

MY HOUSE MY HOME



REAL HOMES FOR REAL PEOPLE

A GUIDE FOR CREATING AFFORDABLE AND ACCESSIBLE COMMUNITY LIVING



ONE Community Working Together



This guidebook was developed for the Arizona Developmental Disabilities Planning Council by the Sonoran University Center for Excellence in Developmental Disabilities Education, Research and Service

Publication Date: April 2013

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A Community Effort

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Chapter 1

Transitions

Planning for the Future

We all experience transitions in our lives that reflect our accomplishments, growing independence, and changing desires. Examples of transitions are graduating from high school or a training program, getting a job, being involved in community activities, learning new skills, and making the decision to move into a home of our own. This decision is an important part of future planning for the person with a disability, their family, and the people who provide support. A home is where we find comfort, joy, solitude (quiet), and a sense of pride. The “My House My Home” housing guidebook provides information about a variety of housing related topics important in finding and creating a home of your own.

Overview



Finding and creating a home of your choice is an important transition. This guidebook is divided into six chapters to assist you.

Chapter 1 *Transitions* identifies the principles, values, and discussions that are important in choosing and creating a home of our own. There are no simple answers or a solution that fits everybody. Each person has a unique situation with different dreams and goals so the planning process will evolve and change. At the same time, we must also pay attention to the caregivers' concerns and questions.

Chapter 2 *Community Resources and Supports* focuses on Arizona's service systems that provide support for persons with disabilities. It is important to understand that an individual may be receiving funding or services from more than one service system. This chapter provides an introduction to the funding and service systems that support persons with disabilities.

Chapter 3 *Community Living Options* describes shared living, cooperative housing and co-housing communities. This information allows an individual to look at what will work best for them. The emphasis should be on the person's control of housing choice and support staff.

Chapter 4 *Home Modifications and Accessibility* describes common home modifications and helpful assistive technologies that make the home accessible and safe.

Chapter 5 *Choosing and Managing Your Home* explores decisions that come up when looking at renting or buying a home. Home ownership also has its responsibilities but planning and designing a home can be fun and rewarding.

Chapter 6 *Your Rights As a Home Owner* identifies a person's rights according to the Fair Housing Act and the resources available to help those who face unfair practices. It also talks about creating a climate of respect when working with homeowner's associations.

A planning worksheet is available in the Appendix



Sonoran UCEDD Resources

This guidebook draws from other Sonoran UCEDD projects and resources. The following resources are additional tools that can assist individuals with disabilities, their families, and support networks to work together in transition planning.

The AZ Community Living Now Program, with support from the Arizona Developmental Disabilities Planning Council (DDPC) included six educational sessions housing topics that led to the creation of this guidebook. Transcripts and resources are available at:

<http://sonoranucedd.fcm.arizona.edu/azcommunitylivingnow>

The Caregiver Roadmap is a workbook to guide caregivers' thoughts and discussion about future planning. The roadmap and web module are available at: <http://sonoranucedd.fcm.arizona.edu/ocat>

The Person-Centered Initiative includes the toolkit, *Person-Centered Planning: Pathways to Your Future* that is available at:

<http://sonoranucedd.fcm.arizona.edu/person-centered-initiative>



Personal Story

Jerry

Jerry is a 22-year-old gentleman whose transition to living on his own happened in stages. When he moved out of his family home at age 18, he participated in a post-secondary two-year residential program where he learned independent living skills, such as how to do laundry and how to navigate the local bus system. After that, he lived for a year in an apartment with a friend he met through the live-in program. For the past year, he has been living in his own single bedroom apartment that he found for himself with the help of his parents. There is enough room in his apartment for his stationary exercise bike and to have friends over to watch movies. Jerry is very outgoing and social. He uses the bus to get to the mall and movie theatre. There are places to eat near his neighborhood. He keeps in close touch with his parents who live in town, but loves being independent and having his own place.

What works

Jerry loves being independent and having his own place. His apartment is located close to several bus lines; his space is cozy but has enough room to host guests; and he can walk to places to get what he needs.



Think Future, Think Now, the Planning Process

The question we often hear is “when is the right time to plan?” Our answer is “Think Future, Think Now.” Planning for the future takes thought and time. The process can create feelings of joy, excitement, along with some anxiety. Change is not always easy for all of us. Change is new, different, and emotional.

During the planning process, it is important to:

- Know what the individual with a disability wants
- Understand why those desires are important and respect them
- Map out a plan by embracing ***person centered thinking and planning**
(*A person centered approach places the individual at the center of decision making when it comes to the supports and services they use.)
- Bring people who know and support the individual together
- Talk openly about the possibilities
- Get more information about the resources and programs available to make one’s dream come true
- Allow the individual with a disability and their family time and permission to share their emotions
- Accept that some things will work and some will not, but you have to keep trying
- Keep a hopeful and positive “can do” attitude



Personal Story

Tina

Tina is an artist in her 50s who currently lives in an apartment on a ranch. Her apartment is located directly adjacent to a house where three other people live (she calls them her roommates). She found her home with the help of the Easter Seals Blake Foundation, who owns the home and provides support to Tina. Tina has tried a variety of living arrangements over the years, and some worked better than others. She lived at home with her mother and brother; in a group home; and an apartment on her own. For the last four years she has been in this IDLA (independent living arrangement). Tina and her brother Tom agree that she is probably the happiest she's ever been. Through the many years of trying different living arrangements, her brother Tom says, "Don't give up on trying to find the best for somebody who you love and care about."

What works

Tina is very social and this arrangement provides her with security for her safety, allows her to have dinner at the "big house" or at her place, and provides her with independence and privacy. Family and care professionals have continued to advocate for her to make sure there is a balance between safety and independence. After socializing with her neighbors, Tina can return to her own space, which helps her resolve interpersonal challenges.



Key Principles and Values that Guide the Planning Process

The planning process is also guided by principles and values. These should be openly discussed among all persons involved in the planning. Check the ones that you agree on:

- Individuals with disabilities and those close to them can best identify and understand what is desirable
- The unique relationship of family is enduring and should be respected
- Experts and professionals are there to provide information and assistance
- Friendships and close intimate relationships are critical (very important)
- A network of supports includes everyone and anyone who wants to help and who the person with a disability trusts and enjoys
- A team approach involves systems of care/support, volunteers, paid staff, family, and a broader network of supports
- Learning occurs through real life experience
- The environment should provide meaningful opportunities
- It's not the person's fault if the environment does not work
- Person centered thinking and planning guides the process



The Caregiver's Perspective

Planning for a home is one part of a person's overall plan for the future. It can be the most challenging and time consuming. There is also the emotional piece of planning. Family caregivers who are often the parents or siblings also have to adapt and change their expectations. It can bring up emotions that may hinder or slow down the planning process. Family and paid caregivers also need support. The following questions are designed for the caregivers. The questions should be explored alone and with those involved in planning.

When creating a transition plan, answer and discuss the following questions:

1. What are the three main concerns or stressors you face as a caregiver?
2. What type of assistance do you feel your loved one needs?
3. What type of support do you need?
4. How do you define the circle or network of support for the person with a disability?
5. Can you expand and add people to the support network? What can they each provide physically, mentally, emotionally, time wise?
6. What steps are you willing to try?
7. What steps are you not willing to try and why?
8. What are the perceived threats to the life, health, safety, and well being of the person with a disability?
9. How close do you feel you need to live to the person with a disability?
10. What is the current circumstance or situation that you want to change the most?
11. What activities are important to maintain and keep?
12. What are the short term and long term goals?



Separation of Housing and Supports

In 2011, Jay Klein and Joe Wykowski, two individuals with a long history of supporting people with disabilities to have the life and housing they want, presented a webinar entitled, “*Affordable, Accessible, & Integrated Housing Options for People with Intellectual Developmental Disabilities.*” The webinar is available at <http://flfcic.fmhi.usf.edu/program-areas/community.html>.

Key Components from the webinar are presented here:

Three Things People Have Said About Living in The Community

1. “I don’t want to live in someone else’s community living project.”
2. “I want to live in my own home, not someone else’s home.”
3. “If I need personal assistance, I want to determine how much I get, when I get it, and where I get it.”

Housing and supports are separated. Supports may leave but the home continues to belong to the person.

Assisting People to have their Own Homes means that...

- Housing is separated from supports. The home is the person’s regardless of changes in support.
- Think about each person as an individual. It’s a process, based on one person at a time.
- It’s not about being subjected to assessments or readiness standards.
- Planning with people who have individual supports is focused on what people can do versus what they cannot do.
- Beyond planning, a really important piece is for people to have control over their budgets and having the necessary support to manage and control their own money.



A Team Approach to Planning and Support

It may be that when a person with a disability turns 18, he or she will need help with planning from a person, persons, or program that has legal authority to make decisions that impact their housing choice, money management, or health care decisions. Providing the person with a disability as much control over these decisions is the primary goal. The least restrictive option should always be explored first. The Arizona Center for Disability Law (ACDL) and the Native American Disability Law Center created a **Legal Options Manual** for the Arizona Developmental Disabilities Planning Council. This manual provides families, consumers, and caregivers with the necessary information to guide their decisions and is available at https://www.azdes.gov/ADDPC/DD_Detail.aspx?id=7908.

Microboard

A Microboard is a formal circle of support that includes a group of individuals who provide assistance in creating and implementing a plan. This is a non-profit organization. More information and examples of microboards are available at:

- Special Needs Alliance: Microboards and Guardianship
<http://www.specialneedsalliance.org/microboards-and-guardianship>
- Arc of Texas, Texas Microboard Collaboration
http://www.thearcoftexas.org/site/PageServer?pagename=partners_microboard
- The PAMA Microboard Association
<http://www.pamicroboardassociation.org/Home/About>

Human Service Cooperative

Human Service Cooperatives are created to give people control over their lives. These cooperatives are owned and directed by families and individuals who use human services. Cooperatives exist in Arizona and more information is available from the Federated Human Service Co-ops at <http://www.federatedhsc.coop/aboutus/press>.



Preparing for an Emergency or Disaster

We all need to prepare. Disasters and emergencies happen. Persons with disabilities need to be ready for challenges that may arise during an emergency. The following are four important steps to prepare for an emergency.

Get Informed • Make a Plan • Assemble a Kit • Review • Update Your Plan Regularly

The following websites provide information about preparing for an emergency. Useful handouts and tools are often available in different languages.

1. American Red Cross: Make a Plan Templates at:
<http://www.redcross.org/prepare/location/home-family/plan>
2. American Red Cross wallet sized contact card. This wallet card is available at: http://www.redcross.org/images/MEDIA.../m4240194_ECCard.pdf
3. The Federal Emergency Management Agency at www.fema.gov has created a document, ***Preparing for Disaster for People with Disabilities and Other Special Needs*** that is available at:
http://www.fema.gov/pdf/library/pfd_all.pdf
4. Ready.Gov provides information and sample disaster kits. Resources are available at: <http://www.ready.gov/research-publications>
5. Citizen Corps provides education, training, and volunteer opportunities for every community. Response teams and neighborhood watch programs can be found at: <http://www.citizencorps.gov/index.shtm>
6. Centers for Disease Control and Prevention lists useful resources and training at: <http://www.cdc.gov/Features/EmergencyPreparedness>
7. National Organization on Disability has useful resources for specific disabilities at: http://nod.org/research_publications/emergency_preparedness_materials/for_people_with_disabilities
8. The National Weather Service/ NOAA provides weather and emergency Resources at: <http://www.nhc.noaa.gov>
9. Just in Case Arizona Emergency Preparedness provides information at: <http://www.justincasearizona.com/make-kit/kit-special-needs.asp>
10. Arizona Emergency Information Network (AzEIN) provides real time emergency updates and hazard information at:
<http://www.azein.gov/azein/default.aspx>



Resources

Arizona

Arizona Bridge to Independent Living (ABIL) promotes programs to empower people with disabilities. <http://www.abil.org>

DIRECT Center for Independence Program provides programs and skills training for independent living. <http://www.directilc.org/about.htm>

Arizona Housing Counseling Collaborative is a statewide association of housing advocates who are dedicated to creating affordable and sustainable homeownership opportunities. <http://www.arizonahcc.org/about.html>

National

The National Association of State Directors of Developmental Disabilities Services (NASDDDS) works to improve and expand public services to people with intellectual and other developmental disabilities. NASDDDS has created a Shared Living Guide available for purchase at:

http://www.nasdds.org/Publications/special_pubs.shtml#shared

The Special Needs Alliance (SNA) is a national, not for profit organization of attorneys dedicated to the practice of disability, elder law, and public benefits law. The SNA is an invitation-only organization with members in 47 states. Individuals can obtain more information and access their newsletter, *The Voice* at:

<http://www.specialneedsalliance.org/about-special-needs-alliance>

The National Council on Independent Living (NCIL) advances independent living through consumer-driven advocacy. <http://www.ncil.org>

The Independent Living Research Utilization is a national center for information, training, research, and technical assistance in independent living.

<http://www.ilru.org/html/about/index.html>

Person Centered Thinking and Planning Resources:

Publications by John O'Brien and Connie Lyle O'Brien

<http://thechp.syr.edu/rsapub.htm>

The Learning Community

<http://www.learningcommunity.us>

Helen Sanderson Associates

<http://www.helensandersonassociates.co.uk/about-us.aspx>



Community Resources and Supports

What We Have and What We Need

What is Available?

At some point, we think about getting our own place. We dream about making our new home special, comfortable, and fun – a place we feel good about. Moving is an important decision and choice. There are a lot of things to think about and a lot of people, programs, and agencies that can help us find the best place possible. What we want, what we need, and what is available can be a tough balance, but first we need to know what are our options. It gets more difficult when an individual needs services and supports.

This chapter provides a brief overview of Arizona’s community services and supports systems that are available to help individuals with disabilities find and get appropriate housing. We will look at the following three areas: **Developmental Disabilities Service System, Federal Department of Housing and Urban Development (HUD) Program,** and **Behavioral Health System** respectively. For recent changes and updates, please go to the websites that are listed at the end of this chapter. Availability of services will depend on funding from local, state, and federal governments.

Personal Story

Jermaine and Johanna

Jermaine and Johanna are both in their late 30's and have been together for twenty-two years. They live in a 2-bedroom Section 8 apartment. Jermaine receives support from Catholic Community Services (CCS), who has an office located in one of the apartments on-site, and has care staff working there 24/7. Although Jermaine doesn't receive round-the-clock services, staff are always nearby, which is reassuring in case there is an emergency.

Jermaine and Johanna's apartment works well for them. It has a large open space for Jermaine to move around in, there are multiple grocery stores nearby and they both really like their neighbors.

