck.

Joel Zembrodt, Project Manager,
BPI certified Healthy Homes Evaluator
& Quality Control Inspector







# Changing Tides CBF: A new way of funding

PWC awarded grant from the Duke Class Benefit Fund (CBF) hat if PWC could meet a broad range of needs at one time by addressing all essential services and then do a full evaluation of that work? That is the opportunity that presented itself when, in 2017, PWC was awarded a \$1.75 million grant from the Duke Class Benefit Fund (CBF). Here was a unique opportunity to showcase PWC's one of a kind Whole House Service model that brings separate sources of dollars together to maximize results on improving clients' homes as well as their health.

Often when a home has repair issues like roof or plumbing leaks, energy conservation measures cannot be installed unless the repairs are taken care of first.

Project Manager Joel Zembrodt recalls the problems the Home Weatherization Assistance Program ran into prior to receiving CBF funds.

We kept a running list of homes that were in need of energy conservation services, but were prevented due to major repairs needed within the home.

With the CBF funds, PWC was able to revisit that list and 20-30 homeowners received large roof replacements. Just over 400 others received services to address all types of emergency home repairs.

In addition to funding the home repairs and energy conservation services, the CBF funds are being used to conduct research on how the Whole House model is truly affecting the health of clients served. Pre and post-work surveys are being used to analyze the pre and post impacts to health and medical expenses, including stress, doctor visits, asthma triggers, falls and emergency room visits.

According to Program Director Staci O'Leary, there are previous studies that demonstrated the health impacts of energy conservation work, but PWC's case study is looking into the greater impact of pairing home repairs with energy services. This study and the impact the results could have on future funding for PWC is what makes the CBF funds truly unique. PWC President Jock Pitts sees CBF as a model for future funding that will allow for PWC to continue services to a larger population of those in need. "Lately it has become increasingly difficult to find repair-related dollars and those dollars are fundamental to the Whole House strategy."

Pitts also states that, "historically, PWC funders have wanted to designate specific work for their dollars. We're hoping that the new research can show evidence that when we use dollars to do critical repairs first, the rest of the work will have increased effectiveness. Being able to do these surveys and see the effects of the work done through CBF, our belief is that we'll have additional validation that the Whole House model is impacting people's health for the better. We're confident this will help change the way funds come to us so we can broaden the reach of our funders and of PWC, ultimately benefiting our clients and society at large through a reduction in healthcare needs and costs, and more people staying safely in their homes longer."







# Annie's Story

Diving into the impact of CBF on one People Working Cooperatively client The Duke Class Benefit Funds (CBF) awarded to PWC in 2017 has proven to be a game changer. Not only do the funds impact the condition of the home, but also the health and well-being of the individuals living there. According to Project Manager Joel Zembrodt,

If they're low-income and already struggling with medical bills and other expenses, getting a new roof, a new furnace, a new water heater, insulation or even a refrigerator is a big deal to these homeowners and can take a load off of their shoulders. For some clients, this has been life changing.

One of those lives affected was Annie of Kennedy Heights. The 89 year old moved into her home in 1972 with her husband, two sons and her mother. Over the years, her mother and husband passed away and her sons moved out to start families of their own. Annie found herself living alone in her home and unable to keep up with the many repairs needed to allow her to stay in the house that had been her home for so long. Annie has been living with cancer for years, and has been declared legally blind, so medical bills and the ability to care for her home have become a constant struggle.

Because of her limited income and not having the physical capability to keep up with the many home repairs needed, Annie's family wanted to find help for her. They heard about People Working Cooperatively from a neighbor up the street who had also received services.

Over the years, PWC has been able to change the way Annie lives in her home. "I'm 89 now, I don't remember a lot of things, including why I first called PWC, but I know they have done a lot around here." To help with her deteriorating eyesight, PWC was able to equip her home with additional lighting so she is able to see where she is going. PWC has also provided Annie's home with weatherization, repaired plumbing leaks, unclogged her main drain, patched the roof and repaired damaged drywall. PWC also repaired a sump pump in the basement. Last Fourth of July, Annie remembers having a leak in the bathtub. When she didn't hear the pump running, she looked around and saw water building up to her hallway window. "They came out and fixed the sump pump, put plastic down and cleaned up the mess."

The worst of her home troubles was when the water heater broke. She walked down the hall and described the carpet as "mushy". Her son Marcus told us, "We pulled up the carpet and saw the mold. PWC came in, tore up all of the carpet throughout the house and had to replace some of the subfloor. They also had to replace the water heater and the furnace." Because of the immense damage the mold could have on her already deteriorating health, Annie had to move out for 3 months while the work was being done. Annie struggled with having to be away from her home for those months. "I was so upset, I just didn't know what to do."

