



Building A Skilled Professional Home Modification Workforce

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Fall Prevention Center of Excellence



USC Leonard Davis School of Gerontology

- Applied Research
- Information Dissemination for consumers, professionals, providers, researchers, and policymakers
- Professional Education and Training
 - Executive Certificate in Home Modification Program



What is Home Modification?



Change the environment



Make daily activities easier



Reduce accidents



Support independent living





Homes are the **long term care settings** of the future



Lack of a **qualified home modification workforce**



Home Modification Process

- Assessment
- Identify problems
- Specify solutions
- Set priorities
- Select products
- Secure funding
- Choose providers
- Install the modifications
- Insure quality and assess effectiveness



Executive Certificate in Home Modification Program

- Since 2004
- Program Series: 5 courses & final exam
- Length: each course is 3 weeks
- Offered: 4-5 times annually with
30 students each Series



Collaboration

“Achieving quality design must involve not only design professionals...but also providers of care and services to the elderly, who have a detailed understanding of users’ needs and the performance requirements they impose.”



Ware, C. (Ed.) (1993). *Strategies for collaboration between architects and occupational therapists*. Available from AIA/ACSA Council for Architectural Research, 1735 New York Ave, NW, Washington DC 20006.

Program Design



- Flexible
- Assignments and Exams
- 4-6 hours weekly online course work over 4 months
- Direct contact with instructors

Curriculum



Course 1: Home Modification: Laying the Foundation

Course 2: Home Modification How to Get it Done

Course 3: Home Modification: Funding Resources and Financing Mechanisms

Course 4: Raising Community Awareness and Coalition Building

Course 5: Ethics and Home Modification

The Home Modification Education for States (HOMES) Program



Goal: to develop and test innovative state-specific online training programs, designed for long term replication that will help facilitate older persons' ability to age in place.

THE
RETIREMENT
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HOMES Partnerships



National Advisory Committee

- National Council on Aging (NCOA)
- American Occupational Therapy Association (AOTA)
- Rebuilding Together

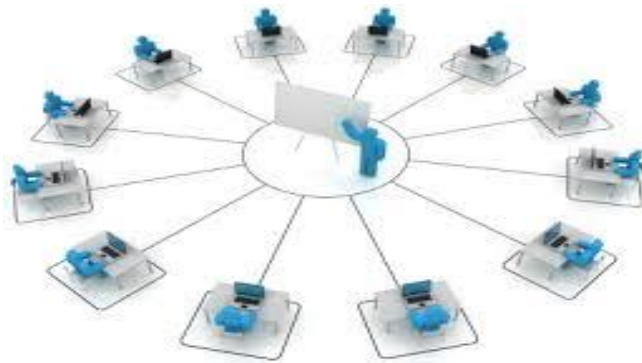
State Advisory Committees

- State Fall Prevention Coalitions
- State Occupational Therapy Associations
- Regional Rebuilding Together Affiliates



The Student Experience

Network and share information with professionals from across the state...



access expertise and updated resources – during the Program...and after!



Educating Homeowners and Contractors about Universal Design:

An Academia and Corporate Collaboration

THE HARTFORD
Center for
Mature Market
EXCELLENCE®





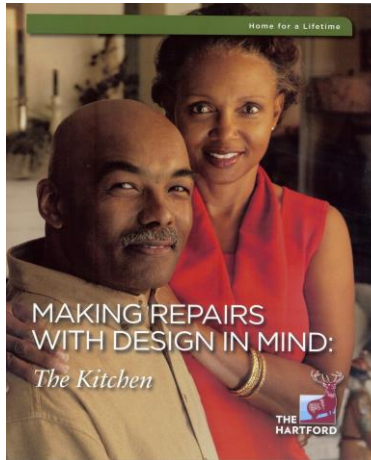
Background

- Modifications based on universal design (UD) principles can promote independence and reduce accidents for people of all ages and abilities.
- Home insurance claims may offer key opportunity to impact decision making about UD modifications to support aging in place.
- UD educational materials provided to policyholders at time of a homeowners insurance claim to determine influence on UD decision making.

