

**Information for Case Managers and Referrals**

**About Westminster Home Connection**

Founded in 2010, Westminster provides critical home repairs, mobility modifications and declutter services to empower older adults and persons with disabilities to age-in-place with dignity and preserve the affordable housing stock. Westminster addresses the most critical repair and modification needs so the person and their family can live in a safe and functional home. We focus on function, not cosmetics.

**Criterion for Assistance**

The individual has a home critical repair, mobility modification, or declutter. For repairs, the individual must own the home and be current on their property taxes. For mobility modifications, it is not necessary for the individual to own the home, but the owner must agree to any mobility modifications. Declutter assistance is determined on a case-by-case basis. All individuals must fall within age and income limits.

The individual is 60 years or older or has a certified disability.

Household income is less than 80% of Median Family Income in their county.

Service Area: Cheatham, Davidson, Robertson, Rutherford, Sumner, Wilson, and Williamson

**Services**

Critical Home Repairs address conditions that are averse to the health and safety of the occupants, or cause damage to the home.

* Roofs: Repair leaks, truss, or decking damage. We may or may not have funds to replace roofs
* Soffits, Fascia & Gutters: Repair or replace
* HVAC: Provide heated and cooled living space
* Structural: Repair joists and subfloors
* Electrical: Eliminate fire hazards and shock dangers, upgrade receptacles
* Plumbing: Repair active leaks, replace or repair toilets and non-working faucets, fixtures, sinks and sump pumps, replace water heaters, repair water mains
* Floors: Repair or replace flooring, doors, trim, walls, windows, and decks
* Pest treatment: Termites, roaches, ants
* Change HVAC filters, provide fire extinguishers, install smoke detectors, and change batteries

Mobility Modifications accommodate homes for clients who are at risk for falls or have limited mobility.

* Wheelchair ramps
* Wheelchair access: Widen doors, adjust cabinets
* Plumbing modifications: toilets, showers, bathtubs, and grab bars
* Replace deteriorated steps, repair missing or unstable handrails, and remove obstructions

Declutter (See guidelines on page 3)

Sort households and reduce clutter. We match older adults with patient and caring volunteers. Because of the nature of volunteer involvement, declutter services take several weeks to plan and complete.

\*None of our services are “Emergency” repairs. There is a queue based on the order in which referrals were made. Clients occasionally get moved towards the top of the queue if their needs are more critical, but Westminster Home Connection cannot respond to emergency referrals.

**Referral Process**

To initiate a referral, submit the Client Submission Form with basic information about the client, his or her needs and your contact information. If possible, also include the required documentation proofs listed on the Client Submission Form. Referrals should be e-mailed to [info@westminsterhomeconnection.org](mailto:info@westminsterhomeconnection.org).

We will contact you for further clarification of information or for assistance in securing the supporting documentation needed. Once approved, we will coordinate with you to set up an appointment for a visit to the home. One of our construction managers meets you and the client, or his or her representative, at the home to do an assessment of the work needed. We listen to the description of the needs and add our own observations. With this input, we develop a scope of work and a budget that determines what we can or can't do. We try to address the most critical needs. We do not make *cosmetic* changes.

We will let you know of any non-construction concerns that come to our attention while we are working on the home. We value our relationship with case managers.

**Non-Discrimination**

Westminster Home Connection is committed to providing equal opportunity for all applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, or any other characteristic protected under federal state or local law.

**Funding**

We are funded by grants, faith community members, and individuals.

**Declutter Guidelines**

Many older adults need to sort and de-clutter their belongings. In some cases, people are almost trapped by their things. People may be physically unable to handle the work. In other cases, clients need the emotional support and company of someone who is kind, patient and caring, especially if they need to downsize or de-clutter their belongings. The following help clients, case managers and Westminster Home Connection understand our respective roles and responsibilities.

* The Client must be ready and willing to accept our help. The Case Manager determines the client’s physical and emotional capabilities to declutter. If a client needs mental health counseling to accept the declutter process, the client must be receiving those services prior to any declutter activities.
* The Case Manager asks if the client has other resources for declutter assistance, (e.g., faith community, family, other). We welcome collaboration with other groups.
* Westminster Home Connection will do an on-site assessment of the work to be done with the Case Manager and client present.
* The scope of the work and the time frame for completion will be limited to decluttering, agreed upon prior to beginning the work. Exceptions or extensions must be approved by Westminster Home Connection, Case Manager, and the client.
* The Client must sign a Westminster Home Connection Release Form.

**Contact**

615-693-2153

[info@westminsterhomeconnection.org](mailto:info@westminsterhomeconnection.org)

www.westminsterhomeconnection.org