Both Jermaine and Johanna receive SSI benefits. Jermaine works part-time and earns a wage. These sources of income help them pay for rent, bills, and transportation. They also receive a government-funded food stipend called Qwest. They use Sun Van to get around within the city limits and Handi Car to travel within the county limits.

What works

Lots of space for Jermaine to move around; close to shopping; Catholic Community Services provide on-site support services.



Developmental Disabilities Service System

The Arizona's Developmental Disabilities (DDD) Service System provides individuals with disabilities (consumers) and their families with supportive services, information, and guidance including finding and getting appropriate housing. For the purpose of this chapter, we are using **Arizona's definition** of developmental disabilities because this will decide who will get services.

To be eligible for DDD services in Arizona, someone must:

- be a resident of the state of Arizona
- voluntarily apply
- be at risk of having a developmental disability (*birth to 6 years of age only*)
- have a chronic disability attributable to a cognitive disability, cerebral palsy, epilepsy or autism
- have had disability manifested before the age of 18
- have substantial functional limitation in three of the seven major life areas:
 1. **Self care:** needing help with eating, hygiene, etc.
 2. **Receptive and expressive language:** needing help with communicating with others
 3. **Learning:** needing help with acquiring and processing new information
 4. **Mobility:** needing help with moving from place to place
 5. **Self direction:** needing help with managing personal finances or making decisions
 6. **Capacity for independent living:** needing supervision or assistance on a daily basis
 7. **Economic self sufficiency:** not being financially independent

NOTE: Infants and toddlers under the age of three years may be eligible for services if they exhibit a significant delay in one or more areas of development

(Source: DES/DDD Family Support Annual Report : July 1, 2011– June 30, 2012, pg 3)



Important Facts to Know about DDD Funding Sources

The Arizona Department of Economic Security's DDD provides supports and services to eligible people who meet their definition.

Arizona Long Term Care System, known as ALTCS, is the Medicaid Title XIX program for persons with DD who meet the eligibility criteria for DDD and the financial/resource criteria for ALTCS. It is an entitlement program where the state agrees to provide certain services.

For people with DD who receive ALTCS, DDD coordinates and contracts with providers for acute and long-term care services.

If a person does not meet all ALTCS criteria, DDD coordinates community services and provides services according to how much state funds are available. It is more difficult to fund residential options through DDD if a person is "state-only-eligible." State only eligible individuals are not entitled to ALTCS funded services and have less access to services at the current time due to funding.

For more information about funding and the types of services and supports, read DDD's annual reports at: <https://www.azdes.gov/appreports.aspx?Category=71>



In Arizona, most people live in their own homes. The largest amount of both ALTCS and DDD state funds are invested in residential services that support adults with a wide range of disabilities. Residential services like group homes can be expensive. Throughout this guidebook we will explore alternative living options so keep in mind the following questions:

What do I need in a living situation to be safe, comfortable, and happy? _____

What type of supports and services do I need to help me be as independent as possible?

What option is best for me? _____

Who can help me plan for my living situation? _____

What services am I eligible for? _____

How do I access services and supports? _____

How do I put it all together? _____



Housing Options Available to Individuals Receiving DDD Services

The vast majority of services provided by DDD are community based and in the family or individual's home or residential setting. The following residential options are available through DDD:

1. **Individualized Designed Living Arrangement (IDLA)**
2. **Supported Living Apartments**
3. **Adult Developmental Homes (ADH)**
4. **Group Home**
5. **Nursing Facility**
6. **Intermediate Care Facility for Persons with ID (ICF)**

1. Individualized Designed Living Arrangement (IDLA)

This is a non-licensed living situation where individuals (consumers) can choose where and with whom he/she will live. They assume all responsibility for his/her residence. Often, one or more individuals will live in a private home that is leased or owned by the consumer(s) or their representative(s). Individuals in the home share resources and the focus of DDD services is to provide supports that teach habilitation skills to the individuals in the home based on their collective needs.

The important point to remember is that the individual chooses where they live and may hire their own provider to come in and provide supports. They may also work with a DDD support coordinator to develop a support plan. The next chapter on Community Living Options will talk more about shared living and other residential options.



2. Supported Living Apartments

Supported Living Apartments are 'apartment living' arrangements for one or two individuals who prefer living alone or with one other roommate with provided support. Qualified vendors will rent several apartments in the complex in order to provide residential supports. The agency (vendor) also provides a separate staff apartment within the complex that serves as the "home base" for the staff members working at the site during their shifts. The support staff is available 24 hours a day on site at the complex to assist individuals with their daily routines depending on the level of supervision needed. Assistance may include all aspects of personal hygiene, dressing, eating, meal preparation, assistance with social/recreational activities, support and assistance to medical and therapy appointments and medication. Each apartment is considered a licensed setting and is monitored separately by DDD. There is no distinct difference in eligibility for an apartment versus a group home. The decision is based upon individual and family preferences and supervision requirements. This works well for individuals who don't need constant one-on-one supervision but like having supports easily accessible.

3. Adult Developmental Home (ADH)

This is a private home of an individual who has a contract with DDD and is a Qualified Vendor. The ADH provides services and supports for up to three people on a 24-hour basis. This residential setting for adults is licensed to provide room, board, personal care, transportation, supervision, and teaching (habilitation). Individuals in the home can work or attend day programs in the community during the day. There are more than 600 licensed ADHs in Arizona that are monitored by the Department's office of Licensing, Certification and Regulation (OCLR). The OCLR conducts an annual license renewal home visit; does a home inspection at least every three years; and audits the vendor's employee training and other requirements.



4. Group Home

This is a community residential setting for up to four people. They are typically single-family homes purchased by group home administrators and adapted to meet the needs of the residents.

The group home is a Qualified Vendor that is licensed to provide supervision, habilitation, transportation, and room and board on a 24-hour basis. The DDD determines the level of staff support that is needed and can authorize intermittent nursing supports as needed (for example, insulin injections). There are more than 800 licensed group homes in Arizona. The homes are licensed for two years. All homes must comply with legal requirements set by DDD and on-site monitoring is conducted twice a year, or once a year if the contracting agency has national accreditation.

In this setting, someone else besides the individual resident makes the decision to open up an adult development home. When choosing this option, make sure the homeowner/provider has:

- Taken pre-licensing training through the DDD
- First aid and cardiopulmonary resuscitation certification
- Had the home inspected for safety and sanitation
- Passed a home fire inspection
- Fire extinguishers and smoke detectors in the home that are checked and working
- An income that now provides for the family
- Out of home employment hours that are compatible with the resident's school schedule, work schedule, activity schedule, or supervision needs
- Adequate transportation, driver's license, and vehicle insurance
- Pools and spas appropriately fenced
- Adequate bedrooms and space in the home that provide privacy
- Willingness to support the individual and participate in helping to facilitate goals toward independent living

Most group homes provide long-term care but some residents eventually acquire the skills necessary to move to a more independent living arrangement.

A more complete list of licensed group homes for individuals with DD can be found at: http://www.azdhs.gov/als/databases/providers_dd.pdf



5. Nursing Facility

Occasionally, an individual may need more intensive nursing services. **A Skilled Nursing Facility or SNF** is a Medicaid certified facility that provides inpatient room board, and nursing services to those who need care on a continuous basis. These individuals do not need hospital care or daily care from a physician.

6. Intermediate Care Facilities (ICF) are institutions with four or more beds for people with intellectual or cognitive disabilities. They must provide active treatment. Across the United States, more institutions are closing and residents are moving to alternative living arrangements due to a major shift in thinking. Emphasis is now on people living in their own homes, controlling their own lives, and being an integral part of their community. Arizona's ICF is the Arizona Training Program at Coolidge that now serves fewer residents.

There is only one private ICF that is authorized to provide services to individuals who are ALTCS eligible. It is the Hacienda de Los Angeles (Hacienda) in Phoenix. It can serve a maximum of 60 individuals. The Department of Health Services (DHS) certifies Intermediate Care Facilities annually to ensure compliance with federal regulations. The focus of the annual review is to ensure that

- the facility provides needed services and interventions
- the facility ensures that individuals are free from abuse, mistreatment, or neglect
- the facility promotes greater independence, choice, integration, and productivity
- the staff competently and effectively interact with residents
- each resident's health needs are being met.

The Division also conducts semi-annual active treatment and continued stay reviews.

You can see a complete list of **ICFs** and **SNFs** in Arizona at:
http://www.azdhs.gov/als/databases/providers_ltc.pdf.



Important factors to look at that can help a successful transition to any new residential setting include:

- A small staff-to-resident ratio
- Low staff turnover
- Well-trained staff and ongoing training and monitoring
- Home-like atmosphere
- Flexibility to meet individual needs
- Management and staff open to input and suggestions

In-Home Supports

In-Home Supports are designed for people who do not require 24-hour support but need some help in order to live independently in the community. Qualified Vendor agencies and independent providers contract with DDD to provide services and supports in a person's own home or family home. Authorized services are based on the assessed needs of an individual.

These types of supports and services are available and dependent on available funding. They are designed so the individual can live in the least restrictive living arrangement possible. Individuals receive some or all of the following:

Habilitation - an hourly service to help individuals to learn skills such as self care, meal preparation and housekeeping

Attendant Care - an hourly service to provide physical assistance with personal care and activities of daily living

Housekeeping - an hourly service that provides routine household maintenance and a safe, sanitary, and healthy environment

Nursing - an hourly service for individuals who require skilled nursing care

Respite - an hourly service to provide relief to non-paid primary caregivers. This service may be provided in the person's or provider's home. Respite may be provided by a nurse, if needed.

All providers are certified by DES and registered with AHCCCS. DES monitors the agencies and independent providers.



Skills Important for Independent Living

The following skills are necessary to maintaining an individual's independence. Individuals should discuss ways to develop these skills or receive support in these areas.

- Personal care
- Self-administration of medications
- Building interpersonal relationships
- Role modeling
- Problem solving skills
- Conflict management or communication strategies to minimize conflict
- Time management
- Exploration and expansion of personal interests
- Person centered planning (approach designed to assist someone plan their life and supports)
- Household management
- Meal preparation
- Personal money management
- Transportation (how to access or use available modes of transportation)
- Use of community resources

U.S. Dept. of Housing and Urban Development-HUD

Acquiring Housing through HUD Programs

The United States Department of Housing and Urban Development (HUD) is a cabinet department in the Executive branch of the United States federal government that was established to provide decent and safe rental housing for eligible low-income families, the elderly, and persons with disabilities. HUD administers Federal aid to local **Public Housing Agencies (PHAs)** that manage housing for low-income residents at rents they can afford and also furnishes technical and professional assistance in planning, developing and managing housing developments. A list of local PHAs will be located in the resource section at the end of this chapter. The two HUD Programs we will cover here are the **Housing Choice Voucher Program** and **Public Housing**.



HUD - Housing Choice Voucher Programs

Housing choice vouchers allow very low-income families to choose and lease or purchase safe, decent, and affordable privately-owned rental housing. To apply for a voucher you should contact your local PHA to be put on the housing choice voucher waiting list. There are many types of vouchers but there are three vouchers eligible to people with disabilities.

1. Mainstream Vouchers

Mainstream vouchers are for any age family that cares for a person with disabilities and is income eligible. Mainstream vouchers enable families having a person with disabilities to lease affordable private housing of their choice and assist them to find suitable and accessible housing on the private market.

2. Designated Housing Vouchers

Designated Housing vouchers enable non-elderly disabled families, who would have been eligible for a public housing unit if occupancy of the unit or entire project had not been restricted to elderly families only through an approved Designated Housing Plan, to receive rental assistance. These vouchers may also assist non-elderly disabled families living in a designated unit/project/building to move from that project if they so choose. The family does not have to be listed on the PHA's voucher waiting list. Instead they may be admitted to the program as a special admission.

3. Certain Developments Vouchers

Certain Developments vouchers enable non-elderly families having a person with disabilities, who do not currently receive housing assistance in certain developments where owners establish preferences for, or restrict occupancy to, elderly families, to obtain affordable housing. These non-elderly families with a disabled person do not need to be listed on the PHA's housing choice voucher waiting list in order to be offered and receive housing choice voucher rental assistance. It is sufficient that these families' names are on the waiting list for a covered development at the time their names are provided to the PHA by the owner.



Public Housing

Public housing comes in all sizes and types, from scattered single family houses to high rise apartments for elderly families. There are approximately 1.2 million households living in public housing units, managed by some 3,300 PHAs. Public housing is limited to low-income families and individuals. Eligibility is based on:

- Annual gross income
- Whether you qualify as elderly, a person with a disability, or as a family
- U.S. citizenship or eligible immigration status

After you have been determined to be eligible by your local PHA they will ask you for references to make sure you and your family will be good tenants. PHAs will deny admission to any applicant whose habits and practices may be expected to have detrimental effect on other tenants or on the project's environment. A list of local PHAs is located in the resource section at the end of this chapter.



How to Apply for Public Housing

To apply for public housing contact your local PHA. If you have trouble contacting your local PHA contact the local HUD field office.

Filling Out an Application

The application can be filled out at your local PHA. You will need the following information to determine your eligibility and complete the application:

- Names of all persons who would be living in the unit, their sex, date of birth, and relationship to the family head
- Your present address and telephone number
- Family characteristics (e.g., disabled) or circumstances (e.g., living in substandard housing) that might qualify the family for tenant selection preferences
- Names and addresses of your current and previous landlords for information about your family's suitability as a tenant
- An estimate of your family's anticipated income for the next twelve months and the sources of that income
- You will need to provide documents to verify your information. Some documents needed are birth certificates and tax returns.
- The names and addresses of employers, banks, and any other information the PHA need to verify your income and deductions, and to verify the family composition
- The PHA also may visit your home to interview you and your family members to see how you manage the upkeep of your current home

Once you are determined eligible your name will be put on a waiting list, unless the PHA is able to assist you immediately.

If you are determined ineligible, the PHA must say why and you can request an informal hearing.

What to Expect Once You Are Accepted

Will I have to sign a lease?

If you are offered a house or apartment and accept it, you will have to sign a lease with the PHA. You may have to give the PHA a security deposit. You



and the PHA representative should go over the lease together. This will give you a better understanding of your responsibilities as a tenant and the PHA's responsibilities as a landlord.

How is rent determined?

Your rent, which is referred to as the Total Tenant Payment (TTP) in this program, would be based on your family's anticipated gross annual income less deductions, if any. HUD regulations allow PHAs to exclude from annual income the following allowances: \$480 for each dependent; \$400 for any elderly family, or a person with a disability; and some medical deductions for families headed by an elderly person or a person with disabilities. Based on your application, the PHA representative will determine if any of the allowable deductions should be subtracted from your annual income. Annual income is the anticipated total income from all sources received from the family head and spouse, and each additional member of the family 18 years of age or older.

