



# BRIDGING NEIGHBORHOODS



# ANNUAL REPORT



Fiscal Year 2020  
July 2019- June 2020





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## A LETTER FROM THE DIRECTOR



*It's hard to believe, but three quarters of our fiscal year passed before our lives came to a halt due to COVID-19. In our third year of operation, our team had the Home Swap and I-75 Environmental Mitigation programs in full swing simultaneously for the first time. It felt great to partners, and hopefully also to our participants and partners, to settle into a cadence with our work. Of course, that was short-lived, as the onset of a global pandemic would put all activities on hold and require us to shift to meet a new set of needs.*

*Bridging Neighborhoods has always strived to be agile, in the hopes this would enable us to serve as many participants as possible. Since COVID-19 hit Michigan, and especially Detroit, we have stopped taking walk-in appointments and purchase agreements, stopped construction, closed our office, reduced our team's working hours due to budget cuts, assisted City-wide COVID efforts, restarted construction, restarted taking Purchase Agreements, outfitted our space for the safety of our staff and participants, reopened our office on an appointment-only basis, and returned our team to work. Whew!*

*A lot has happened and changed, but the goal has stayed the same: to continue to serve the residents of Delray as best as possible. I hope the pages of this annual report conveys our focus, as well as our commitment to open, informative, and transparent communication, while we continue to find BNP's "new normal."*

*Wishing you continued good health  
Heather Zygmontowicz, Director*



*Heather: Director*



*Rico: Deputy Director*



*Amy: Program Manager*



*Raquella Seda:  
Operations Supervisor*



*Lincoln: I-75 EMP Sr. Project Coordinator*



*Kayla: Construction Manager*



*Bob Bilderbeck: Construction Superintendent*



*Lawrence Young: Housing Inspector*



*Miguel: Housing Consultant*

Whether Socially Distant or Alone Together  
*We Miss You*  
Your Bridging Neighborhoods Team



*Paola: Marketing Coordinator*



*Evan Markarian: Housing Consultant*



*Antoine Hayes: Housing Inspector*



*Liz: Program Assistant*

# MILESTONES BEFORE & SINCE COVID-19

## August

Construction begins on Phase 1 of I-75 Environmental Mitigation Program



## September

2nd Annual Summer Event "Carnival in Delray"

20th Home Swap Closing



## October

Haunted Open House for Home Swap Participants



## November

Construction Completed on I75EMP Phase 1

39 Homes were completed with retrofits



## February

Annual Delray Score Reviews began for non-matched participants as a way to ensure the most accurate and up-to-date score



## March

BNP led City-wide 2nd Annual Detroit Construction Conference  
2nd Annual Pancake Breakfast was postponed due to pending COVID concerns  
30th Home Swap Closing

## COVID-19

The Bridging Neighborhoods Office is closed to the public and construction is temporarily halted due to the Governor's stay-at-home order. To ensure fairness and access to participants, BNP also halted home viewings and accepting purchase agreements.

## May

Lessening restrictions from Governor allows construction to restart in mid-May. The Home Swap Program begins accepting purchase agreements again. I75 Environmental Mitigation Program phase 2 kick-off occurs, virtually.

## June

Construction begins on I75 EMP Phase 2. Staff is able to return to the office on a limited base, in accordance with the Governor's lessened restrictions. Pancake Breakfast is rescheduled and hosted virtually.

# BRIDGING NEIGHBORHOODS & COVID-19

*The Bridging Neighborhoods Program was not exempt from the impact that COVID-19 has had across the world. In the midst of uncertain times, Bridging Neighborhoods has done everything in our power to weather the situation, continue the program, and keep participants and staff safe.*

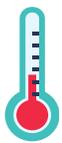
## 672 hrs

*In total, the BNP team served 672 hours in COVID-19 relief efforts for the City of Detroit. Some of these efforts included:*

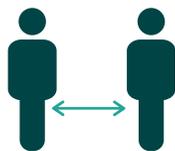
- Reaching out to small business for the PPP
- Connecting with Detroit-based suppliers
- Making calls to promote the Census
- Grocery delivery to Residents of Delray
- Volunteering at the COVID-19 Test Call Center
- Providing weekly updates on COVID-19 & information on resources across the City of Detroit
- Making wellness check phone calls

