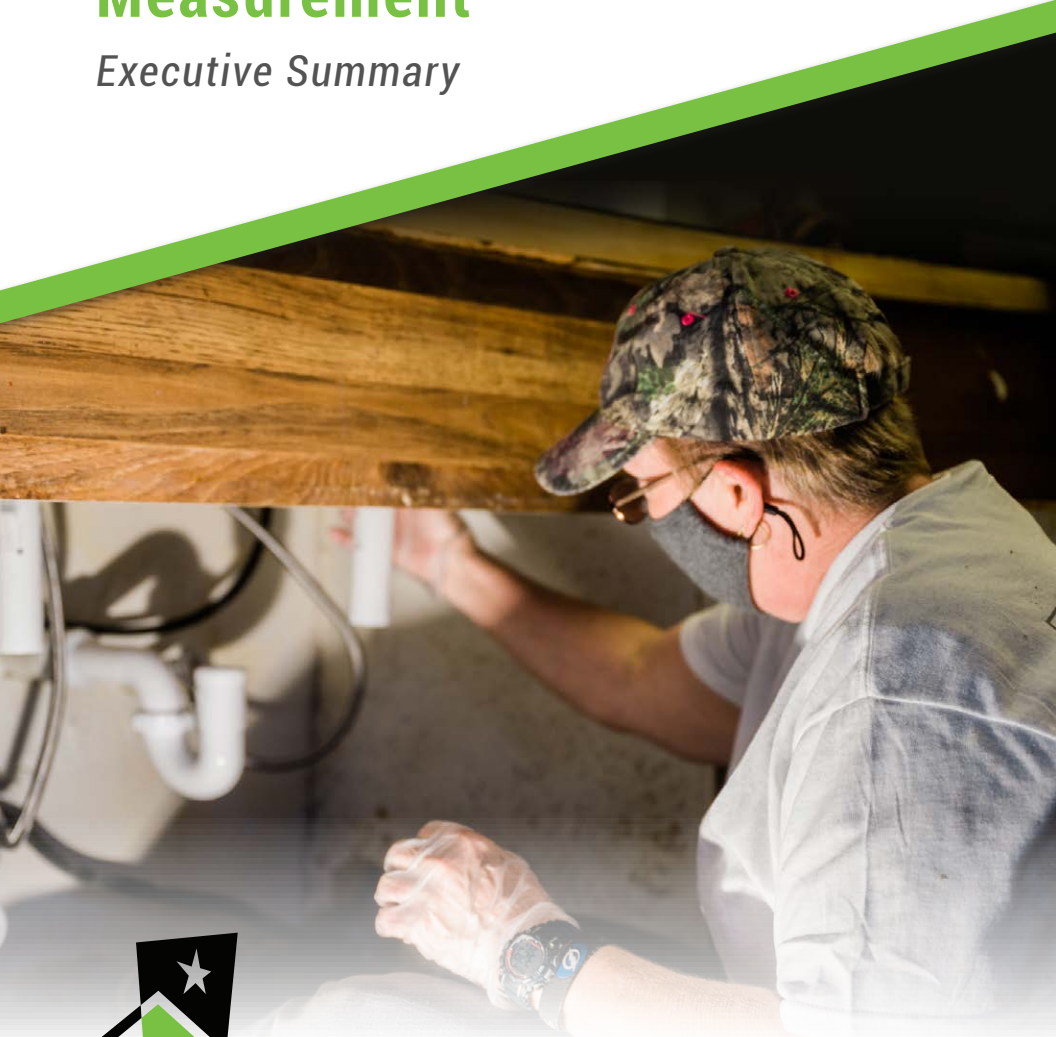


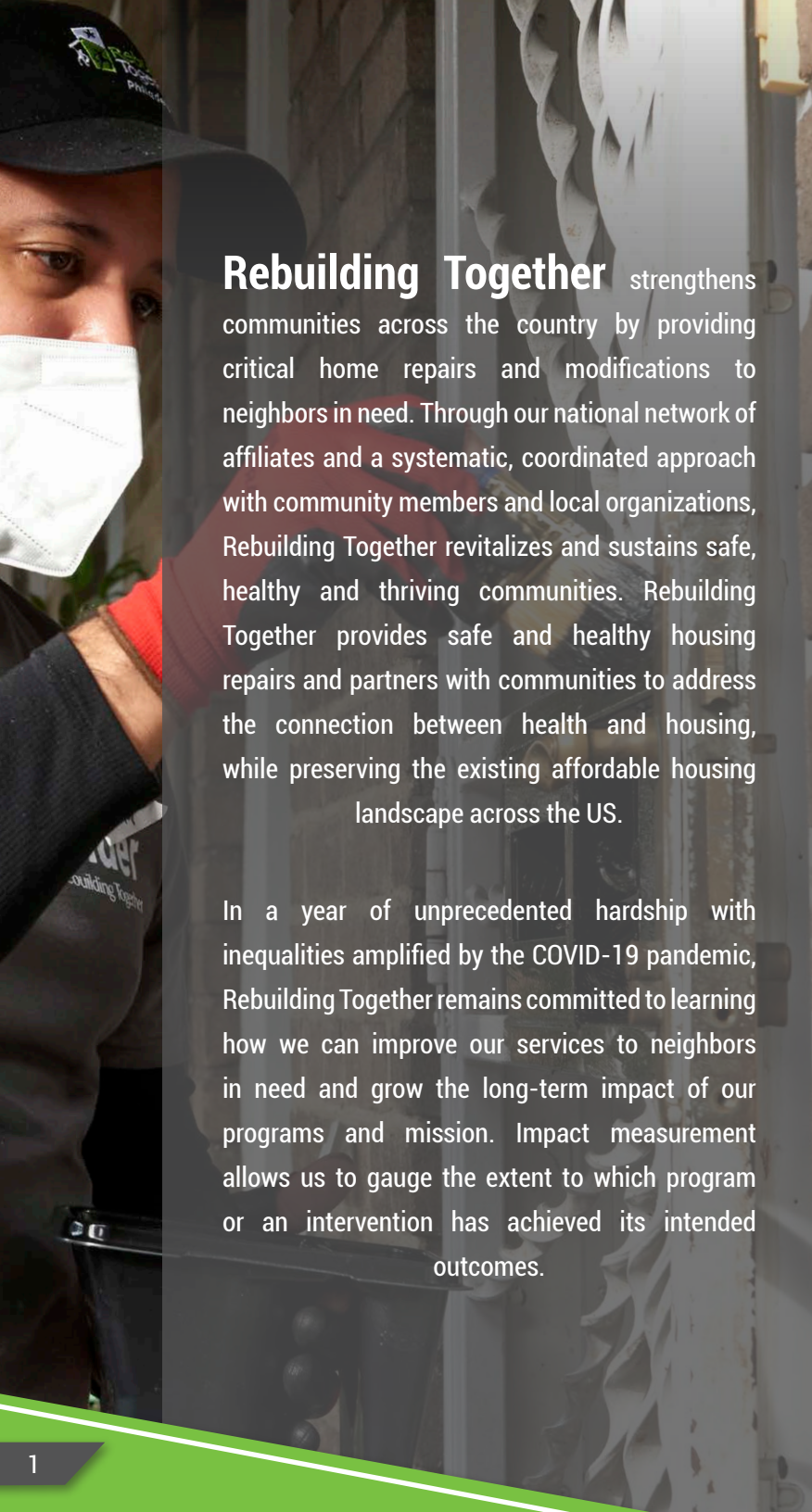
# Impact Measurement

*Executive Summary*



**Rebuilding  
Together.**

**2020  
-  
2021**



**Rebuilding Together** strengthens communities across the country by providing critical home repairs and modifications to neighbors in need. Through our national network of affiliates and a systematic, coordinated approach with community members and local organizations, Rebuilding Together revitalizes and sustains safe, healthy and thriving communities. Rebuilding Together provides safe and healthy housing repairs and partners with communities to address the connection between health and housing, while preserving the existing affordable housing landscape across the US.

In a year of unprecedented hardship with inequalities amplified by the COVID-19 pandemic, Rebuilding Together remains committed to learning how we can improve our services to neighbors in need and grow the long-term impact of our programs and mission. Impact measurement allows us to gauge the extent to which program or an intervention has achieved its intended outcomes.

**Rebuilding Together** has strengthened our measurement and evaluation practices throughout our affiliate network through a long-term investment in impact measurement, which is crucial for our ability to:

**Understand our impact and improve our storytelling through data and evidence.**

**Build consensus around the purpose and intended outcomes of our core business.