The formula used in determining the TTP is the highest of the following, rounded to the nearest dollar:

- 30 percent of the monthly adjusted income. (Monthly Adjusted Income is annual income less deductions allowed by the regulations);
- 10 percent of monthly income;
- welfare rent, if applicable; or
- a \$25 minimum rent or higher amount (up to \$50) set by an PHA

How long can I stay in Public Housing?

In general, you may stay in public housing as long as you comply with the lease.

If, at reexamination your family's income is sufficient to obtain housing on the private market, the PHA may determine whether your family should stay in public housing. You will not be required to move unless there is affordable housing available for you on the private market.

If you are issued a housing choice voucher you are responsible for finding a suitable housing unit of your choice where the owner agrees to rent under the program. The unit you select will be inspected to ensure it meets minimum standards of health and safety, as determined by the PHA prior to moving in.

Information obtained from <http://portal.hud.gov/hudportal/HUD>



Frequently Asked Questions

Getting Assistance from HUD

Where do I start?

First search for the City, County or State Housing Authority for information on their housing assistance programs. For rural communities or unincorporated areas of any county in Arizona contact the Arizona Department of Housing 1-866-890-0177.

What do I need to know?

- Where you want to live.
- An estimated amount of your income - either monthly or annually.
- How many people will reside with you.

What do I need to ask?

- Are you accepting applications, and if so, for which program?
- Do I qualify for that program?
- Is there a waiting list?
- How long is the waiting period?
- If you are not accepting applications, when do you anticipate opening up for the Public Housing Program, Housing Choice Voucher (Section 8) Program?
- Are there other programs I may qualify for?
- Do you have special programs that I may qualify for - such as senior programs, veterans programs, housing for families with disabilities, programs for family unification?

In preparation for housing assistance what do I need?

Picture ID for all adults, Social Security cards and Immigration documents for all family members, birth certificates for all family members, verification of Social Security, Pension or cash assistance income, marriage license, full-time student and financial aid award letter, bank information, childcare expenses, medical expenses (required documents depend on the housing authority policies).



Frequently Asked Questions

Where do people make the most mistakes?

Not providing:

- accurate contact information;
- change of address;
- correct Social Security numbers;
- correctly matched Social Security numbers and names.

What are the myths about housing programs?

That people who receive assistance are all bad and no one works or tries to better themselves. The truth is that over half of families on the program are eligible for Social Security and/or disability benefits, while 31% are working families.

Do I need to have a job?

No. The program does not require employment, however landlords may require that you have monthly income that is 3X your rental amount, and they require security deposits and utility companies require deposits as well.

Can I apply for housing in another state?

Yes. However, each housing authority has different residency requirements - some require you live in their jurisdiction for a period of time.

Can I move with my Housing Choice Voucher (Section 8)?

Yes. Check with the housing authority - each housing authority has different requirements prior to families moving - or "porting"

Does it make a difference where I live?

It may. Find out from the local housing authority or State Housing Authority or agency what the requirements are for where you want to live - if you can be assisted where you want to live.

By Peggy Morales, September 2011



Arizona Behavioral Health System

Housing Related Services through Behavioral Health

Behavioral Health Services can be accessed through an individual's private health insurance or **AHCCCS (Arizona Health Care Cost Containment System)** Arizona's Medicaid Agency.

The **Arizona Department of Health Services (ADHS)/Division of Behavioral Health Services (DBHS)** is responsible for Arizona's public behavioral health system which may include providing state-wide housing services for serious mental illness eligible persons enrolled in the behavioral health system. Contracts to provide services may change so check the ADHS website for current information.

The ADHS/DBHS contracts with **Regional Behavioral Health Authorities (RBHAs)** and **Tribal Regional Behavioral Health Authorities (TRBHAs)** to serve six geographic service areas in Arizona. A map of the service areas can be found at: <http://www.azdhs.gov/bhs/Service-Locator.htm>. Each RHBA and TRBHA will contract with service providers in their geographic area to provide mental health counseling or housing related assistance. The Division of Developmental Disabilities (DDD) support coordinator will work closely with the behavioral health case manager or housing coordinator to locate programs that support independent living.

Information about behavioral health services owned and/or operated by peers and family members is available at: <http://azdhs.gov/bhs/Service-Locator.htm>.

For more information about the Arizona Department of Health Services Division of Behavioral Health Services

- call 1-800-867-5805
- email: dbhsinfo@azdhs.gov
- or visit: <http://www.azdhs.gov/bhs>

For information about AHCCCS

- visit: <http://www.azahcccs.gov>



Locating Regional Behavioral Health Authorities (RBHA)

At each of the following RBHAs, ask to speak with someone with the housing program.

Cenpatico serving Gila, La Paz, Pinal, Yuma, Graham, Greenlee, Santa Cruz, and Cochise Counties

- Phone: 1-866-495-6735
- 1-877-613-2076 TDD/TTY
- Website: <http://www.cenpaticoaz.com>
- Crisis Line: 1-866-495-6735

Community Partnership of Southern Arizona serving Pima County

- Phone: (520) 318-6946 or 1-800-771-9889
- 1-866-318-6960 TTY
- Website: <http://www.cpsa-rbha.org>
- Crisis Services: (520) 622-6000 or 1-800-796-6762 or go to SAMHC at 2502 N. Dodge Blvd., Tucson, AZ 85716

Magellan serving Maricopa County

- Phone: 1-800-564-5465 or 1-800-424-9831 TTY
- Website: <http://www.magellanofaz.com>
- Crisis Hotline: 1-800-631-1314

Northern Arizona RHBA serves Apache, Coconino, Mohave, Navajo, and Yavapai Counties

- Phone: (928) 774-7128 or 1-877-923-1400
- 711 or 1-800-367-8939 or <http://www.azrelay.org>
- Website: www.narbha.org
- Crisis Line: 1-877-756-4090



Locating Tribal Regional Behavioral Health Authorities (TRBHA)

The ADHS/DBHS currently has Intergovernmental Agreements (IGAs) with Arizona American Indian Tribes to provide covered behavioral health services for American Indians living on reservations.

Ask to speak with someone with the housing program.

Gila River Indian Community

- Phone: (602) 528-7140, (540) 562-7140 or 1-888-484-8526
- Website: <http://www.gilariverrbha.org>
- Crisis Line: 1-800-259-3449

Navajo Nation

- Phone: (928) 871-6877 or 1-866-841-0277
- Website: <http://www.navajo-nsn.gov/index.htm>

Pascua Yaqui Tribe

- Phone: (520) 879-6060
- Website: http://www.pascuayaqui-nsn.gov/index.php?option=com_content&view=article&id=60&Itemid=53

White Mountain Apache Tribe

- Phone: (928) 338-4811 or 1-877-336-4811
- Website: www.wmabhs.org



Frequently Asked Questions

Finding the Right Place within the Behavioral Health System

What do individuals have to consider and what decisions do they need to make?

The individual needs to determine what area of the city they want to live in and look at different apartments in that area. They will need to speak to the property management of the apartment(s) they are interested in and it can be helpful to speak to tenants also, if possible, to get a better idea of what it would be like to live there.

Other considerations for the tenant to consider are: do they have furniture, household goods and cleaning items? If not, how will they get them? How close are stores? How close is the nearest bus stop?

Who gets involved in this decision?

The potential tenant, the housing assistant, the case manager and perhaps the tenant's family members.

How much does the program subsidy pay?

Usually the individual pays 30% and the program subsidizes the rest. If the individual has no income, the program pays 100% (up to the allowable Fair Market Rent).

How would you define a successful transition?

A successful transition is when the tenant feels safe and happy and is satisfied in the new residence. Other success factors include:

- tenant paying the rent on time;
- tenant remaining at the residence for a year;
- tenant participates in community activities (not necessarily at the complex, but somewhere); and there are no complaints about the tenant from the property management.



Frequently Asked Questions

Finding the Right Place within the Behavioral Health System (Cont.)

How can potential obstacles be avoided?

- If the tenant has a criminal background or has been evicted from another residence in the past, it is a good idea to speak with the property manager first before going to visit.
- Get a payee if the property manager wants extra assurance the rent will be paid on time.
- Fill out an application only if you are truly interested in living at the location. Ask the property management if a background check could possibly make you ineligible before you fill out an application, as the application process is costly.

What additional resources are there?

- Often times booklets describing available rentals can be found in local markets and stores.
- Housing personnel at each of the DDD Service System, HUD and Behavioral Health offices usually maintain lists of properties that are welcoming.
- In Pima County, this site lists properties for rent or purchase.

<http://www.pimacountyhousingsearch.org>



Resources

Arizona Long Term Care System (ALTCS) program application
<http://www.azahcccs.gov/applicants/application/ALTCS.aspx>

Arizona Division of Developmental Disabilities (DDD) Home Page (Recent changes in 2011: Respite Benefit Limitation; Hospital Inpatient Annual Benefit Limit)
https://www.azdes.gov/developmental_disabilities

Arizona DD Planning Council
<http://www.azgovernor.gov/ddpc>

Arizona 2-1-1 Community Information and Referral Services
<http://www.cir.org>

DD – Developmental Disability. Eligibility requirements for Arizona are at
https://ddd.azdes.gov/ddd/EligibilityReferral/frm_EligibilityRequirements.aspx

DDD Help for Consumers & Families: Helpful Guides and Consumer Topics. Check out the Navigating the System guide, Legal Options Manual
<https://www.azdes.gov/main.aspx?menu=96&id=2470>

Dental Association
<http://www.azda.org/public/Find-A-Dentist/agreement.asp>

Arizona Department of Education/Parent Information Network
<https://www.azed.gov/special-education/deputy-associate-superintendent/parent-information-network>

Sonoran UCEDD's: **AZ Community Living Now Program**
<http://sonoranucedd.fcm.arizona.edu/azcommunitylivingnow>

List of (Local) Arizona Public Housing Authorities

Arizona Public Housing Authorities
www.azhousing.gov/azcms/uploads/PUBLICATIONS/Public%20Housing%20Authority%20List.pdf

Arizona Department of Housing Section 8 Housing Programs
<http://www.azhousing.gov/ShowPage.aspx?ID=187&CID=11>



Resources

HUD - U.S. Department of Housing and Urban Development

<http://portal.hud.gov/hudportal/HUD>

HUD Local Home buying Programs

<http://www.hud.gov/buying/localbuying.cfm>

PHA – Public Housing Agency contact Information

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/pha/contacts/states/az

HUD's Public Housing Program

http://portal.hud.gov/hudportal/HUD?src=/topics/rental_assistance/phprog

Disability Rights in Housing

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/disabilities/inhousing

HUD Housing Choice Voucher Programs

Housing Choice Vouchers Fact Sheet

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/about/fact_sheet

Non-Elderly Disabled Vouchers

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/ned

HUD Voucher Programs

nmmainstreet.org/pdfs/RentSupplements/hud-voucher-new.pdf

Mainstream Vouchers

<http://www.hud.gov/offices/pih/programs/hcv/pwd/mainstream.cfm>

Designated Housing Vouchers

<http://www.hud.gov/offices/pih/programs/hcv/pwd/designated.cfm>

Certain Developments Vouchers

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/pwd/certain



Resources

Behavioral Health Resources

The **Substance Abuse and Mental Health Services Administration (SAMHSA)** mission is to reduce the impact of substance abuse and mental illness on America's communities <http://www.samhsa.gov/about>. SAMHSA has created the Permanent Supportive Housing Evidence-Based Practices (EBP) Kit. This kit provides information on the necessary components to building supportive housing services and programs for people with mental illness. In August 2012, the ADHS/DBHS officially adopted this practice model. Permanent Supportive Housing allows individuals in the behavioral health system to have a home of their own and to control the services that they receive. This kit is available at <http://store.samhsa.gov/product/Permanent-Supportive-Housing-Evidence-Based-Practices-EBP-KIT/SMA10-4510>.

NAMI is the **National Alliance on Mental Illness**. NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raising awareness and building a community of hope for all of those in need http://www.nami.org/template.cfm?section=About_NAMI. In Arizona there are affiliates or partners serving: East Valley, West Valley, Southeast Valley, Phoenix, Southeastern AZ, Southern AZ, Flagstaff, Sedona, Pinal Central, and Yavapai County. More information can be obtained from <http://www.namiaz.com/page16/index.html>

The **National Association for the Dually Diagnosed (NADD)** is an association for persons with developmental disabilities and mental health needs. <http://thenadd.org/about-nadd>



Resources

Behavioral Health Resources (continued)

AHCCCS Behavioral Health Services Guide

<http://www.azahcccs.gov/commercial/Downloads/BehavioralHealthServicesGuide.pdf>

Accessing/Paying for Behavioral Health Services

<http://www.azdhs.gov/bhs/pdf/AccessingBHSystem.pdf>

Supportive Housing Programs in Pima County

<http://cms3.tucsonaz.gov/hcd/specialty-programs>

Southwest Behavioral Health

<http://www.sbhservices.org/#Area>

NAZCARE

<http://www.nazcare.org>



Community Living Options

Options to fit individual desires, abilities and needs

Why choose a community living setting?

Community living arrangements offer many opportunities. Individuals can participate in their community, build long lasting relationships, have better control over their lives and receive the support they need. Arrangements can be designed to work based specifically on the level of support the individual needs, the kind of people they like to be with, and the type of home life they desire. Having the chance to contribute in a community setting creates a sense of purpose and belonging, and enriches health and happiness.

In some service living environments, such as group homes and assisted living facilities, there can be frequent or unexpected staff changes that disrupt the day-to-day routines of life. Living in a community setting fosters the development of long lasting relationships promoting more day-to-day consistency and therefore a greater sense of stability.

The opportunity to live in a community allows the individual to more easily maintain relationships with different people such as same-age peers, friends, and people that care about them, within an environment where they can share common interests with others.

Shared living, cooperative housing and **co-housing** are available choices for community style living that will be covered in this chapter.