When asked what would have happened if PWC hadn't stepped in to assist with the challenges in her home, Marcus replied, "This house would have fallen apart by now." Annie added, "I don't know what I would do if it wasn't for PWC. I just wouldn't be able to live here. They have done so much for so many people, and have just been such a blessing to us."





# the next Wave

of PWC's Mission has created a space for education, research and collaboration.

Whole Home Innovation Center (WHIC)

A fter years of planning, People Working Cooperatively's new Whole Home Innovation Center (WHIC) has finally opened to the public. This next wave of PWC's mission and influence has taken the expertise derived from 44 years of direct service and created a space for education, research and collaboration. The WHIC can help homeowners adapt to life's changes, from bringing home a baby, to recovering from an injury, to hosting family members of all ages and abilities around the holidays.

"There are three ways PWC can keep the entire community safe and healthy at home," said Nina Creech, Senior VP of Whole Home. "PWC offers home repair services for low-income homeowners who can't afford to pay. Whole Home offers home remodeling services for those who can afford to pay. And now we have The Innovation Center to educate homeowners and families on recent home trends, new products and ways to make their homes healthier.

PWC sees the new Innovation Center as the ideal approach to expanding the impact of services. It has given us the platform to partner with other organizations that have, in the past, competed for dollars making it difficult to find projects where we can come together. Because of the center's educational component there's no competition, just an openness for like-minded organizations to sit down and learn from each other. These collaborations will lead to greater knowledge of the relationship between health and home for the entire community. What's innovative about the Innovation Center? According to Creech, "The concept is innovative. There's nothing like us in the country. We are developing and sharing knowledge that fosters health at home, and partnering with other experts in health, housing and related fields to share those ideas and information. We're also looking to share the best practices and latest innovative products and technology for health needs as they're rolled out to the market."

Right now the number of children and adults living with health challenges is increasing; our nation's population is growing older overall. At the same time, housing stock is aging, too. With targeted home modifications and educational outreach, we're able to address this critical problem and more people can stay safe and healthy where they want to be—in their home, in their neighborhood. The best part of PWC's Whole Home Innovation Center is that it's a scalable, replicable model. It's an educational resource and a way to introduce the PWC brand, influence and impact to other communities.

Learn more about the Whole Home Innovation Center at wholehome.org, or contact Nina Creech at 513-482-5126 or creechn@wholehome.org to schedule a tour.





In October 2018, special friends and supporters of PWC got a sneak peek of the Whole Home Innovation Center where its Annual Recognition Celebration was hosted.

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PWC's Whole Home Innovation Center was officially introduced to the community in February of 2019 through a ribbon cutting ceremony and grand opening celebration. Local PWC supporters, current and potential collaborators and local politicians attended to show their support for the new one-of-a-kind space that is now helping families throughout the region create healthier homes.



The center's first educational series is a class called Stepping On that first launched in May of 2019. This class is designed for independently living, active people over the age of 60 who have fallen, are concerned about falling or worry about someone in their home falling. Stepping On is an example of a prevention workshop that has been researched and proven to reduce falls by 30%.

# The Ripple Effect

## Partnerships in the community



PWC is fortunate to have the support of many great organizations throughout our community in the form of sponsorships, grants, donations and volunteerism. In the past few years, some companies and organizations have expanded their support for our mission in new and exciting ways. Through engaging their employees, creating point-of-sale fundraisers and by partnering in research and case studies, here are a few of the organizations that are demonstrating how creativity can be game-changing in supporting the work provided by PWC.

#### Gorilla Glue

Aaron Fromm, Marketing Director for Gorilla Glue, presented a unique partnership opportunity with the company after they formed a "workplace giving" initiative in 2018 following a restructuring of their corporate giving program. The program enabled employees to vote for any non-profit agency and the top 6 organizations were selected for support. PWC was chosen as one of the "Top 6" and employees began donating through payroll deductions on January 1, 2019 and will continue throughout the entire year. In addition, the funds donated by employees are being matched by the Ragland family who privately own the Gorilla Glue Company.



#### **Colerain Fire & EMS**

Colerain Township partnered with PWC's Whole Home experts to reduce falls in their community by training paramedics on home interventions that can reduce the risk of falls.

This innovative approach led Assistant Fire Chief Will Mueller to launch the Colerain Township Community Paramedicine Fall Prevention Pilot Program in conjunction with PWC and UC Health. Immediately following that program, Colerain Township Fire & EMS decided to officially roll-out an on-going program which is currently part of everyday Fire & EMS operations.

