

Background & Significance

Background: Havenside is a full-service construction company that provides home modifications to individuals in 14 counties in Southwestern Pennsylvania. Havenside works with UPMC to evaluate and provide home modifications for older adults using Medicaid waivers. Havenside strives to be a "home improvement partner for life" with the goal of servicing more diverse clientele across the lifespan.

Significance: Havenside has limited interaction with the pediatric population, however, with 14.4% of children with disabilities living in inadequate housing, and home modifications can greatly impact their health status (Lindsay et al., 2023). Given the role of home modifications in safety and accessibility, it is imperative that these services can be provided across the lifespan. The purpose of the project is to create a sustainability toolkit that provides resources to equip Havenside to improve their processes and ability to deliver services across the lifespan.

Objectives & Project Aims

Objectives:

- Understand the process of how to obtain home modifications.
- Understand resources to increase awareness of home modification services in the community.

Project Aims:

- Aim 1: Provide a plan for on-going client check-ins and a follow-up process.
- Aim 2: Provide population-specific community outreach materials to equip Havenside to expand services across the lifespan.
- Aim 3: Develop a framework to expand Havenside services across the lifespan and various payment systems.

Methods

Plan

- Project Planning for all Objectives:**
 - Needs assessment
 - Literature Review

Do

- Aim 1:** Create follow-up survey templates
- Aim 2:** Develop materials for community outreach
- Aim 3:** Develop lifespan evaluation guide
- Overall Outcome:** Develop staff satisfaction survey

Study

- Aim 1:** Feedback evaluated
- Aim 2:** Pre/Post Event Surveys and Event Attendance
- Aim 3:** Gather staff feedback about presented information
- Overall Outcome:** Review and analyze staff responses

Act

- Aim 1:** Adopt - disseminate to staff
- Aim 2:** Adopt - disseminate materials to community members
- Aim 3:** Adapt - based on staff feedback to materials
- Overall Outcome:** Adapt - edit post survey

The Toolkit

Aim 1 – Provide Ongoing Client Check-ins and Follow-up

- Participants:** Clients who have had modifications within the past 2, 6, and 12 months
- Deliverable:** Created follow-up survey templates designed for Havenside staff to disseminate during appropriate time frames post installation
- Goal:** Gain insight on client experiences of installation and implement feedback with future clients

Scan me!



Scan me!



Aim 2 – Population-Specific Community Outreach Materials

- Participants:** Community members
- Deliverable:** Developed population-specific materials to promote Havenside's services and means to access
- Goal:** Increase community awareness of Havenside's services across the lifespan and increase community access to Havenside
- Measure of success:** Increase in knowledge and confidence scores

What is an Accessibility Upgrade?

Changes made to a living space that increase **safety, accessibility, mobility, and independence**. They may range from simple fixes to major renovations.

For Children:

- These upgrades can create a sensory-friendly environment for you and your child.
- Modifications made to fit your child's needs can provide support to parents, caregivers and reduce physical stress.

These modifications can improve daily functioning by:

- Increasing Participation
- Enhancing Mobility
- Reducing Injury Risk

Havenside's Accessibility Upgrades Recommended For Your Child's Safety, Independence, and Comfort

We provide home improvements that can support children with:

Autism Spectrum Disorder (ASD) Creating sensory-neutral zones.	Mobility Challenges Including Cerebral Palsy, Spina Bifida, or Muscular Dystrophy.	Sensory Processing Disorders Managing light, sound, and tactile triggers.	Visual or Hearing Impairments Enhancing navigation through contrast and technology.	Developmental Delays Ensuring safety as your child grows and explores.
--	--	---	---	--

Sensory-Friendly Dimmable, soft LED lighting and calming color palettes to reduce overstimulation	Enhanced Safety Higher door locks, window sensors, and anti-slip flooring for peace of mind.	Mobility Custom assist bars, ramps, and widened doorways to foster independence.
---	--	--

From sensory-friendly spaces to mobility upgrades, we walk alongside you to support your child – every step of the way.

Renovations & Remodels	Safety & Accessibility	Handyman Services
<ul style="list-style-type: none"> Walk-in showers Full bath remodels Kitchen remodels LVP flooring Stairs and Steps Doorway Widening Concrete walkways 	<ul style="list-style-type: none"> Stairlifts Ramps Wheelchair lifts Accessible cabinetry Non-slip flooring Alarm systems Motion-sensor lights 	<ul style="list-style-type: none"> Minor repairs Seasonal checks Fixture installs Yard/Lawn care Furniture assembly Caulking/sealing ... and much more

Aim 3 – Lifespan Evaluation Framework to Expand Services

- Participants:** Construction and office staff
- Deliverable:** Developed a reference guide summarizing safety risks and accessibility for clients of various ages and disabilities
- Goal:** Support staff in performing efficient home assessments across the lifespan

Scan me!



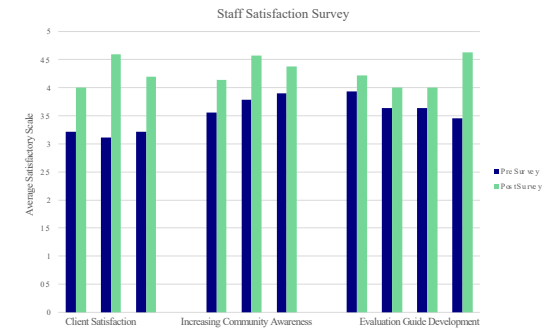
Overall Outcome – Staff Satisfaction Surveys

- Participants:** Havenside staff
- Deliverable:** Developed surveys measuring Havenside staff satisfaction with current processes and procedures pre/post project implementation
- Goal:** Gain insight on staff experiences of installation and implement feedback into daily proceedings
- Measure of Success:** Increase in staff satisfaction overtime

Scan me!



Results & Limitations



Analysis and Implications of Results:

Data was collected in a pre/post format to assess staff satisfaction with Havenside processes in 3 main areas before and after the completion of our project. Survey results are based on Likert scale (1 extremely dissatisfied to 5 extremely satisfied). Results were analyzed based on averages and indicate satisfaction in these 3 areas increased over time and will allow Havenside to complete expansion of services to additional populations.

Limitations:

- Havenside's capacity to expand
- Site readiness to accept different payment options
- Installation Policy Changes from UPMC
- Limited access to community sites

Future Plans

Havenside can use the materials in the sustainability toolkit to improve their processes, such as continuing service expansion and delivering home modifications across the lifespan. Additionally, the toolkit will allow Havenside to continue to build and strengthen community partnerships and maintain client satisfaction.

Acknowledgements

Thank you to our site mentor Adrienne Walnoha, MSW, LSW, NAHB, CAPS, and Havenside staff for their guidance and involvement with our project.

References

References available upon request.