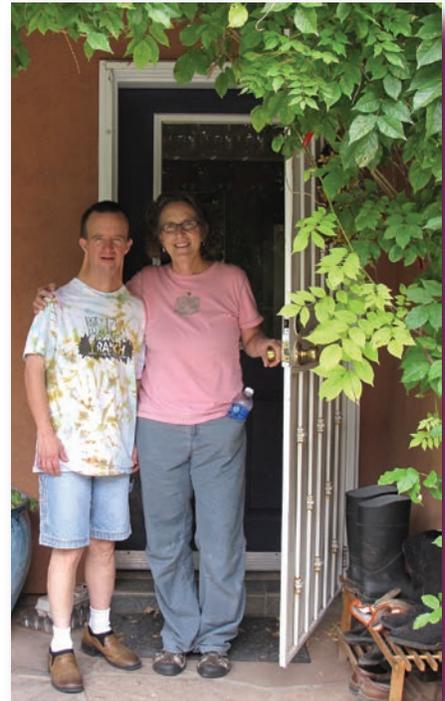
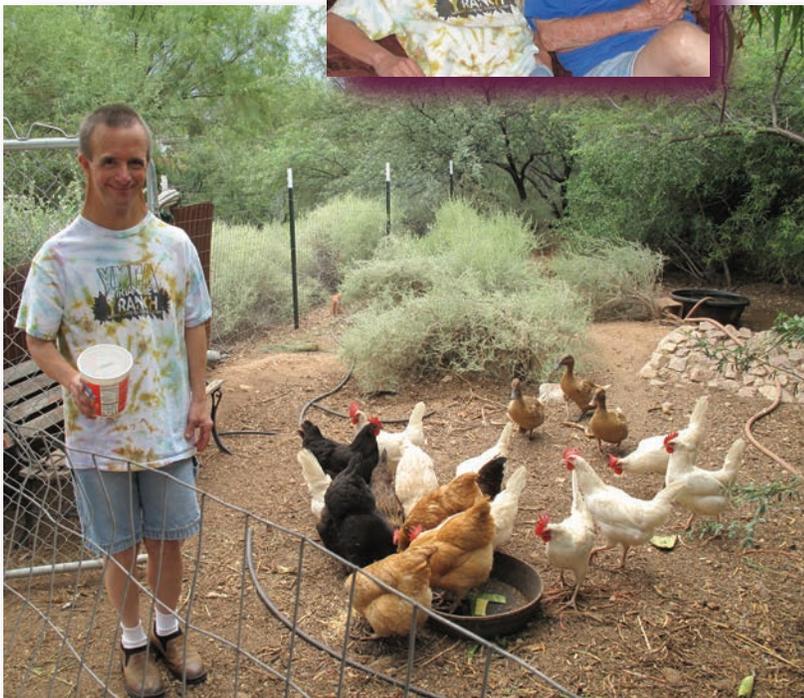
Personal Story

Dirk

Dirk is 49 years old and lives in a co-housing community where his older sister and father each have their own home. Dirk lives in his sister Tracy's home but right now he is spending more time at his father's (Paul) home. Paul recently fell so Dirk is providing companionship and is making sure that his father can get help if he needs it. Dirk keeps a busy schedule. He used to work but took a family medical leave to help his father. Dirk goes to Jazzercise classes with his sister and with the neighbors/friends in his co-housing community. Dirk loves to dance and has led one of the Jazzercise classes. Daily walks are part of his routine as well as helping his neighbors with various tasks.

What works

Living in a co-housing community has provided Dirk with things to do; friends to hang out with; people who know and look out after him; and an extended family and supports.



What is Shared Living?

The focus of a shared living arrangement is to provide the desired supports that the individual has identified while sharing resources, experiences and community activities with another person or family. This arrangement promotes the philosophy of self-determination. The life style of shared living includes routines and rhythms that are inclusive of all people beyond those of the 'service world.'

Shared living is an arrangement where a person with a disability lives with another person or family who agrees to support them in some way. The person may reside with a provider, family member or friend (shared living provider) in a private residence owned or rented by the individual, the shared living provider or other family member. Taking time to make a good match between the individual and the shared living provider is an important step toward a successful shared living arrangement.

Shared living can...

- be people sharing life experiences
- help involve people in their local community
- create long-lasting relationships
- give power to individuals to make decisions that affect their life
- give power to individuals to choose where they want to live and with whom they want to live with

Examples of shared living arrangements

- Denise is a 27-year-old who lives in the home of her aunt, who recently lost her husband.
- David is a 59-year-old man who lives with Jim, a 65-year-old retired widower in a townhome. They both love to take walks and go bowling.
- Tina is a 33-year-old woman who shares her apartment with Susan and Joyce, both 26-year-old graduate students.
- Josephina is a 44-year-old who shares her home with a single mother and her teenage daughter. They enjoy going to the movies and painting together.



Who is part of a shared living arrangement?

There are usually a few different people involved in making a shared living arrangement work.

The Individual. The resident who is the most important person.

Shared living provider. The provider is the person or family the individual lives with. They support the individual as well as share in the everyday happenings of life with them. They may provide the individual with necessary support such as helping them with daily activities. They also may include the individual and support them in participating in community events or activities, just like family or friends would.

Provider agency, case manager, or support coordinator. The specific responsibilities may be different depending on how shared living is structured, but these people and organizations usually oversee aspects of the shared living situation. Any of these may play the role of helping the individual find a person or family to live with (this is often called matching).

- **Provider agencies** often have programs to train or certify a shared living provider. These trainings are so that the provider will have the necessary skills to support the individual. They also may be the organization that the provider submits billing information to, in order to be reimbursed for support they provide.
- **A case manager or support coordinator** may also be an important part of the support network. These people may monitor the living situation periodically. They may check in with the individual and the provider to be sure that things are going well, that the individual's preferences and desires are being supported, and that they are safe.

If you have moved from another state or are planning on moving from Arizona, the following will be helpful.

Shared Living in Other States

Most states administer shared living programs through another entity. The administering entity can be a County, Region or Provider agency. The entity:

- recruits and screens Shared Living Provider applicants
- matches the person with a disability and the provider
- trains and supports the Shared Living Provider
- arranges for support services and respite care
- supervises the Shared Living Provider

Shared Living Presentation, by Nancy Thaler, 2010, AZ DES Sustainability and Innovation Workgroup



Different names for shared living arrangements

Some states offer residential options that have the shared living philosophy, but they may call it by a different name. Other times a state might have a residential option that differs a bit from the shared living philosophy, but it is a program under which a shared living arrangement can be funded. The specific program that your state or county has in place can affect how a shared living provider is paid and what rules apply to the living arrangement. When doing an internet search for a possible shared living arrangement, be sure to search using different names so that you are finding all available options.

Here are some different names for living arrangements that might be similar to shared living in your state:

- Shared Living (Rhode Island, Massachusetts)
- Life sharing (Pennsylvania)
- Family Living (Pennsylvania)
- Family Care
- Domiciliary Care
- Adult Family Home (Wisconsin)
- Adult Foster Care (AFC); seen in, Maine, Oregon, Washington, Wisconsin
- Certified Family Home (Idaho)
- Developmental Home (Vermont)
- Personal Care Service Home
- Companion Living
- Companion Arrangement
- Supported Living (California)
- Host Home
- Individually Designed Living Arrangement (IDLA); seen in Arizona

Finding a shared living arrangement

It can sometimes be difficult to find information due to: the different names used for shared living; people and agencies involved; funding options; and the variety of living arrangements available. Although some states currently offer shared living as a residential option, not all states do. You can find this information by contacting your state's Department of Developmental Services (DDS). Keep in mind that if shared living is not recognized as a residential option in your state, it may still be possible for you to design a shared living arrangement for yourself.



Things to consider before making the move

Like all living situations, shared living may have disadvantages. If you choose to live in a provider's home, there is a chance that you may have to move out if the arrangement does not work. There's also a possibility that you may become more isolated than you would in another living arrangement. For example, if you choose to live in a place where there is no transportation available, you may not be able to spend as much time outside of your home.

Some shared living situations require an agency to monitor your home situation, but others do not. Sharing a home with another person or a family may mean that less people are looking in on you to see how you're doing. If you aren't in contact with other people outside the home this could increase the chance that you become isolated. If a problem arises in your home or in your relationship with your provider, your safety or health may be at risk if you do not have relationships with supportive people outside your provider family.

Another possible disadvantage to shared living is that some people may enjoy their situation so much that they aren't motivated to move to more independent living. People who become content may not consider the possible benefits of transitioning to more independent living, even when independent living may be a more appropriate option for them.

- Is transportation accessible?
- Who will monitor the shared living arrangement?
- Will you be more or less isolated from activities you enjoy?
- Will visitors be able to visit you easily?
- Will this limit or increase your independence?
- Does this provide opportunities to increase your support network?
- Are there any health or safety risks?
- If you run into a problem, can you get help easily and quickly?
- If it doesn't work, what would happen if you had to move out? What is the back-up plan?

Adapted from Shared Living in Vermont: Individualized Home Supports for People with Developmental Disabilities, 2010, published by the State of Vermont, Division of Disability and Aging Services, Department of Disability, Aging and Independent Living.



Ten tips for crafting successful shared living experiences

“A life that has meaning, is interesting and has a sense of personal safety and wellbeing is directly related to how much control one has on their choices and how connected they are to the community at large. [...] It focuses on developing relationships between people with and without disabilities and emphasizes the expectation that people will live together and share life experiences.”

1. Create a ‘Person Centered Plan’
2. Strengthen your existing relationships
3. Make new relationships
4. Explore where and how you want to live
5. Know your budget
6. Have your own key to your home
7. Learn to resolve conflicts
8. Write the business stuff down
9. Know your neighbors
10. Remember, community is a verb.

Shared Living is a vehicle for sharing life experiences – learn what you like to do and be an active participant in that sharing. Create routines and rhythms of community life that show you belong. Don’t just wait to be invited to join an activity that someone else is interested in - do the inviting yourself. Be an active member of your community so that your aspirations and dreams come alive.

Live!

by Nan Carle, PhD



Different names for shared living providers

There are many names that are used to refer to the shared living provider – the person or family you share a home with. It can be difficult to locate information about state rules governing shared living arrangements from the state’s Department of Developmental Services (DDS), so if you are having trouble locating information about shared living in your state using terms related to the living arrangement (e.g., family living, life sharing, etc.), you might try to locate a provider agency or shared living provider using one of the terms listed below as a guide. Because provider agencies take on all of the responsibilities regarding shared living, it may be easiest to find a provider agency that can assist you with shared living arrangement options.

Here are some different names for a shared living provider:

- Shared living provider
- Family living provider (Pennsylvania)
- Home provider (Vermont)
- Certified family home provider (Idaho)
- Shared living companion (Massachusetts)
- Sponsor (Wisconsin)
- Caregiver/Host (Rhode Island)
- Host family (Rhode Island)
- Adult family home provider (Wisconsin)

Finding a shared living provider

The process of finding a shared living provider is called recruitment. If provider agencies in your state are responsible for recruiting shared living providers, you can contact them in order to be connected with a provider. Many agencies do this. Another way to find a provider is with the help of a support coordinator or case manager. This person might be able to help you find available providers. If neither of these options are available in your state, another way to find a provider is to search for one yourself. You might post an ad, or talk with people you know to see if they would like to share a home with you.



Tips for recruiting a shared living provider:

- **Contact your state human service agency.** Some states have a department that deals with disability issues or housing issues. That may be a good place to start.
- **Contact a local agency that provides services for people with DD** (e.g., the ARC)
- **Talk with friends, relatives, support coordinator, case manager or service providers.** Sometimes someone you know may be interested in living with you.
- **Post an ad.** You might consider posting within a community you are part of, community areas that you frequent, or organizations that provide services for people with disabilities. Ask for and check out people's references. Be careful when checking people out. Meet in a public place and bring someone with you. Always let someone know where and with whom you are meeting.

Considering the match

If a provider agency is responsible for recruiting providers where you live, ask them how they match people together. Some agencies interview providers to learn as much about them as possible, and this could help ensure you find a good match.

Is it a good match for you?

- Do you feel like your preferences and goals will be met, and that you will have the level of independence you need and want?
- Think about what you want as well as what the home provider wants – are they a good match together?
- Consider meeting the home provider and spending time with them before deciding to live with them. Try participating together in an activity you enjoy. Bring along your family, close relatives or friends that you commonly spend time with.
- Consider whether the match is right for you. If the match doesn't seem right, don't give up but don't feel like you have to give in either. Look for other people who might be potential providers if you need to find a better match.



Funding Options Available

How will you pay for your living arrangement?

- If you live in Arizona and are ALTCS eligible, some examples of covered services include: personal care, companion services, live-in caregiver, host home/foster care, and supported living.
- How will you pay rent? You might use money from SSI, income source from a job, a relative who supports you financially, or another method.
- Some other options may include: having the provider live with you, and exchanging their support services for the cost of rent.
- Can you, a family member, or friend afford to purchase a home that you can share with someone?

What is a Housing Cooperative (Co-op)?

Cooperative housing can consist of apartment complexes, multi-unit buildings or single unit homes. Residents live on the premises and hold a membership in the cooperative association. Cooperative associations have a democratic form of governance so members are involved in decisions regarding operations, maintenance, policies and the member responsibilities of the cooperative.

In **non-equity cooperatives**, members have occupancy rights to a living space within the housing cooperative. In **ownership cooperatives**, occupancy rights are transferred to the purchaser by way of a title transfer.

The housing cooperative association holds the title to the property and bears the cost of maintenance and repairs. In addition, because it is a nonprofit, the work done is done at cost, with no profit motive involved. This relieves members from the cost and burden of repairs and maintenance. In a sense, the housing cooperative is like a landlord in a rental setting



Cooperative housing...

- has lower operating costs due to shared costs
- associations take advantage of economies of scale in initial construction, operations and ongoing maintenance and rehabilitation
- is a viable homeownership alternative that provides affordability, quality living space
- can fulfill some economic and social needs more successfully than other types of housing
- offer relationship and life-sharing opportunities
- emphasizes community
- allows better access to community events and some leisure activities

Some Examples of Cooperative Housing

- Leasing Cooperatives
- Senior Housing Cooperatives
- Housing Cooperatives For People With Special Needs
- Student Housing Cooperatives
- Artist Cooperatives
- Intentional Communities
- Cohousing



Steps to creating a cooperative housing

Phase I - Develop the Cooperative Business Idea

Step 1: Assemble a group of interested people

Step 2: Conduct a pre-feasibility study

Phase II - Coordinate the Pre-Cooperative's Activities

Step 3: Hold an organizing meeting

Step 4: Conduct a viability study

If this study concludes that the cooperative's business idea is not financially viable, the group should consider terminating the project. If the study shows that the new cooperative will be financially viable, the group can proceed to the third phase.

Phase III - Organize and Start up the Cooperative

Step 5: Organize the association

Step 6: Organize the enterprise

A: Plan the operation of the enterprise

B: Plan and organize the enterprise's start-up financing

C: Recruit and train the enterprise's staff

D: Ensure the legality of the enterprise's operations

Step 7: Hold the initial general meeting



What is Cohousing?

Cohousing offers a strong sense of community in an environment that combines private living quarters with shared facilities for eating, recreation, and other activities. A few cohousing communities are structured as cooperatives, but most are planned developments.