Additionally, Will Mueller and Colerain Township worked with PWC to create a "Colerain Giveback Day" in 2017. This "neighbors helping neighbors" volunteer day, funded by area businesses, was created to reach more low-income clients in Colerain Township that were still on the waiting list for PWC services. The first Giveback event was a huge success with over 125 volunteers serving their neighbors. The event is now in its 3rd year and residents volunteering are joined by Police, Fire & EMS, Administration and Public Works employees of Colerain Township.



#### Kopf Hunter Haas Realtors

Kopf Hunter Haas Realtors (KHH) started their Gives Back Program in 2018 to give back to the communities throughout Cincinnati where they live, work and play. Each partner was invited, but not required, to donate a portion of each closing throughout the year. KHH Owner/Partner Peter Kopf stated, "KHH selected People Working Cooperatively as the first Gives Back Program recipient because they are an organization that focuses on the pride of home ownership and strengthening our communities, something our company highly values." In January, KHH hosted a celebration for their partners, clients, family and friends where they presented PWC with a check for \$6,350 raised in 2018, and announced a continued partnership with PWC for their 2019 Gives Back program.



#### **Smyth Automotive**

In 2018, Smyth Automotive became an active supporter of PWC's Ramp it up for Veterans campaign. The automotive retailer created PWC's first ever "Point-of-Sale" fundraising campaign to collect donations from customers at each of its 10 Cincinnati locations. A check for the \$2,016 raised during the campaign was presented by Smyth co-owner Kyle Smithson on-air during the 2018 Ramp it up for Veterans telethon on WCPO. Smyth also volunteered its retail shops as in-person drop off locations for the telethon so viewers could make their donation in person.



## Blowing it out of the water

# our volunteers

In 2018, thousands of dedicated volunteers gave their time to help raise hundreds of thousands of dollars towards our mission and directly impacted 1,801 individuals in our community. Field service volunteers, ToolBelt Ball and Veteran Telethon volunteers, Prepare Affair groups and Repair Affair groups were able to widely broaden the reach of PWC's mission through their volunteered time, dedication and a lot of hard work. Thank you to all of our 2018 volunteers!

- **a.** Our New Neighbors from Nepal, a small group of Bhutanese refugees, volunteered to help their neighbors in need.
- **b.** This team from the Cincinnati Fire Department used fire truck ladders to assist crews with hard to reach gutters during Prepare Affair.
- **C.** Repair Affair major sponsor, Spectrum, brought more than 40 volunteers to work on several homes throughout the community.
- **d.** The Association of the United States Army (AUSA) has been volunteering for PWC's Annual Ramp it up for Veterans telethon since its inaugural year.





- **e.** Ian Cummings (left) has been volunteering for Prepare Affair since he was 5 years old. In 2018, Ian led his own team of UC volunteers from the Society of Environmental Engineers.
- **f.** Hixson Architecture has been providing teams for PWC volunteer events for more than 20 years, including 80 volunteers in 2018 alone.
- **g.** Over 100 St. Xavier students, including the football and swim teams, donated several hundred hours of service in 2018, continuing their years-long commitment to PWC.
- **h.** The 2018 ToolBelt Ball Raffle Girls have volunteered for this event and Oscar Night America since 2000.
- Each year Macy's and Citi bring large groups of volunteers to help with Prepare Affair and ToolBelt Ball, donating hundreds of hours to our mission.

## Thank you Supporters

Many thanks to our supporters who contributed to People Working Cooperatively in 2018. Thank you for another great year!

#### People Working Cooperatively Funders

#### PWC Program Funders

Boone County Human Services Butler County Butler County United Way City of Cincinnati City of Dayton City of Forest Park City of Hamilton City of Middletown Clermont County Duke Class Benefit Fund Dayton Power & Light Duke Energy Hamilton County Department of Community Development INCAA/Vectren Share The Warmth Program Indiana Housing & Community Development Authority Madisonville Community Redevelopment Corporation . Montgomery County Ohio Development Services Agency United Way of Greater Cincinnati

#### Whole Home Funders

Aetna Agency on Aging of West Central Ohio City of Cincinnati Health Department Center for Independent Living Options, Inc (CILO) Council on Aging of Southwestern Ohio Elevate Energy Hamilton County Developmental Disabilities Services (DDS) Molina TriHealth U.S. Department of Veterans Affairs Working in Neighborhoods

#### Grant Support

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#### **General Operating Support**

Green & Healthy Homes Initiative Scripps Howard Foundation

#### **Volunteer Improvement Program**

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#### Whole Home Innovation Center

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