*The Bridging Neighborhoods Team remains committed to serving the community and supporting the needs of our program participants in any way that we can.*

*As we began to open to the public we established the following COVID-19 guidelines to ensure the safety & health of our staff & program participants:*



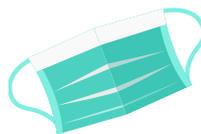
- Wellness checks are conducted on site



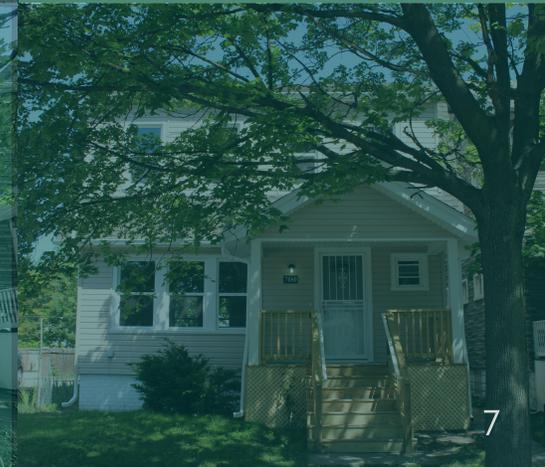
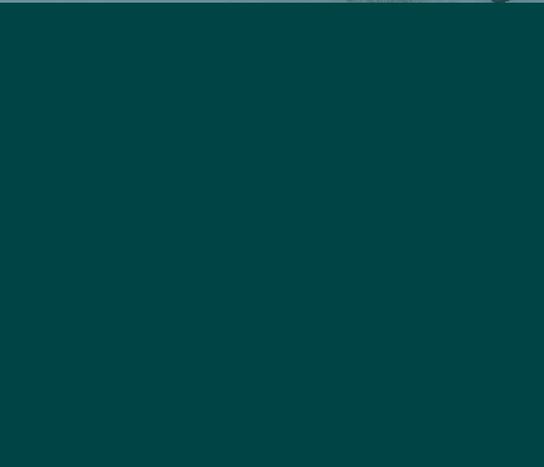
- Conference rooms have been updated to allow for adequate social distancing



- No walk-ins allowed, office opened by appointment only



- Face masks must be worn at all times



# HOME SWAP PROGRAM

17

Additional applications in FY20

13

Homes matched in FY20, averaging 1 home per month despite the 2-month COVID-19 hiatus

23

Home closings in occurred in FY20

112

total Home Swap Program applications

47

total homes matched to Home Swap participants

38

Total home closings since the inception of the Home Swap Program

Warrandale, Fitzgerald, Morningside and Boynton are some of the many neighborhoods that have welcomed Home Swap participants with open arms!





# I-75 ENVIRONMENTAL MITIGATION PROGRAM

## PHASE 1

39

homes were completed with retrofits took in phase 1

810

New windows were installed in phase 1

60

HVAC Units were installed in phase 1

## PHASE 2

22

additional applications were received during the second application period

184

applications received for I75EMP in totality

82

homes procurement ready & slated for retrofits in the coming year

## OUTREACH

**November 2019**

BNP issued RFP to complete Phase 2 of the I-75EMP to ensure the contractor selected offered bilingual services, craftsmanship, and outstanding customer service

**February 2020**

BNP conducted door-knocking campaign in the eligible region to raise awareness of the I-75EMP and garner new applicants for Phase 2

**May 2020**

BNP hosted a kickoff meeting via Zoom to familiarize applicants with the retrofit process and allow participants to raise their concerns

## PROGRAM TESTIMONIALS

*"I have asthma and I haven't had an attack nor have I used my inhaler unless I am working out"*

*"Thank you for everything, I can't say it enough"*

*"Everyone was helpful and kept us informed of the program's benefits."*

# INVENTORY

1434

Homes Reviewed

*Homes submitted for intial review*

1033

Exterior Reviews

*Homes approved for exterior review*

501

Full Cost Estimates

*Homes approved for full cost estimates*

89

Confirmed Homes

*Homes confirmed within budget and clear title*

# CONSTRUCTION & PROCUREMENT

## CONTRACTORS

In FY20, the BNP team obtained **6** additional pre-qualified contractors, bringing the total to **20** pre-qualified contractors since the inception of the program. **4** of the 6 pre-qualified contractors are based in Detroit.