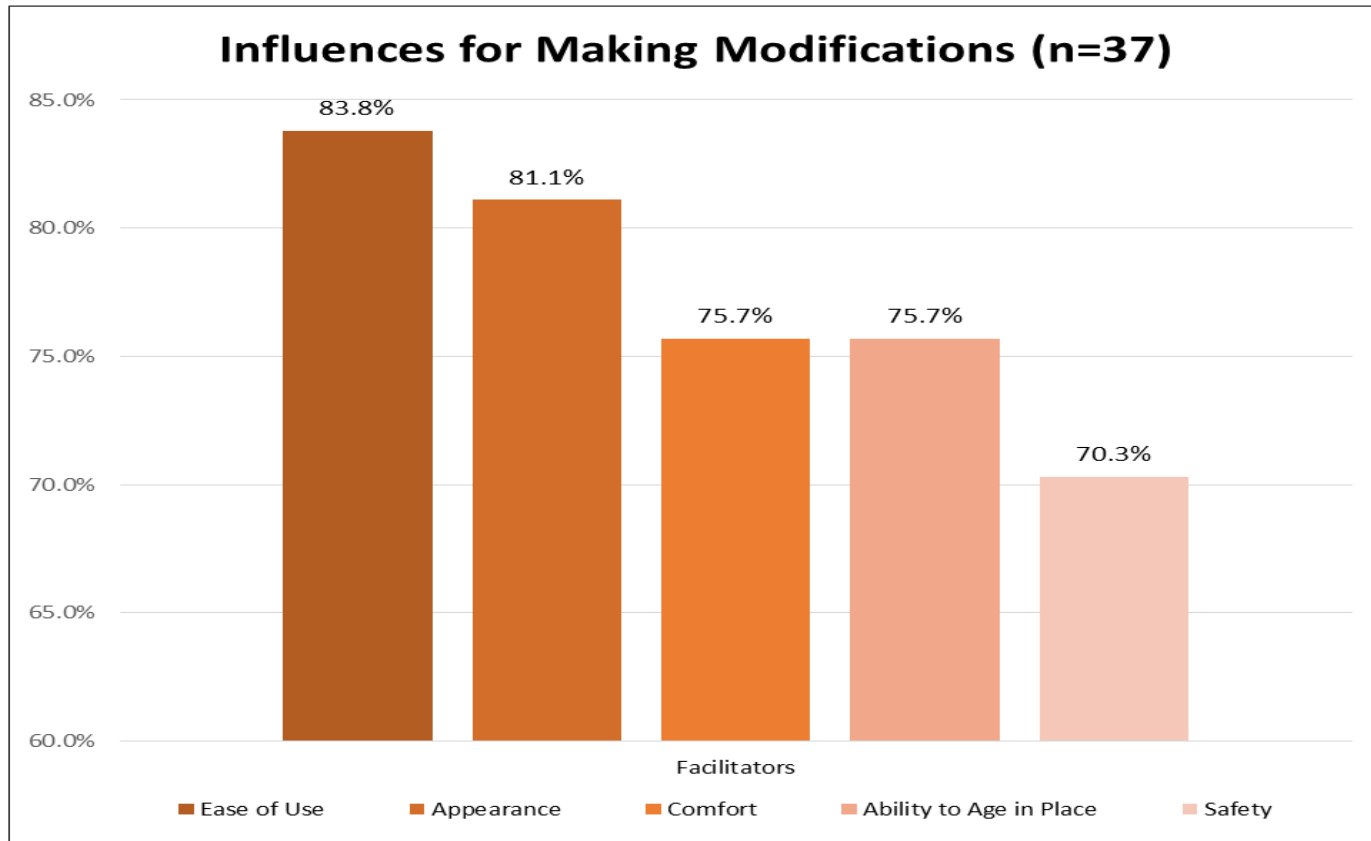
Educating Homeowners on UD



METHODS



- UD brochures mailed to homeowners following a homeowners insurance claim for damage to **kitchen** or **bathroom** (n=116)
- Two months later, respondents surveyed (mail, internet, phone) on **UD changes** made, home and claim **characteristics**, and residents' **ability to perform ADLs**



