

# MODULE 4: IMPLEMENT INTERVENTIONS



# IMPLEMENT INTERVENTIONS



Monitor occupant participation.



Manage bid process & contracting.



Measure and disseminate program results.



Brainstorm ways to grow your program.



# WELL, WHAT DO YOU KNOW?



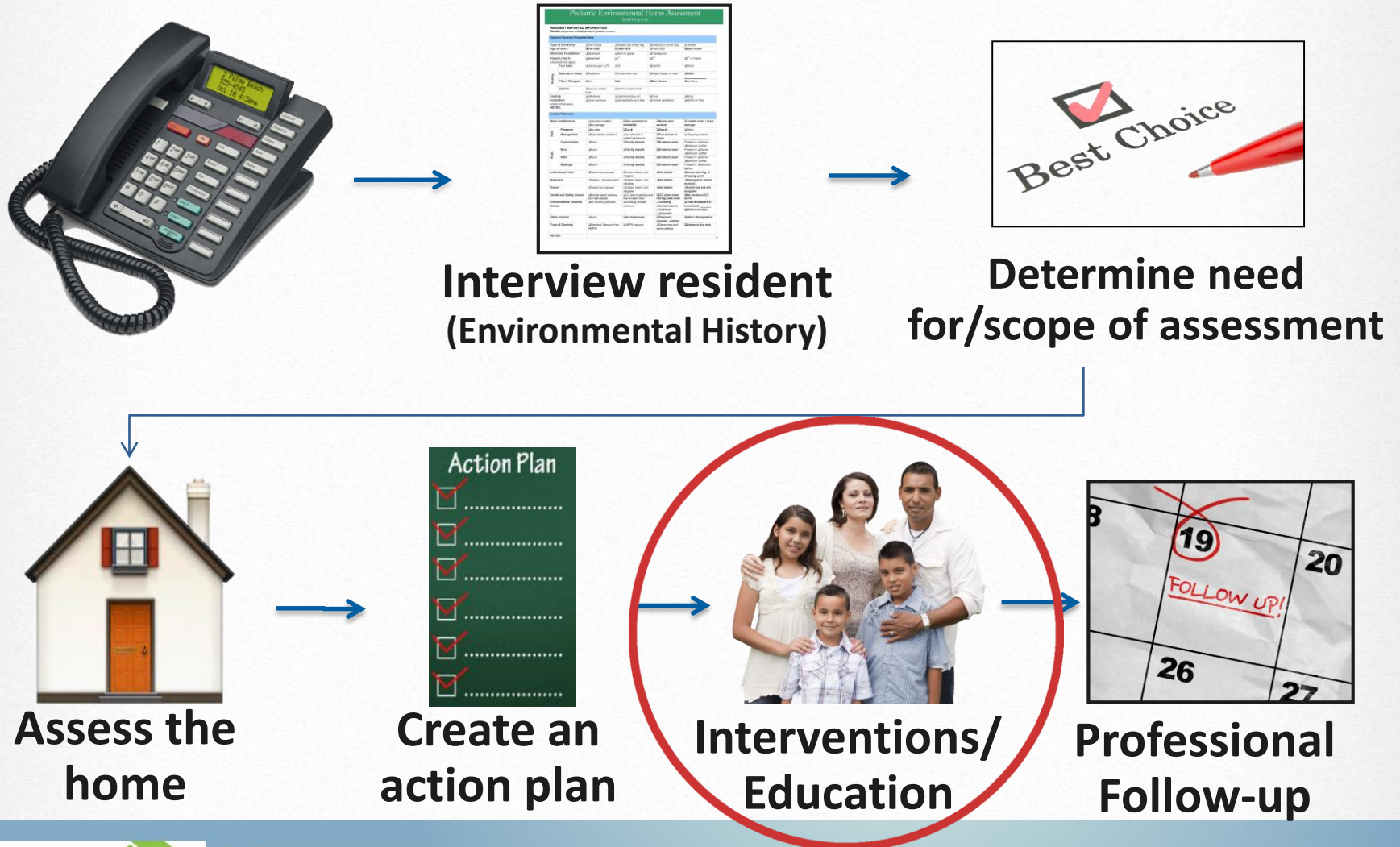
## IMPLEMENT INTERVENTIONS

- Name the five steps in the bid process.
- Name at least four reasons to complete an in-house cost estimate.
- Name five suggested requirements for accepting contractor bids.
- Name five sources of program evaluation data.





