

Dillon Hall – Kalamazoo, Michigan Summary of Programs and Activities July 2013 – June 2014

Dillon Hall was created by the Congregation of St. Joseph in partnership with the U.S. Department of Housing and Urban Development (HUD) to provide affordable housing to seniors. However, those of us that serve the residents of Dillon Hall feel that the Mission of the ministry provides a much more encompassing description of what we work towards each day:

Our Mission

In the tradition of the CSJ, Dillon Hall provides affordable housing to income qualified seniors within an inclusive, caring, respectful and homelike atmosphere. Dillon Hall welcomes all individuals including those who may be excluded, underrepresented or undervalued in our society.

Dillon Hall is comprised of 72 apartments; 68 one-bedroom and 4-two bedroom homes. During the last year turnover was at 24%, which is greater than that of the previous year. Of the 17 move-outs, only two resulted from residents moving to other, similar housing, one resident transferred to a different apartment within the building, but the remaining 14 move-outs resulted from residents who were unable to continue to live independently.

The annual resident survey revealed a desire for more community events involving entertainment or a meal. While resident activities are scheduled with regularity, full meals were not a monthly event. During the past year we stepped up those mealtime events to occur monthly and were able to expand entertainment opportunities outside the holidays.



Residents listening to the Portage Senior Band in May of 2014.



Residents enjoying a chicken dinner in August of 2013.

The survey also revealed that residents did not understand the rent calculation that HUD requires. As a result, Management held “tutorials” with whiteboard at the ready to explain these calculations during resident meetings with positive feedback. The Board has also formed a Committee to assist with resident inclusiveness education over the next year.

As we reported last year, Dillon Hall’s mortgage was refinanced with HUD in order to fund various improvements to the property. We are proud to say that residents are now served by two elevators, one new and the other fully modernized to run on the latest technology. Residents are relieved that they will never be without elevator service. While the elevator construction and renovation were the biggest portions of the work, there were also other improvements. For example, at both entrances concrete entry ramps with a snowmelt system were installed, which could not have been timelier this past winter. The mortgage refinancing also allowed for the purchase of a mini-van that was adapted for wheelchair use. Staff now takes interested residents weekly to the grocery store.

The Board and Management worked together over the past year to review and address the first five of eight *Standards of Excellence*. The process of reviewing each *Standard* has had the result of creating greater awareness of what we do well and greater awareness for where we need to improve and grow. It has been a rewarding experience.