Town of Hanover
Request for Funding for Social Service Agencies for the FY 2019 Budget Year (July 1, 2019 – June 30, 2020)

Name of Organization Requesting Funding: COVER HOUSE REPAIR, INC.

Organization’s Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30):

Key Contact Person: BILL NEUMANN, EXECUTIVE DIRECTOR

Mailing Address: 158 SOUTH MAIN ST, WHITE RIVER JUNCTION, VT 05001

Telephone Number: 802-296-7241 X14 E-mail address: BILL@COVERHOMEREPAR.COM

I prefer that you use the following methods to contact me: E-Mail Phone U.S. Mail

Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.

Attach a copy of the most recent audited financial statements of the organization. If audited financial statements are not available, attach unaudited financial statements with an explanation of why audited statements are not available.

The specific amount of funding requested from the Town of Hanover is: $11,500

Describe how these funds will be used (attach statement if additional space is required):

Does the organization receive funding from other municipalities? YES NO

If yes, list the other Towns or Cities providing funding and the amount of funding provided:

<table>
<thead>
<tr>
<th>Name of Town or City</th>
<th>FY2016 Received</th>
<th>FY2017 Received</th>
<th>FY2018 Received</th>
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Form rev. 11/12

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Does the organization provide services to Hanover residents? **YES**  **NO**

If yes, please provide information in the table below on the number of Hanover residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Hanover residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Hanover.

<table>
<thead>
<tr>
<th>Program #1 Description:</th>
<th>Clients Served 2 Years Ago</th>
<th>Last Year's Clients Served</th>
<th>This Year's Clients Served</th>
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<th>Program #2 Description:</th>
<th>Clients Served 2 Years Ago</th>
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For your application to be considered complete, please respond fully to the following questions:

☐ Does the level of funding you are requesting from the Town of Hanover relate to the actual services provided to the residents of Hanover? If so, please describe how you arrive at the amount of funding you are requesting from the Town of Hanover. (Attach statement if additional space is required):
Is the level of funding relative to the level of service provided to Hanover residents commensurate with the level of funding and level of service provided to other communities? If not, why not? (Attach statement if additional space is required):

SEE ATTACHED PROSPECTUS & PROPOSAL

What would be the impact to Hanover residents if the services provided by your organization were not available? (Attach statement if additional space is required):

SEE ATTACHED PROSPECTUS & PROPOSAL

For your organization’s funding request to be considered, complete applications must be received no later than Noon on Friday, December 14, 2018. Applications should be mailed or delivered to:

Town Manager’s Office
Social Service Funding Request
41 South Main Street
P.O. Box 483
Hanover, NH 03755
or BY e-mail to: kerry.osgood@hanovernh.org

The Town Manager’s Office can be reached at 603/643-0701.
Organizational Prospectus and Proposal: COVER Home Repair, Inc.

Mission

- Incorporated as a 501-c-3 tax exempt corporation 21 years ago, COVER’s mission is to foster hope and build community by organizing volunteers to perform urgently needed home repairs for low income, elderly, veteran, and physically disabled homeowners.
- Most qualifying incomes are below the federal poverty guidelines and are commonly in the $500-$1500/month range, although our policy is 180% of the federal poverty guideline.
- All repair projects are supervised by COVER’s professional construction staff.

Programs:

- Urgent home repairs include accessibility ramps; ADA bathroom modifications; roof replacements, etc.
- Fall prevention and safety for those over 65 years; grab bars, railings, smoke/CO detectors, etc.
- Weatherization and energy efficiency services including draft air sealing; hot water tank blanket wraps; pipe insulation; LED installation, etc.
- Repurposing and re-cycling donated items to the COVER Store like appliances; cabinets; tools; furniture, sinks, toilets; and other building materials.
- Selling donated books in the COVER Store and on-line.

Distinctive Features:

- COVER functions like a mutual aid pact between fire departments. We never know exactly where the next urgent home repair project will be but when it happens, we organize volunteers from many communities to respond.
- Cover brings together volunteers in the traditional New England barn raising tradition to help neighbors in need who do not have the resources to do the project by themselves.
- Cover brings together people from widely different socio-economic backgrounds.
- Governed by a 13-person, volunteer Board of Directors representing both NH and VT residents; homeowners who have been served by the program; and a widely diverse skill set including a lawyer; IT engineer, several business leaders; a manager from another non-profit; two general contractors; and a project manager.

Service Area:

- Headquartered in White River Junction, the service area includes a 45-minute driving radius covering the entire Upper Valley on both sides of the river.