“The design of the community encourages interaction, collaboration and developing strong and supportive social networks. There are community facilities that serve as gathering spaces and that also provide spaces and resources to minimize requirements for individual households. Importantly, however, each home is privately owned and fully equipped, and the community’s design strikes a balance between privacy and social interaction. Governance is usually carried out by consensus.”

Lynne Oland

Cohousing communities rely on one of three existing legal forms of real estate ownership: individually titled houses with common areas owned by a homeowner association (HOA), a condo association or a housing cooperative.

The cohousing community is designed with considerable input from its future residents and common facilities are based on the actual needs of the residents. Starting a cohousing community requires group planning that is geared towards the same vision.

Trust and support are built from the need for community members to work together in caring for common property. Turnover in cohousing developments is typically very low, and there is usually a waiting list for units to become available.

Cohousing benefits ...

- Sense of belonging and connectedness
- Natural supports, social network
- Wide diversity of membership
- Balance between community involvement and privacy
- Designed and run by those who live there
- Ease of living
- Smaller resource footprint

The result is a strong, vibrant, sustainable community with a rich and diverse membership.



Cohousing offers ...

Quality relationships – Members of the community bring an attitude and willingness to forge quality relationships in which there is cooperation, openness, honesty, respect and trust.

Involvement – Members are expected to participate in the life of the community, contribute to its greater good, and be attentive, interested and mindful.

Privacy – In its physical design, processes, and relationships, the community seeks balance between the need for privacy and the need for community.

Freedom – The community will support individuals' personal growth, with respect for other's choices, within the values of the community.

The widely quoted '6 Defining Characteristics of Cohousing'

1. **Participatory process.** Future residents participate in the design of the community so that it meets their needs.
2. **Neighborhood design.** The physical layout and orientation of the buildings (the site plan) encourage a sense of community.
3. **Common facilities.** Common facilities are designed for daily use, are an integral part of the community, and are always supplemental to the private residences.
4. **Resident management.** Residents manage their own cohousing communities, and also perform much of the work required to maintain the property. They participate in the preparation of common meals, and meet regularly to solve problems and develop policies for the community.
5. **Non-hierarchical structure and decision-making.** Leadership roles naturally exist in cohousing communities, however no one person (or persons) has authority over others.
6. **No shared community economy.** The community is not a source of income for its members.



Resources

Shared Living

Shared Living Guide. Robin Cooper, Kara LeBeau, and Nancy Thaler. NASDDDS. May 2011. <http://tinyurl.com/8a8j5qq>

Shared Living Fact Sheet. April 23, 2010. The Executive Office of Health and Human Services. Rhode Island Government. <http://tinyurl.com/6pn9ebe>

NASDDDS 2008 Annual Conference. **Constructing the New Paradigm: Responding to Demographic and Economic Realities.** Meeting Presentations available at: <http://tinyurl.com/7bmzn2j>.

AZ Department of Economic Security's Sustainability and Innovation Workgroup. What is Shared Living? by Nancy Thaler. <http://tinyurl.com/7rrwcbz>.

Adult Foster Care: A Resource for Older Adults. Robert Mollica, Maureen Booth, Carolyn Gray, and Kristin Sims-Kastelein. May 2008. <http://tinyurl.com/c2vnayan>

Certified family homes – Providers Page. Idaho Department of Health and Welfare. <http://tinyurl.com/6rosafa>

Certified Family Home Provider Manual. Idaho Department of Health and Welfare. <http://tinyurl.com/7ce7ybz>

Developmental Services – Provider Directory For Waldo County – Residential Services. Adults with Cognitive and Physical Disabilities. Maine Department of Health and Human Services. <http://tinyurl.com/7efs5lc>

Protocol For People Living in Shared Living. Adults with Cognitive and Physical Disabilities. Maine Department of Health and Human Services. <http://tinyurl.com/78xyh9s>

Resources and FAQs. Community Systems, Inc. <http://tinyurl.com/7r7esg3>

Lifesharing and Everyday Living Options. Pennsylvania Department of Public Welfare. <http://tinyurl.com/85z7ut5>

New Community-Based Living Option for Elders and Adults with Disabilities is Now Available. Press Release. The Executive Office of Health and Human Services. Rhode Island Government. <http://tinyurl.com/7ha2l94>



Resources

Home and Community Services. State of Rhode Island Executive Office of Health and Human Services. <http://tinyurl.com/75gydvt>

Supportive Housing and Services Options. Department of Disabilities, Aging, and Independent Living. Vermont Government. <http://tinyurl.com/8ay7kss>

Information For Families, Providers, and County Staff About Wisconsin's ICF/MR Restructuring Initiative. Wisconsin Department of Health Services. <http://tinyurl.com/6oevbnp>

Residential Options – Definitions. Wisconsin Department of Health Services. <http://tinyurl.com/6oqx2nl>

Community for All Tool Kit. Center for Human Policy. <http://thechp.syr.edu/toolkit>

Cooperative Housing

National Association of Housing Cooperatives. www.coophousing.org

USDA Rural Development. Housing and Community Program Fact Sheets. www.rurdev.usda.gov/rd/pubs/factsheets.html#hcf

CoopZone Developers' Network Cooperative. The Seven Steps in Forming a Cooperative. <http://coopzone.coop/en/developmentpath>

Cohousing

The Cohousing Association of the United States
www.cohousing.org/directory

The 6 Defining Characteristics of Cohousing
www.cohousing.org/six_characteristics

Shared Living Presentation, by Nancy Thaler, 2010, AZ DES Sustainability and Innovation Workgroup
<https://www.azdes.gov/main.aspx?menu=96&id=4922>



Overview

This chapter provides an overview of **Home Modifications** and **Assistive Technology (AT)** that help in creating safer and more convenient living environments for individuals with disabilities.

Home Modifications can remove barriers in the home of individuals with disabilities. Many individuals and caregivers find that day to day routines such as bathing can be time consuming, cumbersome or awkward, and dangerous due to the layout of spaces and rooms in the home. Properly designed home modifications can make the home more livable so the individual's level of independence and quality of life are greatly improved. Some common modifications include things such as: ramped entry ways to the home; widened doorways; roll under sinks; barrier free shower stalls and grab bars.

Assistive Technology or **AT** refers to a wide range of devices, pieces of equipment or software that can assist a person with a disability to complete or accomplish daily tasks. Assistive Technology (AT) is federally defined as "any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities." AT can range from "low tech" items such as a pencil grip, to "moderate tech" - something such as a talking calculator, to "high tech" - things like an eye gaze control computer system or communication device.

Personal Story

Aaron

Aaron is 32 years old and has been living in a family home with his brother Shane and Shane's family for the last 7 years. Aaron had previously been living with his parents, but as they aged and experienced health issues they were no longer able to provide the same support. When his father passed away and his mother was no longer able to independently care for him, Shane and his family welcomed him into their home. Shane and his family love having him there. To make the home accessible for Aaron, 4 doorways were modified and the living room was converted into his bedroom. The hall bathroom sink was modified so that Aaron's legs could fit under it and the bathtub was made into a roll-in shower. They also bought a wheelchair van which has made going places much easier. Aaron is able to exercise independence through employment and use of a dial-a-ride transportation service in order to get to and from work. One challenge that Aaron had in making the transition from living with his parents was that he experienced a lot of anxiety about leaving there. He was able to make this transition more comfortably by staying at his mom's house a few nights a week in the beginning. His brother Shane explains, "Even after 7 years he still goes to mom's house once a week for the night, which is a blessing for both of us."

What works

Modifications have made the home accessible to Aaron. He is included in the family's activities, and support care is from his family as opposed to "strangers." Four additional siblings are supportive and help to provide respite.



Home Modifications

Modifications like the following help promote greater convenience and make the home a safer place to live.

Bathroom Doorways

Doorways in the bathroom often need to be made wider in order to allow for the clear and safe passage of a wheelchair. Before you modify any doorway, try the swing clear hinge because it is the quickest and cheapest modification you can do. By replacing the hinges of the door with swing clear hinges, you can add 2 inches of room that will provide more room and clearance for the mobility assistive equipment.

Sink Repositioning

It may be necessary to reposition an existing sink to allow a wheelchair to move around freely. The sink vanity can be removed to free up floor space and the sink can be lowered to accommodate access to a seated person. Make certain the hot water pipe is insulated or moved back out of the way to protect legs from scalding.

Toilet Modifications

Toilet height is important for someone who needs assistance in the bathroom. It can make transferring from a wheelchair easier and it can help minimize physical strain for a person providing any needed assistance. The height of the toilet is measured from the floor to the top of the seat and varies from 15 to 17 inches. Two additional inches can make a difference in comfort and safety.

Toilets can also be modified to make flushing easier such as with a lever type flush control or an automatic sensor flushing system.



When shopping remember that all toilet models and durable medical equipment (DME) may not be available in a home improvement center, so you may need to ask a plumber, designer, home modification expert, or do a web search for new innovative products.



Roll-in/curb-less showers

Roll-in or curb-less showers allow for barrier free access to bathing. The primary feature of a roll-in shower is the smooth transition from the floor to the shower stall. The shower floor is designed to slope slightly toward the drain so that there is not step down change in the flooring. There are pre-made roll in showers that come in a variety of sizes, styles and materials.

Shower chairs

Shower chairs come in many styles for the bather who needs to remain seated or transfer out of a wheelchair. Grab bars and a hand held shower head offer additional bathing convenience and safety. Single-lever faucets for sinks and showers are a consideration for greater ease and functionality.

Grab bars

Grab bars can be mounted directly into wall studs on either side of the toilet and in the bathing area. If the grab bars need to support weights over 200 pounds, the wall studs should be further reinforced.

Other Home Modifications

Exterior Doors

Exterior doors can have thresholds as high as 1½ inches. Anything over a ½ inch is a barrier to a wheelchair. An exterior door threshold can easily be modified by replacing the existing threshold with a low or almost flat threshold and then replacing the door sweep with a U shaped type sweep that will drop down to the lower threshold.

Ramp(s)

Ramps at the right length used on exterior doors can be added to access the home. The correct length of a ramp is easily determined using this simple formula: **for every inch of rise add 12 inch of run**. (For example, if a threshold curb at the front door is 3 inches tall then the ramp should be 3 feet long.) If you are considering the portability of the ramp, aluminum ramps (EZ Access at: <http://www.ezaccess.com>) are lighter than wood or fiberglass.



Other modifications to consider are:

- Lever type handles on interior doors for easier grabbing
- Cord tied handles that help open and close doors (holding on to the cord attached to the door handle will pull the door closed behind)
- Wheelchair turnaround areas
- Lower heights for sinks and counter tops
- Roll-under and pullout kitchen work areas
- Lowered switch and outlet heights
- Good lighting in all rooms with task lighting or night lights in critical areas
- Contrasting colors where floor surfaces change
- Non glare surfaces
- Intercom system
- No step access to home, patio, and outside areas
- Raised toilet seats that attach to the seat or raise the base of the toilet

Modifications in New and Older Construction

New construction and developments must follow specific requirements for accessibility found in state and local building codes, regulations of the Fair Housing Amendments Act, and the Americans with Disabilities Act (ADA) Accessibility Guidelines. These requirements apply to homes built after the early 1990's.

Older construction - Homes built before the early 1990's will more than likely require modifications. Those modifications can be made in all types of structures including: apartments, townhomes, condominiums, manufactured homes, stick built homes, post tension slab homes and multi-story homes.



Home Modifications in Rental Properties

When looking for rentals, remember to consider the general accessibility of the rental. Ask the landlord if he/she is agreeable to any changes that you would like to make. They are generally open to ideas and sometimes will pay for part or all of the modifications because accessibility features enhance the property. Be very clear on what they are going to pay for and have it written down so there is no confusion.

Working with Landlords

Under the Fair Housing Act, landlords are required to allow tenants to make reasonable alterations to the property at the renters expense to accommodate their mobility or disability related needs; but, they can also require the renter to return the property to the “pre-rental” condition after they move out at the renters expense. Landlords will often view modifications as an improvement to the property.



Tips for Purchasing Home Modifications



Consider using a licensed, bonded and insured contractor for both large and small home modification projects. Be sure to check the license status of any contractor you plan to use for your project with the Arizona Registrar of Contractors. Verify that they have the type of contractor's license necessary to do the proposed work. For example, you may not want a contractor who is certified only in commercial acoustical systems work (License L-1) doing or installing your new barrier free shower. Using a licensed contractor also gives you some legal and financial recourse via the Arizona Registrar of Contractors recovery fund should problems develop with the contractor and/or the work that is completed.



Plan for the greatest level of accessibility. If the individual has a medical condition of a chronic or progressive nature it may be warranted to plan for a gradual or eventual decline of physical and/or cognitive abilities into the modification. For instance, a person with such a condition who is considering replacing a traditional bathtub with a step in shower may want to replace the tub with a true "barrier free" shower with a collapsible water dam. The true barrier free shower is more accessible and allows for the potential to use a rolling (either caregiver or self-propelled) rehab shower/commode chair whereas the step in shower traditionally does not. If this physical or cognitive decline occurs there can be significant additional expense to go back and redo the shower now to accommodate for the new needs.



If you are involved in Occupational (OT) or Physical Therapy (PT) either via hospital inpatient or outpatient services or through a home health agency consider asking your therapist(s) to be involved in the planning process for your home modifications. They can be helpful in recommending the best physical placement for aspects of the modification like ADA Certified grab bars, assisting you in determining the most appropriate Durable Medical Equipment (DME) to go along with your modifications as well as advising you on potential decline in your abilities and potential need for more or a greater level of accessibility. Once the modification is complete be sure to have the OT or PT come and review the work that was completed as well as how it is functioning for you. They may be able to assist in making recommendations for any additional changes necessary.





Prior to contacting contractors consider making a written list of your accessibility “issues,” “modification goals” and the general work you would like to have completed. It will not only help focus your time and keep you on track when the contractor visits but it will also help ensure uniformity among bids (i.e. comparing apples with apples) and being sure that nothing is missed and the phrase – “oh, I forgot to mention that...” In addition to above suggestions, write down any questions you have for the contractors related to their experience in accessibility work, the need for permits for the job, how long it will take to complete, etc. that you may have. Don’t be afraid to ask a contractor about their accessibility modification experience. Some 3rd party funders of home modifications will use a home modification coordinator to assist the person in determining the needed modifications, securing an estimate(s), getting the work completed and then following up to ensure the work was done correctly. In these instances this person(s) will assist you in coordinating the job and developing the aforementioned information.