During the Stay-At-Home Order, The BNP Field Team:

- Updated material list, including package selection
- Created list of local hardware stores/suppliers in Detroit
- Attended asbestos awareness training
- Updated policies and safety forms to meet COVID-19 regulations

## EVENTS

As a way to remain committed to our promise of engaging Detroit-based contractors, BNP co-hosted two major contractor outreach events

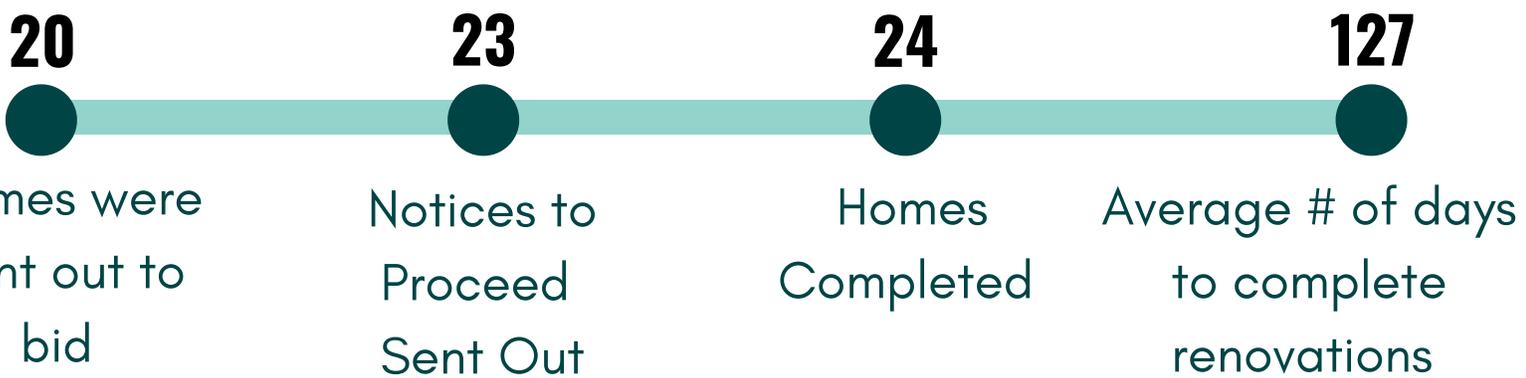
October 2019 Bridging Neighborhoods Contractor Meeting

- 16 Attendees

March 2020 2nd Annual Construction Conference

- 200 Attendees
- Attended by representatives from 5 City departments who discussed current bidding opportunities within the City of Detroit