Category of Clients Served:

Individual Volunteers

- Over 100 Hanover residents have volunteered in the past three years and have averaged about 30-35/year. In 2017, our total volunteer base was 243. In 2018 our total volunteer base was 325.
Groups like St. Thomas Episcopal Church of Hanover have volunteered on projects multiple times per year for many years. In addition, we have participated in a ten-year program with Hanover High School called The March Intensive where first year students gain meaningful community service experience by working on an urgent repair project. We have also had many student groups from Dartmouth College volunteer on projects.

Hanover residents/groups served:

- In 2017, we completed two weatherization jobs in Hanover. We average 40-60/winter. Average cost for materials is $100-200 per job. Private contractor cost is $2,000-2,500/job.
- In 2017, we built an accessibility ramp for a Hanover resident. We average 10-15 ramps and 10-15 roofs per year.
- In 2018, we built an accessibility ramp for David's House. Average cost for building materials for a COVER ramp is $1,500. If a general contractor had to be hired to do either ramp, cost for such wood ramps run $8-$11,000.

COVER Store Donors & Shoppers.

- Unfortunately, we do not have a business system in place that tracks donors to the store by town or shoppers by town. Diane Reinhardt, a former store manager, and Rob Schulz, former Executive Director of COVER are both Hanover residents. I know from them and from my own conversations with Store donors and shoppers that many Hanover residents both donate to and shop in the COVER Store.

Program Impact:

- Completes 70-80 urgent home repair projects/year (1,510 since 1998.)
- Completes 40-60 weatherization projects/year; saving on average 140 metric tons/year of carbon emissions.
- One Store impact: keeps on average 300 appliances out of the landfill/year.

Demonstrated Need:

- Our budget for building materials is currently $80,000 per year. This our Ramps & Roofs Fund. We have a $10,000 matching challenge grant from the Dwinell Foundation in New Hampshire. For the last two years, we had matching grants from the Byrne Foundation for the Ramps & Roofs Fund.

Request to the Town of Hanover:

- We are asking the town to become a sponsor of the Ramps & Roofs Fund at $1,500 which is the average cost of materials for one ramp or one roof. While we can never predict where the next urgent repair project will be, we believe this request amount is commensurate with the cost of projects previously done in Hanover and corresponds to how we have approached other towns.

Other Town Funding:

- Three years ago, we had very little town funding. The Board has since decided to begin approaching 1-2 towns/year. This year we have received $5,000 from Hartford; $2,500 from
Woodstock; and $1,500 from Hartland. This year we also have a request pending with Weathersfield.

**Impact on Hanover Residents if COVER Services Were Not Available:**

- If COVER’s urgent home repair services were not available, there is no other organization like COVER in either New Hampshire or Vermont.
- Weatherization services can be received from various CAP agencies, like Tri-county but the wait list is typically several years. Some weatherization and energy conservation services are available through Eversource.
- There are other thrift stores in the Upper Valley but none like The COVER Store that focus on items related to fixing up a home for those on a limited budget such as windows, doors, sinks, cabinets, etc. All proceeds from the store are reinvested in the home repair, weatherization, and fall prevention programs.
- According to Dr. David Finley, Chief of Thoracic Surgery and Associate Medical Director at DHMC, whose team has built an accessibility ramp with COVER, *if we keep one elderly homeowner in their home just one month longer, we save taxpayers the $15,000/month cost of a Medicaid nursing home.*

**Five Demonstrated Eligibility Requirements for Hanover Town Funding:**

1. As previously described, we clearly serve a core group of Hanover adult and student volunteers as well as some homeowners, donors and shoppers in the COVER Store in Hanover.
2. It is highly likely that the town would need to provide some emergency/urgent repair capability for low income, elderly, and physically disabled residents, if COVER did not.
3. Without the COVER Store, landfill/disposal costs would increase for all towns, including Hanover.
4. COVER has demonstrated the need for an $80,000 materials budget in the Upper Valley which includes Hanover.
5. COVER provides an opportunity for Hanover residents to make a positive difference in the lives of residents both inside and outside of Hanover. Ask any COVER volunteer adult or student: they get as much hope and feel as connected to the community as the homeowners with whom they work. People who volunteer in our weatherization program actually feel like they are making a difference for our climate and environment – same for the donors and shoppers in the COVER Store.

**Comments from John Dresser, COVER Volunteer and Etna Resident:**

*Volunteering for COVER created a succession of feel good moments for me on each and every job. The homeowners COVER serves are very genuinely in need of urgent home repairs due to low income levels, disabilities, or both of these challenges.*