If paying privately for modifications, consider getting at least 3 estimates from licensed contractors for the work being considered. In addition to getting the best price, another advantage to getting multiple estimates is the ability to get different suggestions on how to create “accessibility” in your home. Different contractors will have disparate experiences, skills and may use/suggest different products or materials to be used in the work. Ask them to show you photos of successful jobs completed. Reputable contractors are proud of their work and usually do not have a problem showing examples of it. In the end when making the final determination on whom to award the job, trust your instincts. If they don’t call or email you back when you reach out to them; let them go. Some agencies or funders of home modifications will have contracted service providers, which will limit who you can use. In this instance, ask the agency home modification coordinator if you can get a list of all the options open you to you and if you can interview them to choose whom you would like to use. If possible look for contractors or home modification evaluators that have the Certified Aging in Place Specialist (CAPS) or Certified Environmental Accessibility Consultant (CEAC) certifications.





Incorporate all the Durable Medical Equipment (DME) you are using or planning to use into the planning process for the modifications. If obtaining new DME and if possible, hold off on planning and/or completing the modification(s) until the equipment is delivered, adjusted and is being used. If there are issues with DME and changes are necessary to correct it after it is delivered, these changes can potentially affect the type of or extent of modifications you will need.



For expensive items, such as vertical and stair lifts, automatic/power door openers or ceiling/over the bed lifts, consider asking commercial retailers about the availability of used or pre-owned equipment. While this genre of equipment can be a little more challenging to find, when available these devices have been gently used and can be purchased at a significant discount when compared with the cost of new equipment. If purchasing used or pre-owned equipment, be sure to ask the retailer if they would be willing and/or able to offer some sort of short term warranty with the purchase. Consider reviewing online resources such as the Arizona Assistive Technology Exchange (ATEX) site at www.AzATEXexchange.org for pre-owned AT/DME items for sale and donation or the home page of the Arizona AT & DME Reuse Coalition at www.AzATReuse.org for a searchable list of medical equipment loan closets and Reuse programs from around the state.



When installing adaptive equipment such as ramps outside, be sure to consider the materials used in relation to the ramps exposure to the sun, rain and snow (if you have this in your area). In the event the ramp will be exposed to the elements consider using a prefabricated metal ramp as opposed to constructing one of wood. Over the long term, the metal ramp will hold up longer and be less susceptible to failure or damage related to weight of a heavy mobility device when exposed to the elements. It is also recommended if possible plan for permanency – consider installing a concrete entryway platform at a front doorway with a gradual ramp walkway instead of installing a wooden or fiberglass entryway ramp or a folding laydown aluminum ramp.



Personal Story

Paul

Paul is 56 and lives in his childhood home that he shares with his mother. His home works well for him because he is so close to everything -- a large shopping center and as many as 5 local bus lines are within blocks of his residence. The house is paid for, and monthly expenses are shared between him and his mother. Paul receives care support from 7am-2pm and 8pm-2am. Over the years, several modifications have been made to the home to make it more accessible for Paul. A modest grade has been added to the front walkway so that he can easily get in the front door. When Paul was younger, his father knocked down the wall to the bathroom so Paul could access the shower directly and there is a sliding door in its place. More recently, a linoleum floor was added to modify what used to be a step-down shower.

What works

For Paul, aging in place and continuing to live in the home he grew up in works well for him. Home modifications were made over time. Areas of his home have been made accessible; close public transportation and shopping makes it convenient for him; and having supports come to his home provides him with the assistance he needs.



Beware of Home Repair Scams

According to the AARP Bulletin - "Tip-offs to Home Repair Rip-Offs" by Sid Kirchheimer (2011) there are six phrases a con-artist contractor might use:

1. I was in the neighborhood
2. I need cash up front. Or at least a large deposit
3. I can help you finance the project
4. Check my references
5. We have a special limited-time offer
6. I have leftover materials from another job

Complete article is available at <http://www.aarp.org/money/scams-fraud/info-08-2011/home-repair-scam-alert.html>

Arizona Home Modification Program

Individuals who receive supports and services from the Arizona DES Division of Developmental Disabilities (DDD) and are ALTCS eligible are eligible for home modifications. The DDD support coordinator can authorize home modification services based on the consumer's medical need. The Division's Medical Director must approve this medical need service. The service is available to provide in home access to activities of daily living when using mobility assistive equipment, to promote greater independence, and to help caregivers provide care. The contracted home modification company must be a CEAC (Certified Environmental Access Consultant) or CAP (Certified Aging in Place consultant) and specialize in home modifications. The DDD has a list of qualified contractors.



Assistive Technology (AT)

Assistive Technology (AT) refers to a wide range of devices, equipment and software. **AT service** means any “*service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device*”. An AT service can, not only help in the selection of the right device, but it can also help support the devices implementation and lead to the successful and productive usage of it by the user. AT device(s) that are correctly matched to a person’s functional needs can go a long way towards improving quality of life.

Acquiring AT

Unfortunately, resources for assistance in the selection and implementation of AT can be expensive and are often scarce or hard to find in some communities. Regardless, consumers and their families need to be educated about their AT options and resources. Far too often persons with disabilities acquire AT that is either a bad fit or is not designed for the functional tasks it was bought for. When this happens, device abandonment or underutilization usually occurs. Some factors that may contribute to device abandonment or underutilization are:

- Failure of providers and/or families to include consumers in the buying decision making process
- Failure to take the consumers’ opinions into account
- Easy device procurement
- Poor device performance
- Changes in consumers’ needs or priorities



Things to Consider

Listed here are some suggested considerations when shopping for Assistive Technology (AT) and Durable Medical Equipment (DME) that can help reduce the potential for device abandonment and/or underutilization.

- Don't buy the first thing you see online or at a specialty store. Consider looking at or reviewing at least 3 like devices or ones with similar features.
- Prior to purchase, consult an AT or Rehabilitation Specialist for a discussion of device options, an overview of features of each device being considered as well as a discussion of potential funding sources.
- Once a device is acquired, don't try to learn it or tackle it all in one day. Start with the features most important to the user. Plan. Set aside a set time, maybe 30 minutes to an hour each day, to work with the new device.
- For moderate to high tech devices consider finding and assigning a person to be the "go to" or backup support person for the end user if they need assistance with any aspect related to implementation, troubleshooting or ongoing usage of the device.
- AT selection and implementation works best when pursued as a "shared responsibility" with the end user's family and the Rehabilitation Professionals they receive support from.
- Use 3rd party funding resources to fund AT if it is available to you. If the AT/DME was funded via a 3rd party funding source they become a future resource to cover the costs of necessary maintenance, repairs or upgrades to the AT. If purchased via private pay, the individual's family or the end user may be responsible for these costs.

Arizona Technology Access Program (AzTAP) - AT Equipment can be acquired through the Arizona Technology Access Program (AzTAP). AzTAP is a federally funded, statewide service program administered through Northern Arizona University's Institute for Human Development. AzTAP's mission is to promote awareness of, access to and acquisition of AT for persons with disabilities of all types and ages. Through their services, AzTAP staff can assist consumers with disabilities, their families and/or Rehabilitation Professionals throughout the state with learning, making decisions about and acquiring AT of all varieties. If you have AT related needs or questions feel free to contact them at the metro Phoenix office at: (602) 728-9534 / 1-800-477-9921, (602) 728-9536 (TTY) or by email at AskAzTAP@nau.edu. Find them online at www.AzTAP.org.



Resources

Arizona Resources

Northern Arizona University (NAU) Institute for Human Development - **Arizona Access Technology Program (AZTAP)**

www.aztap.org

Arizona Statewide Independent Living Council

www.azsilc.org

Arizona Bridge to Independence

<http://www.abil.org/home-modifications>

DIRECT Center for Independence, Inc.

http://www.directilc.org/program_homeaccess.htm

Arizona Department of Economic Security **AZ Links**

<https://www.azdes.gov/main.aspx?menu=8&id=46>

Arizona Area Agencies on Aging

<https://www.azdes.gov/daas/aaa>

Accessibility

United States Access Board

<http://www.access-board.gov/index.htm>

ADA Standards

<http://www.access-board.gov/ada>

U.S. Department of Justice, **Standards for Accessible Design**

http://www.ada.gov/2010ADASTandards_index.htm

Visitability provides resources and background on “visitability,” a growing national trend

www.visitability.org

Center for Universal Design/Housing at North Carolina State University

<http://www.ncsu.edu/project/design-projects/udi/center-for-universal-design>



Resources

Home Modifications

We are not endorsing any service or product. Web links are listed here to provide you with additional information, pictures, and potential ideas that may enhance your living space and home.

Christopher & Dana Reeve Foundation Paralysis Resource Center (Home Modification)

http://www.christopherreeve.org/site/c.mtKZKgMWKwG/b.4453475/k.A820/Home_Modification.htm

Concrete Change is an international network whose focus is making every new home visitable. <http://concretechange.org>

Enhanced Living and Design and Building, Inc. provides services and products and sample projects with pictures. <http://www.enhancedlivingdesign.com/index.php>

Fall Prevention Center of Excellence Home Modifications. This web site was originally created by the National Resource Center on Supportive Housing and Home Modification, with support from the Archstone Foundation. Headquartered at the University of Southern California Andrus Gerontology Center. www.homemods.org

National Resource Center on Supportive Housing and Home Modification is a community home modification forum for each state. Provides a list of home modification programs in Arizona. <http://www.usc.edu/dept/gero/nrcshhm/directory/az.htm>

NeighborWorks America is a network of community-based nonprofit organizations that aim is to create opportunities for lower-income people to live in affordable homes. Arizona is part of the Rocky Mountain District. <http://www.nw.org/network/index.asp>

NewUSAFunding. For a small membership fee, this website provides support and resources to locate funding resources and applications for first time homebuyers. <https://www.newusafunding.com>

Rebuilding Together is a nonprofit organization that provides home repairs, modifications and improvements for America's low-income homeowner. <http://rebuildingtogether.org/whoweare>

Rebuilding Together Program offices in Bisbee, Tempe, and Tucson
<http://rebuildingtogether.org/affiliates>



Choosing and Managing Your Home

Owning a home is everyone's dream. Home ownership gives us sense of independence and belonging. It also allows choice and control that are important parts of self-determination, well-being and happiness. Finding the right home takes time and involves important decisions and planning. There are also additional responsibilities that come with having a home. We will talk about those decisions and responsibilities here.

Having Your Own Home Provides

Control – you decide who comes, who stays, who helps

New Friends – you can meet new neighbors and make new friends

Opportunity – you can design your space the way you like it

Responsibility – you have to be a good tenant and homeowner

Skills – you can learn about budgeting and how to take care of your home

Finding the right home takes a lot of energy and thought. For some people it takes years, but the wait and planning is worth it! Here are some things to think about as you search for **Your House, Your Home**.

Personal Story

Gaby

Gaby is a 23-year-old graduate student who moved out of the university's residential housing. She looked at postings on www.craigslist.com and visited several apartment complexes. At first, Gaby had trouble finding an accessible rental that wouldn't need modifications. Gaby got help from her mom and a real estate agent who suggested that for the same amount of money she would be paying in monthly rent payments and the modification she would have to make, Gaby should consider buying a home. A great home came up at just the right time, and she bought it! She searched for more than 6 months before she found this treasure. Gaby pays just a little more than she did living on campus but has about four times more room. She made some home modifications. Gaby believes that a person's success in achieving independence largely depends on knowing what they're capable of. Gaby wears a medical alert bracelet in case of an emergency (which was arranged through her home alarm company) and she hired someone to help her clean.

What works

Gaby's advice to others is that people should always ask for help when they need it. She joked that she realized that she needed help cleaning when she realized that mopping the kitchen floor took her 2 hours and it took someone else 10 minutes! Her "treasure" home is also close to local restaurants, salons, and campus where she's finishing up school.



Things to Think About and Things to Do

- Make a wish list of all the things you want in a home.
- Take your time and look around to find the right place for you. Don't rush.
- Do your budget first to make sure there is enough money for the rent/ mortgage and other expenses.
- Set aside extra money for unexpected costs or things you need.
- Learn more about homeownership (take classes, talk to people, ask questions).
- Explore whether you qualify for home buying programs designed for lower income households. The www.hud.gov is a good place to start.
- Decide if you want a roommate now or in the future.
- Explore different technologies that provide security, convenience, and accessibility.

As you start planning:

- Maintain a person-centered approach.
- Keep your family and supports involved in the discussion and planning.
- Keep all your important paperwork together.
- Keep a notebook or journal where you write down everything you did.
- Ask questions and write down the answers.
- **Most important, stay excited about the possibilities!**



Personal Story

Jack and Brian

Jack is a 28 year-old gentleman who lives with Brian. Their mothers met through mutual friends and introduced their sons to one another. A friendship developed and an opportunity came up for them to live together. They have been roommates for 3 years and live in a 2-bedroom, 2-bath apartment. Their mothers helped find apartments that fit within Jack and Brian's budgets, but Jack and Brian decided which apartment they liked best. Both of them have jobs during the day and split rent evenly using their earned wages and SSI. Jack introduced Brian to Special Olympics and they spend a lot of their free time playing softball, running track, and going bowling together. They have found that they are very compatible roommates. The schedules they keep and ways they've organized their apartment space help support that.

What works

Jack and Brian have set up their common space and bedrooms in a way that works for both of them. For example, the common room and each of their bedrooms have televisions. They each have a space to play video games alone when they want or when one of them is not in a good mood. They like different foods so they buy their food separately and have separate food storage shelves in the cupboard. Their care support provides monitoring and helps them build life skills (cooking, laundry, errands, etc.) for safe, independent living.



Renting a Home

You can rent many types of properties apartments, houses, mobile homes or condominiums. You can rent from a private landlord or through HUD either through public housing or using a housing voucher. Renting can sometimes be the right choice. Before renting, you should be aware that landlords could require you to fill out an application prior to accepting you as a renter. The application may also have a fee associated with it that is non-refundable. Landlords will be checking your rental history and want to make sure that you have enough money to cover the rent. Before you decide, look at both the advantages and the disadvantages of renting.

Advantages

- Utilities could be included in the rent
- Landlord is responsible for repairs to the home and appliances
- There are no Home Owners Association fees, or property taxes
- Easier to move when you do not like where you are living (after the lease agreement is fulfilled).

May have access to:

- Pool
 - Tennis Courts
 - Social/Activity Rooms
 - Security
- Security deposit may be returned to you

Disadvantages

- Rents can change and increase
- You can't paint, change the carpet, or make any other changes without asking the landlord first
- Home modifications have to be approved by landlord
- Landlord has the right to inspect the rental property
- Space and storage is often limited
- Restrictions on noise level
- Service animals are always permitted under the Fair Housing Act but other pets might not be allowed



Budgeting for Your Rental

The Parent to Parent of NYS (<http://www.parenttoparentnys.org/housing>) suggests the following budget for your first apartment or rental. Generally, a person should set aside money for the following:

Housing: 25 to 30%

Food: 8 to 15%

Health Care: 5 to 7%

Insurance/Pensions: 7 to 9%

Clothing: 6 to 8%

Entertainment: 5 to 9%

General Savings: 6 to 10%

How To Be A Good Tenant

Being a good tenant or person who rents a place, is very important. There are a few simple rules to follow.