## REHABS

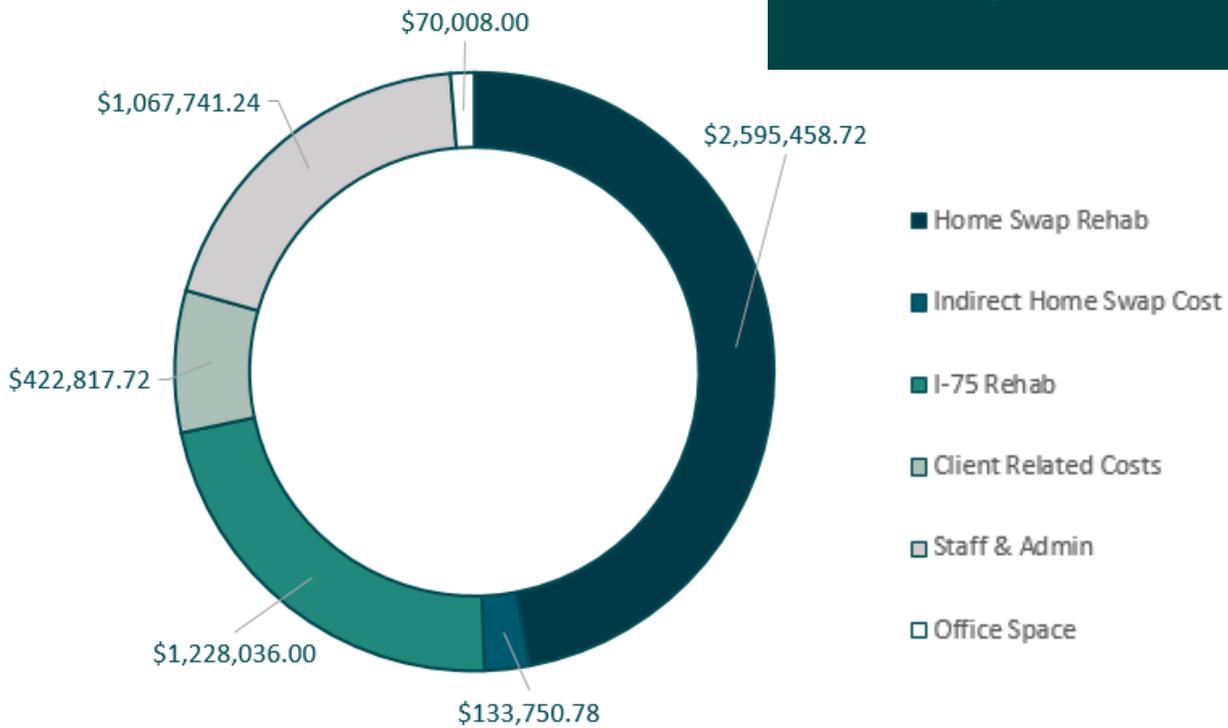


# FINANCIALS

*The Financial staff of BNP collects, tracks and facilitates all payments and receipts of the \$32.6M budget.*

**\$24M**  
*Funds Collected to Date*

**\$5.5M**  
*Funds Spent in Year 3*



**\$32.6M**

*All Funds are slated to be collected by 2023 despite COVID-19*

**47%**

*47% of total spend in FY20 derived from Home Swap Program Rehab*

**\$9.05M**

*Total spent in years 1 & 2*



# WHAT'S AHEAD?

- 01** Continual & agile support to all participants by informing them of and helping them take advantage of COVID-19 resources
- 02** Crafting policy around budget to better serve participants with larger families
- 03** Sustained focus on assisting participants in achieving match period and program ready status
- 04** Reducing contractor warranty response times by assisting participants with any warranty concerns

# THAN

CHASS Detroit Economic Growth Corporation Michigan Legal Services Wayne Metro Windsor-Detroit Bridge Authority	Detroit Building Authority Detroit Land Bank Authority DTE Gesu Catholic Church Media Services	Community Advisory Group (CAG) Grow Detroit Young Talent Live6 Alliance New Detroit Detroit Health Department
Michigan State Housing Development Authority Opportunity Resource Fund Sen. Stephanie Chang & Staff Voyageur Academy Wayne County Treasurer	Office of Council Member Raquel Castañeda-Lopez & Staff People's Community Services Southwest Detroit Business Association University of Michigan UROP	Michigan Department of Transportation United Community Housing Coalition Warrendale Community Organization Demolition Department

***Thank you to our external organizations for their  
help to make Bridging Neighborhoods a reality.***

# K Y O U

Department of Neighborhoods Detroit Police Department - Neighborhood Policing Detroit Water and Sewerage Department General Services Department - Animal Control	OCFO - Office of Departmental Financial Services Office of Talent Development & Performance Management Office of Talent Development & Performance Management	Planning & Development Department Chadsey Condon Community Organization Congress of Communities
General Services Department - Board Up Brigade Humble Design Mayor's Office - Lean Team OCFO - Office of Contracting & Procurement	Buildings, Safety, Engineering & Environmental Dept Department of Appeals & Hearings Law Department OCFO - Office of the Assessor	Springdale Woodmere Block Club Housing & Revitalization Department Civil Rights, Inclusion & Opportunity Dept

***and internal partners, who  
neighborhoods a reality***