# THE HOME ASSESSMENT PROCESS



# HEALTH HAZARD IDENTIFICATION AND REMEDIATION PROCESS



- Bid work to Contractors?
- Assist owner/occupants in finding their contractor?
- Engage a local partner to accomplish the work (nonprofit organizations)?
- Assist the owner/occupants in a DIY approach?
- Others?





# IDENTIFY RESPONSIBLE PARTIES

- Owner
- Resident
- Volunteers
- In-house construction
- Partners
- Outside contractors



# EFFECTIVE REMEDIATION REQUIRES

- Good Scope
- Good Spec
- **Good Cost Estimate**
- Fair Bid Process
- Quality Control
- Recordkeeping



# INDIVIDUAL ACTIVITY: YOUR CONTRACTING PROCESS



- What do you know about the process for handling contractors in your organization?
- Briefly jot down notes on your worksheet in response to the questions.
- Share your responses as part of a class discussion.





# IN-HOUSE COST ESTIMATES: THE BENEFITS

1. Feasibility & Budgeting
2. Manage expectations (Owner, Contractors)
3. No surprises on bid opening
4. Contractor “honesty” check
5. Keep contractor from going under
6. Your funders may require it



# COST ANALYSIS EXAMPLE

Break down the price by cost components, and examine each item of cost

New Roofing:

- Materials: plywood, nails, felt, asphalt shingles;
- Equipment: Cranes, dump truck
- Labor costs



# SPECS WITH FULLY LOADED PRICING

- Includes labor, material overhead & profit in one number
- Used in solutions-based checklists

**TIP:** The easiest way to maintain up-to-date unit pricing? Have contractors provide you with an line-item breakdown.





# Suggested Cost Categories

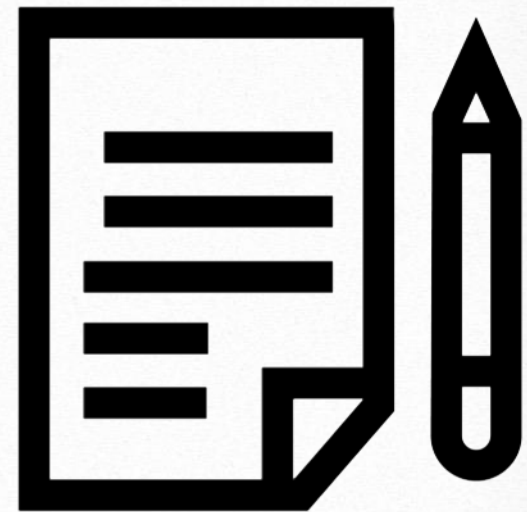
## Allowable costs will differ by program

Outreach and Education Costs	Health Intervention and Assessment Costs	Housing Intervention Costs
Forms and outreach materials	Home visits	Specification costs
Media costs	Visual assessments	Average cost per housing unit
	Environmental sampling	Range of housing unit costs
Public education and training offerings	Laboratory analysis	Specific intervention costs



# THE BID PROCESS

1. Specifications/Scope of work
2. Request for bids
  - Site visit
3. Bidding: formal/informal
  - Bid process and control
4. Review bids
5. Award the contract



# BIDS & QUOTES

- Why bid at all?
- What are the advantages of bidding?
- What are the consequences if you don't?
- Who Controls the Bid Process?
  - Should bids go to you?
  - Should bids go to the property owner?





# PROCUREMENT POLICY

- Agency may have guidelines for how jobs must be bid according to dollar value.
- Know your policy!



# Suggested Requirements for Accepting/Opening Bids

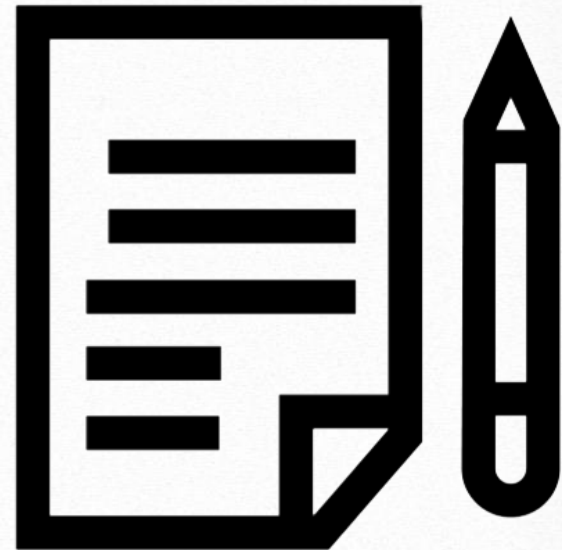
- Require sealed bids or secure electronic bids
- Date & time stamp
- Hold public openings
- Get a witness (or two)
- Recording of results
- Notification of results