- Keep the home clean and safe. This includes keeping the refrigerator and oven clean.
- Don't clog the toilets or sinks.
- Change burnt out light bulbs and bad batteries in smoke detectors.
- Prevent damage to your home. You, as the tenant, are responsible for any damage caused by you or by your guests.
- Respect your neighbors. Keep music and TV volume down. Be polite to neighbors.
- Keep common areas clean.
- Don't let others take advantage of you. If you need help, ask your family or support staff for help or mention the problem to the landlord.
- Tell the landlord about problems before they get worse.
- Ask that all communications be in writing so you can prevent misunderstandings. Keep a copy.
- Keep communication open with the landlord, your roommate, family, and your supports.



Buying a Home

Buying a home and property can have both advantages and disadvantages. When buying a home there are a lot of things to consider. There are several steps to take prior to purchasing a home.

Three steps to take before buying a home:

1. Do you have a down payment? Down payments will depend on the type of loan you get. For example, down payments can range from 10-20% for a conventional loan, 3% for a FHA Loan or \$500-\$2000 for a HUD loan. Check with your lender for up to date information.
2. Do you have money for the closing cost?
3. How much can you afford? Usually a lender will want your monthly mortgage payment to total no more than 29% of your monthly gross income.

Advantages

Home may increase in value
Credit score will increase
Earns equity that can be taken out later if necessary
With a fixed loan your payments will stay the same
Changes to the property can be made unless it is against the rules of your Home Owners Association
A home is a tax deduction
Mortgage payments, insurance rates and property taxes increase more slowly than rents
Long term planning about the house redesign and landscaping can be fun
Home modifications that increase accessibility, convenience, and safety can add value if you decide to sell.

Disadvantages

Maintenance and repairs are inevitable and can sometimes be costly
Responsible for property taxes
If you are unable to pay your mortgage you will lose your home and it will greatly impact your credit score
You have more space you are responsible to take care of including landscaping
Responsible for utilities



Predatory Lending – Be Aware

Predatory lending is when someone does a wide range of unfair financial practices. Some of the unfair financial practices include:

- Using a false appraisal to sell the property for more than it is worth
- Having borrowers lie about their income or cash available for down payment
- Lending more money than the borrowers can afford
- Charging higher interest rates to borrowers because of their race or national origin
- Charging fees for nonexistent products or services
- Making borrowers accept higher-risk loans like balloon loans
- Using high-pressure sales tactics to sell home improvements and then financing them at high interest rates

Designing a Safe, Comfortable and Welcoming Home

The report, **Opening Doors**, identifies ways to encourage choice, autonomy and independence for when planning one's space. Although written for persons with Autism, Chapter VI of this report includes helpful suggestions for all persons when designing their unique space. The complete document can be accessed at <http://www.autismcenter.org/documents/openingdoorsprint.pdf>.

Consider the following:

Floor Plan Strategies: smooth transition between rooms and uses, separation of high stimulus areas, spaces that encourage physical movement

Outdoor Spaces: adequate lighting, courtyard that is private and safe, planting of flower or vegetable gardens

Living/Community Rooms: common area that includes both active and quiet spaces within one larger space and bathroom that is close to common area

Kitchens: durable countertops that allow for easy cleaning, adequate space with multiple stations, sufficient storage



Hallways, Stairs & Ramps: short hallways and flights of stairs; avoid blind corners to reduce unpredictability and surprise; open shared spaces that allow for natural light and social interaction; well secured carpet

Bedrooms: desks with task lighting; closets with built-in organization system; each bedroom with separate climate control and ventilation fan; each bedroom with its own accessible bathroom

Sensory Rooms: room that allows residents to modify their lighting and music; painted in white or soft colors to increase relaxation; good sound acoustics that minimize sounds traveling outside the room

Bathrooms: non-slip tile flooring; ample room for staff to assist; sinks that are hung on the wall for accessibility; grab bars; push panel flush for ease of operation; waterproof panels on all walls

Laundry Room: ample counter space and storage; good ventilation; frontload washers and dryers for easy use; floor drain for spills; durable flooring

Technology: detectors for smoke, carbon monoxide, natural gas, radon and propane; installed window stops; security fence; fire safety systems; intercom systems with visual display; emergency call buttons; include an in-unit intercom system; select a range of daily activity monitors; use medication tracking system, etc.

Ventilation: use silent, ducted exhaust fans; install high quality air filters; dual-glazed windows, etc.

Lighting: for sensory sensitivity, use natural light, non-fluorescent, no-flicker bulbs; buzz-free dimmer switches; indirect lighting to reduce glare; recessed lighting and task lighting; have ample electrical outlets in all rooms

Materials: create smooth floor transitions between rooms; use hypoallergenic materials; avoid pesticides and insecticides use indoors and outdoors; use zero-VOC eggshell finish paint for cleaning ease; use contrasting paint to identify light switches, electrical outlets, etc.



Living with Roommates

Roommates can provide companionship, friendship, and assistance with tasks and rent. The following list identifies key things to explore and discuss with your roommate and family.

Compatibility:

- Can we get along?
- Do we like similar things?
- Can we be friends?
- Can our families and supports work together?

Communication:

- Can we talk or communicate when things are not working?
- Can we share the good things that are happening in our lives?
- Do we know when the other person needs space or time alone?

Cooperation:

- Can we compromise – give and take on things we don't agree on?
- Can we make rules that all of us can follow?
- Can we share resources and supports*

* Rent, Food, Chores, Staff

If you are selecting a roommate as a caregiver, you need to make sure that they are well qualified and that you have checked their references. Writing down what you decide is a good thing to do. Make sure everyone has a copy of what you agree on.



One Parent's Helpful Tips For Setting Up The Home

Parents and family members play an important role in finding a home. Here is one parent's list of suggestions that worked well for her son when he moved into his own townhouse next door.

Be prepared to spend lots of time assuring your child that support is readily available. It doesn't matter if you live next door, you may be speaking with your child 10 times a day.

Spend a lot of time making the home nice and well organized. My son is very proud of his house and keeps it very tidy. Some ideas include:

- Keeping simple systems for storage in the laundry and kitchen space help him stay organized.
- Setting up the living room for comfortable viewing of TV, movies, etc.
- Putting clocks on the wall in several rooms help to keep track of time for Handicar pickups and other events.
- Keeping a list of contacts on the refrigerator door or where the phone(s) are located.
- Putting things in a specific space to help keep important things organized: phone chargers, wallet, Handicar passes, keys, always kept in the same place.

Have a place to sit and socialize. There are two outdoor patio areas – “Putting chairs and a table allows us to join him outside whenever possible. He feels ownership and feels safe.”

Decorate his house with lots of family furniture, family pictures and keepsakes. Showcase his accomplishments. Special Olympics items are displayed proudly everywhere.

Discuss security measures, like bars on windows and doors (requested by son). This should be discussed and assurance given that the new house is safe. Feeling safe is important. My son still sleeps with his bedroom door closed at night.

Teach things like how to adjust the air conditioner and heater. He always turns the system off when he leaves the house. He wants to see his utility bills every month, and I have to assure him that his bills are not too high. He does not handle money easily, and is concerned about his budget.

by Cathy Hunt



Resources

Finding Accessible Housing

Socialserve.com is a managed Internet housing locator that provides housing listings and other housing related information. There is a staffed, toll-free English/Spanish call center to help landlords list and tenants find housing.

Phone: (704) 334-8722, Toll-Free: 1-877-428-8844, TTD/TTY: 7-1-1.

<http://www.socialserve.com/index.html>

Affordable Apartment Search in Arizona:

<http://www.hud.gov/apps/section8/step2.cfm?state=AZ%2CArizona>

Renting and Home Buying Guide for People with Disabilities and Their Families

2011. http://parenttoparentnys.org/housing/housing-resources/renting_and_homebuying_guide_for_people_with_developmental_disabilities_and

Resources for Arizona

Home Repair Resources in Arizona

<http://portal.hud.gov/hudportal/HUD?src=/states/arizona/homeownership/homerepairs>

Foreclosure Resource Center

<http://www.attorneygeneral.state.az.us/consumer/foreclosure/settlement.html>

Homeownership in AZ

<http://www.hud.gov/local/index.cfm?state=az&topic=homeownership>

HUD Counseling (Foreclosure Avoidance): Arizona

<http://portal.hud.gov/hudportal/HUD?src=/states/arizona/homeownership/hsgcounseling>

HUD Predatory Lending

http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/pred/predlend

Southwest Autism Research & Resource Center

www.autismcenter.org

Arizona 211 Community Information and Referral Services provide information on health and human services in our communities.

<http://www.cir.org/index.html>



Resources

The National Home of Your Own Alliance at the University of New Hampshire's Institute on Disability. **A Home of Your Own** is available at <http://alliance.unh.edu/Guide.htm>

MortgageLoan.com is a website that provides information about mortgages and loans and does not offer any services. <http://www.mortgageloan.com/disabilities>

Parent to Parent of New York State Housing Resources

<http://stage.parenttoparentnys.org/index.php/housing/housing-resources>

Homeownership Guide: A Resource for People with Developmental Disabilities

www.communityinterfaceservices.org/.../Homeowner7-05rev2.pdf

Making Homes That Work: A Resource Guide for Families Living with Autism Spectrum Disorder & Co-occurring Behaviors

<http://stage.parenttoparentnys.org/index.php/housing/housing-resources>

Neighbors Inc. is a non-profit organization that has developed publications and tools designed to support individual choices of people with disabilities (for purchase).

<http://www.neighbours-inc.com/publications/publications.html>

Opening Doors: A Discussion of Residential Options for Adults Living With Autism and Related Disorders.

A collaborative study by the Urban land Institute Arizona, Southwest Autism Research & Resource Center (SARRC), the Arizona State University Stardust Center for Affordable homes and the Family, and the ASU Herberger Institute School of Architecture and Landscape Architecture.

<http://www.autismcenter.org/openingdoors.aspx>

Advancing Full Spectrum housing: Designing for Adults with Autism Spectrum Disorders, 2009. Evidence based design goals and guidelines to direct future housing design and development by the ASU Stardust Center for Affordable homes and the Family and ASU's School of Architecture and Landscape Architecture.

<http://stardust.asu.edu/project-archive/advancing-full-spectrum-housing>

Habitat for Humanity

<http://www.habitat.org/local/affiliate.asp?zip=&place=94>

HUD Affordable Housing Programs

<http://www.hud.gov/offices/cpd/affordablehousing>

Guide to help persons of low income gain an understanding of the options available when it comes to finding affordable housing and getting a mortgage.

<http://www.mortgageloan.com/affordable>



Your Rights as a Home Owner

Getting Familiar With Legal Considerations

Overview

This chapter will provide brief overviews of the **Fair Housing Act**, **homeowners associations**, and **home foreclosures**.

For more details, go to the U.S. Department of Housing and Urban Development website and other state and national resources included in this section.

Fair Housing Act

The Federal Fair Housing Act is part of Title VIII of the Civil Rights Act of 1968. In 1988, Congress added persons with disabilities and families with children under the age of 18. Each state has a Fair Housing Act that is similar to the federal law.

The Fair Housing Act is a federal law that does not allow discrimination based on race, color, national origin (where you were born), gender/sex/sexual orientation, religion, disability and familial status. Familial status includes children under the age of 18 who are living with parents or legal custodians, pregnant women, and people obtaining custody of children under the age of 18. This law applies to the sale, rental, financing, and other housing-related transactions. For updates on any changes or amendments about fair housing, talk with your HUD authorities or go to http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/FHLaws/yourrights.

Buildings Included In The Fair Housing Act

The Fair Housing Act covers any type of building that a person or family returns home to for more than a small amount of time. These buildings are called “dwellings.” Dwellings can also include any empty land for sale or lease to build houses for one or more families.

The Fair Housing Act Covers:

- Apartments
- Assisted-Living Homes
- Condominiums
- Dormitory Rooms
- Group Homes
- Homeless Shelters
- Mobile Home Parks
- Nursing Homes
- One-Family Homes
- Retirement Communities
- Trailer Courts

The Fair Housing Act covers most housing. In some cases, there are the following exemptions:

- Owner occupied building with no more than four units
- Single-family housing sold or rented without the use of a broker
- Housing operated by organizations and private clubs that limit occupancy to their members



Violations Of The Fair Housing Act

(HUD's Fair Housing It's Your Right and the AZ Department of Housing)

In the Sale and Rental of Housing no one may take any of the following actions based on race, color, national origin, religion, sex, familial status or handicap/disability:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Deny a dwelling or use of a facility or service
- Charge more to buy or rent
- Ask for a larger security deposit
- Insist or suggest that a person or family live in a certain area
- Falsely deny that housing is available for inspection, sale, or rental
- Persuade or influence owners to sell or rent in order to make a profit
- Deny access to or membership in a facility or service (such as a multiple listing service)
- Treat someone who complains about discrimination by intimidation or retaliation

In Mortgage Lending no one may take any of the following actions based on race, color, national origin, religion, sex, familial status or handicap/disability:

- Refuse to make a mortgage loan
- Refuse to provide information regarding loans
- Impose different terms or conditions on a loan, such as different interest rates, points, or fees
- Discriminate in appraising property
- Refuse to purchase a loan
- Set different terms or conditions for purchasing a loan



Additional Protection for Persons with Disabilities

Under the FHA, people with disabilities also have the following rights.

The landlord may not:

- Refuse to let you make reasonable changes or modifications to the dwelling or common use areas if you pay for it yourself. When you move, the landlord under some situations may ask you to put back or restore the property to the way it was.
- Refuse to make reasonable changes or accommodations in rules, policies, practices or services. For example, allowing a guide dog and having a reserved parking space near your apartment.

Requirements and Standards after March 13, 1991

If a building was ready to move into after March 13, 1991 and has an elevator and four or more units, there are new requirements and standards that must be met. If the building has no elevator, the following standards still apply to ground floor units.

- Public and common areas must be accessible to persons with disabilities
- Doors and hallways must be wide enough for wheelchairs

All units must have:

- An accessible route into and through the unit
- Accessible light switches, electrical outlets, thermostats and other environmental controls
- Reinforced bathroom walls to allow later installation of grab bars
- Kitchens and bathrooms that can be used by people in wheelchairs



How to File a Housing Discrimination Complaint

If you think that your rights have been violated, you may file a complaint with your regional HUD office. You have one year after the alleged discrimination to file, but you should file your claim as soon as possible. When you are filing a complaint, be prepared to provide the following information. One example of a discrimination questionnaire is located at <http://phoenix.gov/eod/investigations/svdiscrim/index.html>.

