

# COMMUNITY HOUSING COALITION OF MADISON COUNTY

ANNUAL REPORT  
2020



# DIRECTOR'S MESSAGE

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Twenty years ago the work of CHC began informally with local church congregations banding together to provide urgent home repairs for low-income families in the community. As the need for this kind of assistance continued to grow, so did the demands on the organization which was created to coordinate those efforts that we now know as Community Housing Coalition of Madison County.

Despite the unexpected challenges of the COVID-19 pandemic to our community and our organization in 2020, CHC was able to maintain a high level of service to our clients, leveraging the community strength and resilience that *are* Madison County, and our unique shared leadership model that draws on our individual strengths, creativity and flexibility.

2020 was also a time for deep reflection on our values, our programs and their implementation, and on ways in which the pandemic could provide opportunities to evolve as an organization. And it closed with our high hopes for a new year that allows us to once again work in close proximity with everyone in the CHC community -- without fear for health and safety.

CHC was so fortunate to have the generous support of our giving community: individual, church, and local business donors, grants from the state of NC, private and public funding partners, and the dedicated hands and hearts of many volunteers.

We are grateful for the gifts of 2020, and look forward to the opportunities and challenges of the coming year -- our 20th anniversary!



Chris Watson, Director  
Community Housing Coalition of Madison County

## CHC Board of Directors

*Tim Malone, Chair*

*Danalee Cook-Pipes, Co-Chair*

*Sidney Mashburn, Treasurer*

*Graeme Frelick, Secretary*

*Allie Leake*

*Patricia Ruscoe*

*Susan Sewell*

*Emily Wood*



# 2020 KEY INITIATIVES



- \* Brought greater visibility into needs of our clients with launch of a **Holistic Assessment Program**, to determine prospective clients' needs and factors contributing to them beyond financial/income level.
- \* Performed **COVID-19 client phone outreach** March – May to more than 300 current and former CHC clients to ensure they were informed about the pandemic and connected them to Madison County resources available for food, health care, transport, etc.
- \* **Reorganized around a shared leadership model**, built on functional teams and team leaders, respecting value, inputs and creativity of all employees in operations and decision-making for the organization.
- \* Completed an **affordable replacement housing pilot project**, bringing our long-held goal of helping to solve the Madison County housing crisis into view, with experience and insights to further develop and implement a viable replacement housing program.
- \* Created a **new qualitative impact survey** measuring impact of our work on the safety, health, independence and community connection of our clients after CHC has performed repairs.
- \* **Fund Development capacity transitioned** to create a more focused grant writing function and provide more resources for donor development and stewardship.
- \* **ReClaim Madison** began its strategic transition to a salvage and thrift-only retail model, while continuing to provide essential services to the community throughout 2020 in compliance with COVID-19 health and safety protocols.

## ***Remembering Noah Spangler***

*In December 2020, the staff of CHC and ReClaim Madison were saddened to hear of the passing of our friend and co-worker, Noah Spangler. Noah, with his father, Hal Spangler, joined us in September and became an instrumental team member implementing our Neighbors Helping Neighbors volunteer projects.*

*Noah was hired for his passion to get involved with our community and make a difference. With his impeccable project management background, construction skills Hal had taught him, and his "easy to be around" personality, Noah excelled at his goal. The results of his work at CHC were a successful pilot project that created the first new affordable home CHC had been able to provide in 12 years, and a low-income disabled person moved into her new home, just in time for Christmas. We will always remember the many ways Noah impacted our lives and work as we carry his dedication to our community in the CHC mission going forward.*

# CHC KEY 2020 IMPACTS



24 Holistic Assessments performed to address additional quality of life needs of prospective clients leading to substandard housing conditions

300+ COVID-19 outreach calls made to past and current clients

170 CHC staff volunteer hours provided to support other Madison County resources

73 Homes repaired in 2020

- 4 served through Neighbors Helping Neighbors local volunteer work projects
- 69 served by grant support alone
- 12 homes given greater accessibility improvements for elderly and disabled folks such as wheelchair ramps, flooring and deck repairs
- 15 roofs repaired or replaced
- 10 well and/or septic systems installed or repaired
- 2 bathroom remodels to accommodate mobility challenges

73 Volunteers supported Neighbors Helping Neighbors (NHN) work days, other CHC repair projects, and ReClaim Madison store operations, including two client volunteers

- 251.5 NHN volunteer hours
- \$3,772.50 Value of NHN volunteer hours
- 811.75 Other volunteer hours
- \$12,176.25 Value of other volunteer hours
- \$15,948.75 Total value of in-kind labor from volunteers at \$15/hr

419 Volunteer hours served by CHC Board of Directors (excluding NHN work days in calculation above)

Impacts to clients (post-repair results to-date on survey in progress)

- More than half of those surveyed said they had less fear of falling since the repairs
- 1/3 of those surveyed said they depend on others less than before the repairs
- 65% said it was easier to get in and out of their homes safely
- Three out of four surveyed said it was easier to pay bills or to cover daily needs
- 63% said they were experiencing increased engagement with community
- 65% said their health has improved since their repairs

Grants Impact

NC Housing Finance Agency Urgent Repair Program combined with Community Action Opportunities Healthy Home Initiative to mitigate conditions posing imminent threats to life, health, or safety

- Served 28 homes and 51 individuals with a total of \$134,403

HOME Investment Partnership Program/Essential Single Family Rehabilitation Loan Pool to bring rural homes up to essential housing standards

- Served 6 homes and 10 individuals with a total of \$209,067

# NEIGHBORS



# HELPING



# NEIGHBORS





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*The Community Housing Coalition of Madison County is a  
501(c)(3) non-profit organization. EIN #11-3660564*