# CONTRACT GUIDELINES

1. Scope of work
2. Timing & penalties
3. Costs, payment method & penalties
4. Change orders
5. Rules, laws, and codes
6. Warranties
7. Dispute resolution
8. Breach of contract
9. Attorney fees





# DRAW SCHEDULE: BENEFITS

- Helps avoid payment conflicts
- Based on accurate, detailed estimate and schedule of values
- Strikes balance between contractor's and program's needs
- Reflects actual value of work completed
- May be highly detailed or more basic, depending on project type/size and the financing arrangements



# SAMPLE DRAW SCHEDULES

Sample Draw Schedule: Small Remodeling Project		
	Work Completed	Amount
Draw 1	Demolition	\$3,000
Draw 2	Framing, wiring and plumbing rough-in, insulation.	\$6,000
Draw 3	Drywall, windows, cabinets.	\$6,000
Draw 4	Patch exterior, painting, flooring, fixtures, <u>cleanup</u> .	\$5,000

- Time
- Dollar Value



# PROVIDE INTERVENTION RESOURCES TO RESIDENTS AND OWNERS

- Education, guidelines
- Contact information for agencies and volunteer organizations that might be able to help
- Suggestions on what materials to use and where to get them
- Recommendations for contractors if they need one
- Information, including timelines, about what work is to be completed by others





# QUALITY CONTROL: MONITOR RESIDENT'S PARTICIPATION

- Telephone follow-up
- Onsite visits
- Work completion follow-up
- Long-term follow-up for bigger, more serious interventions
- Follow-up tests as needed



# QUALITY CONTROL: MONITOR OTHER WORK EFFORTS



- Co-workers
- Volunteers
- Partners
- Supervisors
- Contractors
- Others?





# RECORD KEEPING

- What information do they need?
- When do they need it?
- In what format?
- How do you find it?





# EVALUATION STARTS AT THE PROGRAM DESIGN PHASE

- Decide early: Who's on the team, how to secure good quality data, and ways to measure qualitative and quantitative accomplishments.
- Evaluation measures include process (outputs), outcomes, and costs.
- Disseminating evaluation findings is critical to **program sustainability**.



# Logic models can serve as an important planning and evaluation tool.

Figure 6.2 A Proposed Logic Model Related to Healthy Homes

Program Focus	Inputs	Activities	Outputs	Short Term Outcomes	Mid-Term Outcomes	Long-Term Outcomes
Asthma Healthy Homes Pilot	Health Department Staff	Educate families about environmental triggers in the home	Number of home visits completed	Increased use of mattress and pillow covers, IPM supplies after one month	Reduction in counts of pests in units after three months	Reduction in mold and moisture conditions observed at 12-month visual assessment
	Home Visiting Programs	Conduct visual assessments	Number of referrals to partner organizations			
	Home Inspectors	Provide supplies for dust control and pest management	Counts of supplies delivered	Improvement in family Knowledge, Information, and Behavior (KIB) scores in one month	Reduction in the reported number of symptom days after 3 months	Families show long term improvement on KIB scores
	Community Organizations	Interventions including integrated pest management (IPM), moisture control, lead hazard reduction, etc.	Number of visual assessments for pests, mold, and moisture completed			
	Advocacy Organizations	Refer families to smoking cessation programs	Number of homes receiving specific interventions such as IPM	Increase number of units where family limits smoking in the home	Reduction in the number of asthma triggers	Health insurers reimburse or pay for home visits and low cost environmental interventions
	Rental Property Owners	Refer families to housing rehab services to address issues beyond program scope	Number of housing inspections for housing code violations			
	Pest Management Professionals	Refer housing units to code enforcement		Increased number of units enrolled in housing rehab programs	Reduction in ER and hospitalizations at 12 months	Property owners adopt preventive policies
	Contractors					
	Elected Officials					
	Clinicians					
	Health Insurers					
	Foundations					
	Funding					
	Equipment					
Supplies						



# LOGIC MODELS SERVE MULTIPLE PURPOSES

- Identify short-, immediate, and long-term outcomes for the program.
- Link expected outcomes to the program's intended activities and inputs.
- Establish program boundaries to prevent “mission creep.”





