

CITY OF FOLSOM

SENIORS HELPING SENIORS HOME REPAIR PROGRAM GUIDELINES

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The primary purpose of this program is to assist senior citizen homeowners whose properties need health and safety repairs and who do not have the financial resources to complete the repairs. The repairs will be completed on a grant basis. Grants are to be funded by CDBG funds.

PROGRAM GOALS

The goals of the Seniors Helping Seniors Home Repair Program are:

- To help senior citizens in the City of Folsom with repairs to property that will promote health and safety.
- To have qualified Seniors Helping Seniors (SHS) Program Specialist assist senior citizens within the City of Folsom.
- To achieve the goals of the Program in the most cost-effective manner possible.

PROGRAM DESCRIPTION

The SHS Program is designed to provide senior citizens with essential health and safety repairs at no cost, ensuring a safer living environment for those in need. Eligible participants can easily connect with the SHS Program Specialist, who will guide them through the process.

Upon receiving a request, the SHS Program Specialist will verify the homeowner's low-income eligibility and conduct a home visit to confirm the need for assistance. If the requested repairs align with program guidelines, the specialist will arrange for the necessary work to be completed, either through a trusted repair professional or, if required, a licensed contractor.

Additionally, the program covers all material costs, as well as any permit or inspection fees necessary for the completion of the repairs, ensuring a seamless and stress-free process for seniors seeking support.

PROGRAM GUIDELINES

I. ELIGIBLE APPLICANTS

- A. Location** - Properties must be located within the City of Folsom.
- B. Property Type** - Owner-occupied standard or manufactured single-family homes or duplexes.
- C. Age of Homeowner** - 65 years of age and older. 55 years of age and older if the homeowner has a verifiable disability.
- D. Qualifying Income** - Applicant's income cannot exceed 80% of Area Median Income for Sacramento County to be eligible for minor repairs and cannot exceed 50% of Area Median Income for Sacramento County for major repairs.
- E. Kinds of Repair** – The intent of the program is to make repairs needed to correct health and safety deficiencies. Minor repairs may include but are not limited to' such jobs as: installation of grab bars, minor plumbing repairs, electrical, roof and deck repairs, installation of handrails, replacement of hard-to-reach light bulbs, installation of smoke detectors, and replacement of furnace filters. Major repairs may include but are not limited to such jobs as: Re-roofs, water supply line replacement, and deck replacements.
- F. Maximum Minor Grant Amount** – The maximum minor repair grant amount shall be \$5,000.00 per property per calendar year. The Community Development Department Director has the discretion to approve up to \$7,000.00 per calendar year for exceptional cases. These may include instances where a minor repair, such as replacing a cracked shower pan, unexpectedly leads to more extensive work, such as addressing water-damaged flooring. Additionally, if material costs rise unexpectedly, making the planned repair significantly more expensive, the Director may authorize additional funding to ensure the necessary work is completed.
- G. Maximum Major Repair Grant Amount** – The maximum major repair grant amount shall be up to \$12,000.00 per eligible senior household once every five years.
- H. Order of Priority** – Qualified applications for Seniors Helping Seniors Home Repair Program will generally be based on a first-come, first-served basis. However, should availability of funds become limited or multiple

applications be submitted simultaneously, priority will be given to the homeowners with the greatest health and safety need.

II. ADDITIONAL PROGRAM PROVISIONS

A. Community Development Department Responsibilities – In general, the Community Development Department will be responsible for:

1. Marketing and outreach to potential applicants;
2. Preparation of a contractor's list which will include a variety of trades with licenses;
3. Determining the need of the applicant;
4. Contractor payment authorization;
5. At any time, staff may accompany or follow a contractor to the applicant's home to collect more information, verify quality of work and applicant's satisfaction.

B. Homeowner Responsibilities – Applicant must sign a "hold harmless" release in a form approved by the City Attorney. In addition, the applicant must sign an agreement, which states that the applicant agrees to repay the total cost of the repair in the event the property is sold within the year of the agreement date, devoid of death or a disabling illness of the applicant.

C. Program Marketing and Outreach –Information about the SHS Program will be shared through various platforms to reach eligible seniors. Announcements will be published annually in local newspapers and distributed to community and social service organizations. Details will also be available in City offices, libraries, and other community meeting places. In addition, program updates and availability will be promoted on the City's website, official social media channels, and through the City newsletter to ensure widespread awareness.

D. Inspection and Work Verification –The SHS Program Specialist is responsible for ensuring that all necessary repairs are properly completed. While some cases may require an in-person inspection, verification can also be conducted through alternative methods when appropriate. Minor repairs—such as fixing a leaking faucet, replacing a smoke detector, or repairing a thermostat—may be confirmed directly by the client. Additionally, photographs of the completed work can be used to document the repairs and ensure compliance with program standards. If further evaluation is required, the applicant may be asked to provide additional documentation or clarification.

E. Conflict of Interest Prohibition – No member of the Folsom City Council/ and no other official, employee, consultant, or Agency of the City or Agency who exercises policy control, decision-making authority, or has responsibilities in connection with the planning and implementation of the program shall be eligible to receive assistance under this program. This ineligibility shall continue for a period of one year following the expiration of an individual's relationship with the City/Agency.

F. Appeals – The Community Development Department shall serve as the appellate body to hear any appeals or grievances relating to approvals or denials or the administration of the Seniors Helping Seniors Home Repair Program. Such requests for appellate consideration must be submitted in writing to the Director. The Community Development Department's decision on any such appeal shall be final.

OUTLINE OF THE PROCESS OF ADMINISTERING THE PROGRAM

A. ESTABLISHMENT/MAINTENANCE OF SHS PREQUALIFIED CONTRACTOR LIST

The City maintains a list of prequalified contractors who meet specific requirements and are eligible to bid on projects under the SHS Program. To ensure a qualified pool of professionals, staff will periodically advertise in local newspapers, inviting licensed contractors and those with relevant experience to submit a Request for Qualifications (RFQ) if they wish to participate.

As part of the qualification process, staff will verify contractor credentials, including licenses and relevant certifications where applicable. Additionally, contractors must provide all required documentation for insurance purposes, as specified by the City. By maintaining this rigorous selection process, the SHS Program ensures high-quality repairs and services for senior homeowners in need.

B. PROGRAM MARKETING

A marketing effort will be undertaken to inform residents of the target areas about the availability of the program. The general features of the marketing program were described in II. C., above.

C. APPLICANT ELIGIBILITY

Staff will assess eligibility by requesting the applicant to present a valid California driver's license or California identification card to verify identity and age. Homeownership will be confirmed

through the property tax roll. Additionally, applicants must provide proof of income by submitting relevant documentation, such as Social Security statements, bank statements, tax returns, or other financial records.

D. PROPERTY INSPECTION

Once the City has determined an applicant is eligible to participate in the program, the SHS Program Specialist or SHS Contractor will inspect the property to confirm that the work falls within the scope of the program.

E. PAYMENT DISBURSEMENT

Once the work has been completed the City will verify that the work is completed and authorize payment to the SHS Contractor.