Results

- 89.2% employed mods following receipt of educational materials
- Average of 9.1 UD modifications

7. Tub and Shower

- Install non-skid strips, textured surfaces or non-slip tile in bathtub/shower to reduce the risk of falls.
- Install an adjustable-height, handheld shower hose (60"-72"), with controls that are conveniently placed and easy to operate.
- Consider installing a walk-in shower with little or no threshold or lip to step over. Ideally, that threshold should be no more than ½" and beveled to provide a tiny ramp rather than a tripping obstacle. Slope shower floor a maximum of 1/8" per foot.
- Install a built-in or fold-down seat in the shower area to allow someone to sit while bathing.
- If choosing a tub, look for one with a built-in seat or deck to make it easier to get into or out of the tub. You can also find tubs with stylishly integrated grab bars.

8. Faucets and Controls in Sink, Tub and Shower

- For the simplest operation of your faucets, select single lever handles rather than two separate knobs or handles.
- Install pressure-balanced faucets (which help regulate temperature during changes in water pressure) and keep the temperature at 120 degrees or lower to avoid burns or scalding.
- Select controls that clearly identify hot and cold temperatures, with "H"/"C" or red/blue.

9. Toilet

- Consider installing a "comfort height" toilet with a seat height of 17"-19" (instead of a typical toilet height of 14"-16") for ease of use.

TIP:

Shower size minimum should be 36" x 36." For a roll-in shower, allow 36" x 60."



The Executive Certified Home Modification Provider (ECHMP) Program



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**CONTRACTOR
CONNECTION®**

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Goals of ECHMP



- Increase ability of contractors to identify and suggest home mod/UD needs and offer solutions for The Hartford customers
- Empower homeowners to incorporate UD solutions
- Increase ability of contractors to upsell services, grow their business and the ability to educate any and all clients about UD features and benefits



Curriculum



Week 1: Home Modification: The 5 W's (What, Why Where, Who and When?)

Week 2: 1) Positive Developments in Home Modification/UD; *and* 2)
Making Home Modification/UD a Reality: Consumer and Professional Issues

Week 3: 1) Finding the Right Solutions *and* 2) Making Sense of the Lines: Evaluating
Home Mod and UD Drawings and Plans

Week 4: Stalking the Elusive Buck

Week 5: Working in the Field and Ethics in the Home Modification/UD Field

Week 6: Final Assignment and Final Exam

Evaluation Results



- As a result of the training, I am better prepared to **identify home modification/UD needs and offer solutions** to more clients.
 - 91% “strongly agreed;” 1 respondent (9%) “agreed”
- As a result of the training, I will **be inclined to suggest UD features and benefits to clients.**
 - All “strongly agreed” (91%) or “agreed” (9%)

Comments from ECHMP Students



“Return on investment will occur on first job!”

“The Program gave me a complete understanding of universal design. It really opened my eyes as a contractor. When discussing ideas for any type of remodel, now I can say ‘How about this....?’”

“This offers another selling tool. My new skills will not just be limited to Hartford customers but to all insureds.”

“As I type you this email, I am renegotiating with a developmental disability waiver program to provide more environmental services for them.”

For more information...



Fall Prevention Center of Excellence: www.stopfalls.org

Home Modification Online Courses & Info: www.homemods.org

The Lifetime Home: www.lifetimehome.org

The Hartford Center for Mature Market Excellence:
www.thehartford.com/lifetime

Remodeling Today for a Better Tomorrow
www.thehartford.com/remodel

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