# WHERE DOES EVALUATION DATA COME FROM?

- Grant proposals and quarterly reports
- Newsletters, publicity materials and press releases
- Meeting minutes and administrative records
- Registration and enrollment forms
- Publications and journal articles
- Prior evaluations
- Asset and needs analyses
- Client satisfaction surveys
- Databases
- Reports held by funders or partner agencies
- Websites
- Graphs, maps, charts, photos, and videos
- Feedback from key individuals, including clients and non-participants, staff, general public, key informants, critics, staff of other agencies, representatives of advocacy groups, policy-makers, funders, federal, state, and local health & housing officials.



# COMMON PROGRAM OUTPUTS

See Chapter 6,  
Figure 6.6 in the  
HUD Healthy  
Homes Program  
Guidance Manual



Figure 6.6 Common Program Outputs

- Program Outreach and Community Education
  - ▶ Number and type of presentations
    - Audience (health care personnel, parents, contractors, educators, community, rental property owners, tenants, owner-occupants). Audiences can be divided into public and professional.
    - Number of individuals reached
  - ▶ Number of health fairs
    - Number of interactions (participants, names recorded on sign in sheets, requests for follow up information)
    - Pieces of literature distributed
  - ▶ Number of housing units reached through door-to-door canvassing
  - ▶ Number of media events
    - Paid vs. unpaid
- Program Referrals
  - ▶ Number of referrals from medical providers
  - ▶ Number of referrals from community-based organizations
  - ▶ Number of requests for information and enrollment associated with different media placements
  - ▶ Number of referrals by healthy housing programs to other housing programs
  - ▶ Number of referrals by healthy housing programs to other health or social service programs
- Families/Individuals Recruited
  - ▶ Demographics of participants and nonparticipants
  - ▶ Level of housing risk in units of participants and non-participants
- Case Management/Care Coordination and Education
  - ▶ Number of children tested for lead exposure
  - ▶ Number of home visits
  - ▶ Number of families receiving educational intervention
  - ▶ Number of referrals provided to families for supportive health and social services
  - ▶ Number of referrals to other services completed and not completed
  - ▶ Number of families receiving cleaning supplies
- Home Assessment
  - ▶ Number of questionnaires administered
  - ▶ Number of homes with assessments conducted
  - ▶ Number of homes with environmental samples collected
  - ▶ Number of environmental samples collected
- Housing Unit Remediation
  - ▶ Number receiving enhanced ventilation and moisture control interventions
  - ▶ Number receiving integrated pest management
  - ▶ Number receiving lead hazard reduction
  - ▶ Number of fire alarms and carbon monoxide detectors installed
- Work Force Development Activities
  - ▶ Number of contractors recruited
  - ▶ Number of contractors recruited from the target population and area
  - ▶ Number of individuals trained





# MEASURE/DISSEMINATE PROGRAM RESULTS

## WHO NEEDS TO KNOW?

- Board of Directors
- Funder Reporting
- Partners
- Marketing
- Health Agencies/Plans
- Participants
- Colleagues
- Others?





# PROVIDE PROFESSIONAL FOLLOW-UP

- Clearance testing for contaminant hazards (LBP, Asbestos, Radon, CAZ testing for CO)
- Supportive services (Resident training, Occupational Therapist, Mental Health support)
- Perhaps, testing for energy performance (Blower Door, Duct Blaster)
- Others?



# GROW YOUR PROGRAM

Considering all you've learned, how might you expand your current healthy homes program?

- New services
- New residents
- New partners
- New contractors and/or volunteers



# REVIEW: CAN YOU...

...name four reasons to complete an in-house cost estimate?

- Feasibility & Budgeting
- Manage expectations of Owners & Contractors
- No surprises on bid opening
- Contractor “honesty” check
- Keep contractor from “going under”
- Funder requirement





# REVIEW: CAN YOU...

...name five suggested requirements for accepting contractor bids?

- Require sealed bids
- Date & time stamp
- Hold public openings
- Get a witness (or two)
- Recording of results
- Notification of results



# REVIEW: CAN YOU...

...name five sources of program evaluation data?

- Grant proposals and quarterly reports
- Newsletters, publicity materials and press releases
- Meeting minutes and administrative records
- Registration and enrollment forms
- Publications and journal articles
- Prior evaluations
- Asset and needs analyses
- Client satisfaction surveys
- Databases
- Reports
- Websites