- Your name, address, email
- Best time to reach you and contact numbers
- Alternate contact person
- The name and address of the person your complaint is against (the respondent)
- Where the discrimination happen
- A short description of the alleged violation or complaint
- The date(s) of the alleged violation

When a complaint is filed with HUD, the **Fair Housing and Equal Opportunity (FHEO)** does an investigation and determines the next steps. The FHEO is organized in 10 Regions. It is responsible for enforcing fair housing laws and works closely with state and local agencies to administer fair housing programs. **Region Nine includes Arizona, American Samoa, California, Guam, Hawaii, and Nevada and it's regional office is in San Francisco.**

HUD Region Nine Office of FHEO

600 Harrison Street, 3rd Floor
San Francisco, CA 94107-1387
(800) 347-3739 (toll free)
(415) 489-6524 (voice)
(415) 436-6594 (TTY)

If immediate help is needed, HUD may authorize the Attorney General to assist you in court. The first step will be to see if an agreement can be developed among all the persons involved.



Individuals can file a complaint in the 5 following ways:

1. File online at the HUD website:
http://portal.hud.gov/hudportal/HUD?src=/topics/housing_discrimination
2. File on paper. Forms are available in Spanish, Arabic, Cambodian, Chinese, Korean, Russian, and Vietnamese and are available at:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/FHLaws/yourrights
3. **The Arizona Fair Housing Center** provides services to communities throughout central and northern Arizona. This includes the following counties: Apache, Coconino, Gila, Maricopa, Mohave, Navajo, and Yavapai. Complaints can be filed through the Arizona Fair Housing Center at:
<http://www.azfairhousing.net>.

The Arizona Fair Housing Center

615 N. 5th Avenue, Phoenix AZ.

(602) 548-1599

4. **The Arizona Attorney General Office, Civil Rights Division.** Complaints can be filed at: <http://www.azag.gov/AllComplaints.html>

Arizona Attorney General's Office (Phoenix)

1275 W. Washington,
Phoenix, Arizona 85007

(602) 542-5263 (voice)

(602) 542-5002 (TTY)

(877) 491-5742 (toll free)

Arizona Attorney General's Office (Tucson)

400 W. Congress Street Suite S-215

Tucson, Arizona 85701

(520) 628-6500 (voice)

(520) 628-6872 (TTY)

(877) 491-5740 (toll free)

(877) 881-7552 (toll free TTY)



5. **City of Phoenix Equal Opportunity Department's Compliance and Enforcement Division** enforces the city of Phoenix ordinances that prohibit discrimination in employment, housing and public accommodations. Complaints can be filed at:

<http://phoenix.gov/eod/investigations/fairhousing/index.html>

or by calling (602) 262-7486 or (602) 534-1557 (TTY)

Phoenix Equal Opportunity Department

251 W. Washington, 7th Floor

Phoenix, AZ 85003

(602) 262-7486

(602) 534-1557 (TTY)

<http://www.phoenix.gov>

State and National Organizations Involved in Housing Education and Advocacy

Arizona Department of Housing (<http://www.housingaz.com/ShowPage.aspx?ID=133>)

The ADOH provides free education and training of housing providers to ensure awareness of fair housing laws. The Special Needs/Fair Housing Specialist can be contacted at (602) 771-1026. They do not take care of landlord and tenant issues.

1110 W. Washington, Suite 310

Phoenix, AZ 85007

(602) 771-1000

<http://www.housingaz.com>

Arizona Center for Disability Law (ACDL) is a not for profit public interest law firm that is part of the nationwide protection and advocacy (P&A) system. The ACDL has created informative self-advocacy guides on fair housing rights of people with disabilities. For more details, go to

<http://www.acdl.com/selfguides.html>.

5025 E. Washington Street, Suite 202

Phoenix, AZ 85034

(602) 274-6287 (voice or TTY)

(800) 927-2260 (toll free)



Organizations Involved in Housing Education and Advocacy continued...

Arizona Bridge to Independent Living (ABIL) is the state's largest center for independent living. ABIL offers and promotes programs designed to empower people with disabilities to take personal responsibility so they may achieve or continue independent lifestyles within the community. <http://www.abil.org>

1229 E. Washington,
Phoenix, AZ 85034
(800) 280-2245
(602) 256-2245
(602) 296-0591 (TTY)

Arizona Multihousing Association represents ethical rental housing providers in legislative, legal and regulatory matters; provides services, products, educational programs and networking opportunities that enhance the general welfare and economic health of all our members; and cultivates opportunities for quality rental housing throughout Arizona. This is a membership organization. <http://www.azama.org>

818 N. 1st Street
Phoenix, AZ 85004
(800) 326-6403
(602) 296-6200

Southwest Fair Housing Council is a non-profit agency that works to ensure fair housing by providing a variety of services directed toward education and enforcement. <http://www.swfhc.com>

2030 E. Broadway, Suite 101
Tucson, AZ 85719
(520) 798-1568
(888) 624-4611 (toll free)

323 W. Roosevelt Street, Suite 100 B
Phoenix, AZ 85003
(602) 252-3423
(888) 624-4611 (toll free)

Arizona Department of Real Estate provides information that will help individuals to be a smarter real estate consumer and provides guidance on what to do if something goes wrong. The ADRE Consumer Assistance Team can be reached at (602) 771-7730. <http://www.azre.gov>

2910 N. 44th Street
Phoenix, AZ 85018
(602) 771-7799



National Fair Housing Alliance

Founded in 1988 and headquartered in Washington, DC, the National Fair Housing Alliance is a consortium of more than 220 private, non-profit fair housing organizations, state and local civil rights agencies, and individuals from throughout the United States. Through comprehensive education, advocacy and enforcement programs, NFHA protects and promotes residential integration and equal access to apartments, houses, mortgage loans and insurance policies for all residents of the nation. The AZ Fair Housing Center is a member of this consortium. <http://www.nationalfairhousing.org>

Housing Assistance Council

The HAC is a nonprofit corporation that has been helping local organizations build affordable homes in rural America since 1971. It maintains a special focus on high-need groups and regions, including the Southwest border communities. Their mission is to improve housing conditions for the rural poor and offers services to public, nonprofit, and private organizations throughout the rural United States. <http://www.ruralhome.org>

1025 Vermont Avenue, N.W. Suite 606
Washington, DC 20005
(202) 842-8600 (voice)
(202) 347-3441 (fax)
hac@ruralhome.org (e-mail)

Additional Resources

HUD: Fair Housing It's Your Right

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/FHLaws/yourrights

Housing and Urban Development Fair Housing and Equal Opportunity

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp

Fair Housing Act Design Manual

<http://www.huduser.org/portal/publications/destech/fairhousing.html>

Rural Fair Housing Complaints and Enforcement

<http://www.huduser.org/portal/searchbiblio/Bibliography&id=201308>



Home Owner's Associations

Individuals who own property in a planned community, like a unit in a condominium, townhomes, or newer single-family subdivisions, often belong to a homeowner's association (HOA). Homeowners belonging to the HOA all share an interest in their community. HOAs get power and authority from their governing documents and federal and state statutes and regulations.

HOAs can:

- make and enforce rules for the properties they govern.
- collect dues from residents to maintain common areas, such as parks, tennis courts, elevators and swimming pools.

Facts about HOAs

- A person who owns a property in an HOA cannot avoid being part of it and must pay dues and abide by any rules set by the HOA.
- You are not required to attend HOA meetings.
- You can be a board member of the HOA.
- HOAs can levy fines against those who do not follow the rules.
- HOA dues can be a small amount or a large amount.
- Dues can be monthly, quarterly or yearly.

Renters and HOAs

- The renter may be asked to pay the HOA dues.
- Renters need to be sure they are following the rules of the HOA.
- Renters need to be sure they are maintaining the appearance of the property so that the landlord does not incur HOA fines.



Fair Housing Guide for Home Owner Associations in Oregon

The Fair Housing Council of Oregon has created a helpful guide about the important elements in creating an inclusive community and establishing a climate of civility and respect (<http://www.fhco.org/pdfs/HOAGuide.pdf>). The best practices include:

1. Organize community events that are inclusive and include information in newsletters that represent the diversity of the community.
2. Chosen locations for board meetings should be physically accessible.
3. Go beyond requirements to make sure that residents with disabilities are included and that physical structures for children and adults are accessible for those in wheelchairs.
4. Foster an environment where board members do not make derogatory or discriminatory statements.
5. Treat all people in a fair, equal, and consistent way.
6. Work with residents who make requests for a reasonable accommodation.
7. Carefully review the CC&Rs (CC&Rs are the governing documents that dictate how the homeowners association operates and what rules the owners must obey), bylaws, rules, and communications every year to make sure they are clearly written.
8. Develop clear protocols or a process to respond to a complaint about harassment and modification/accommodation requests.
9. Keep good records for at least two years about any housing complaint that is filed.
10. Provide education to all board members about the Fair Housing Act.
11. Find a management company that knows about fair housing laws.
12. Provide information to homeowners and renters about fair housing laws.
13. Remember that the fair housing law does not allow harassment and intimidation.

Additional Resources

Community Associations Institute provides information and education to community associations and the professionals who support them.

<http://www.caionline.org/Pages/Default.aspx>

Arizona State Senate Issue Brief: Homeowners' Associations

<http://www.azleg.gov/.../Senate/HOMEOWNERS%20ASSOCIATIONS.pdf>

HOA Leader.com <http://www.hoaleader.com/public/354.cfm>



Foreclosures

Steps Of A Foreclosure

Foreclosure happens when the lender takes possession of the property because the owner has not paid the mortgage. This can be very confusing and upsetting. If you are unable to make your mortgage payments, talk with your lender first. There may be “loan workout options” available for you.

http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/econ/loanworkoutsolutions

Reinstatement: The lender may accept the total amount that you owe in a lump sum by a specific date.

Forbearance: The lender may reduce or hold off payments for a short period of time.

Repayment Plan: The lender may agree to a plan that would allow you to spread out your past-due amount over a set time frame (e.g., 3, 6, 9 months) and add it on to your existing mortgage payments until you catch up.

Mortgage Modification: The lender may change the terms of your original loan to make the payments more affordable.

Claim Advice: If your mortgage is insured, you may qualify for an interest-free loan that may be delayed.

When a lender won't work with you, contact the following:

- FHA's National Servicing Center for FHA Loans: 1-877-622-8525
- VA Foreclosure Office for VA-Insured Loans: 1-877-827-3702
- HUD-Approved Housing Counselor for Conventional Loans: 1-800-569-4287

Programs That Can Help Prevent Foreclosure

http://portal.hud.gov/hudportal/HUD?src=/topics/avoiding_foreclosure



HUD Programs are designed to help

- modify or Refinance Your Loan for Lower Payments.
- help you when your home's value has decreased. This is called "Underwater" mortgages.
- help when the homeowner becomes unemployed or no longer has a job.
- help when the homeowner cannot afford the mortgage payment and is interested in moving to more affordable housing or you want to get back the home that has already been sold at a foreclosure sale.
- provide other programs to help those with FHA-insured homes. Through the National Servicing Center (NSC), the FHA can provide additional information. Contact can be made at:
 - NSC at: (877) 622-8525
 - FHA Outreach Center at: 1-800-225-5342
 - Federal Information Relay Service at: (800) 877-8339 TTY
 - Email at: answers@hud.gov
 - http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/fharesourcectr

Additional Resources

HUD Approved Housing Counseling Agencies in Arizona

<http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?webListAction=search&searchstate=AZ>

Federal Housing Administration

http://portal.hud.gov/hudportal/HUD?src=/federal_housing_administration

Making Home Affordable

<http://www.makinghomeaffordable.gov/pages/default.aspx>

When a Lender Won't Work With You

http://portal.hud.gov/hudportal/HUD?src=/topics/avoiding_foreclosure/workingwithlenders

Assistance for Veterans

<http://www.benefits.va.gov/homeloans/paytrbl.asp>

Washington State Department of Financial Institutions

http://www.dfi.wa.gov/consumers/pdf/foreclosure_brochure.pdf





Appendix

My House My Home Planning Worksheet

This planning tool can help you identify the information you need, track your planning, and identify what you are looking for in a home.

Date: _____

The home is for (name): _____ Age: _____

You may want to include others in the planning process.

Name and relationship of person or persons helping to complete this form:

Name and relationship to person looking: _____

Name and relationship to person looking: _____

Community Resources and Support

Services I currently use:

Services I need to be more independent

- AHCCCS (Arizona Health Care Cost Containment System)
- ALTCS (Arizona Long Term Care Services)
- HUD (Housing and Urban Development) vouchers and services
- Behavioral Health services
- Hired supports and caregivers
- Home modifications
- Assistive technologies
- Other: _____

What best describes your current situation? *You can check more than one choice.*

- I just started to think about it
- I want to move soon
- I am ready to move now
- I have been thinking about it for a long time but have not done anything about it
- Other: _____

I would like to find a new home within:

- 6 months 12 months 18 months 24 months
- Not sure, but I think within the next _____ months/years

Why I want to find a new living arrangement or home.

Think about what is working now and what you want to change in your new home.

People Who Know What I Want and Can Help Me Plan:

Name: _____

Contact Information: _____

What I Need and Want in a Home

Check the appropriate box

| Important to Me | Not Important to Me | Need More Information | |
|--------------------------|--------------------------|--------------------------|-------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Location |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Accessibility |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Cost |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Transportation |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Safety |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Close to Family/Friends |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Close to Entertainment |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Close to Social Activities |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Close to Religious Activities |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Close to Shopping |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Available Medical Facilities |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Access to Supports I Need |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Rent or Own |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Type of Housing |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Home Modifications Necessary |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Assistive Technology Needed |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Other:_____ |

My Next Steps *Check off the appropriate boxes*

Now Soon Later

| | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tell my family and circle of support that I want my own home |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tell my family and circle of support that I want to organize and hire my own supports |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Discuss moving out with family |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tell people what I want and need |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Discuss whether to rent or buy a home |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify who can help me with my plan to find a home |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Talk about where I want to live |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Talk about what kind of community I want to live in |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Talk about what I want in my home |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Decide whether I want to live alone or with others |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Get people together to develop a plan |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Hire support needed _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Other steps: _____ |

Is there anything preventing you from taking the next step?

- I don't know what I want
- I don't know what living options are available
- I need more information
- I don't know what it will cost
- I don't know how I will pay for what I want
- I am not sure I can live on my own
- I am not sure how to find support I will need if I live on my own
- My family is worried
- Other reasons: _____



ONE Community Working Together

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