**

**Demonstrate our credibility and value to existing and potential donors.**

**Promote an organizational culture of learning and continuous improvement.**

## Participating Affiliates



Rebuilding Together Seattle

Rebuilding Together Southern Nevada

Rebuilding Together Baltimore

Rebuilding Together Fox Valley

Rebuilding Together Oklahoma City

Rebuilding Together Dayton

Rebuilding Together Saratoga County

Rebuilding Together New York City

Rebuilding Together Houston

Rebuilding Together Acadiana

Rebuilding Together of Greater Charlotte

Rebuilding Together North Central Florida

Rebuilding Together Broward County



## OUR METHODS

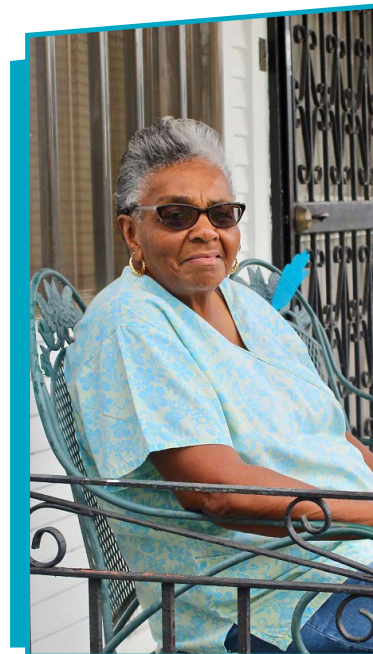
From 2019 to 2021, Rebuilding Together partnered with the external evaluator **Actionable Insights** to conduct impact measurement based on the desired outcomes of our core practice model, Safe and Healthy Housing. **Altogether, affiliates assessed 1,012 homes and surveyed 442 residents.**

## SAFE AND HEALTHY HOUSING PRIORITIES

Most affiliates use a checklist of 25 Safe and Healthy Housing Priorities to assess homes before they repair them. Once repairs are complete, affiliates fill out the checklist again (post-repairs). Actionable Insights analyzed the changes by comparing the checklists pre-repairs and post-repairs for each client. Results reported on the following pages include data from the checklist analysis.

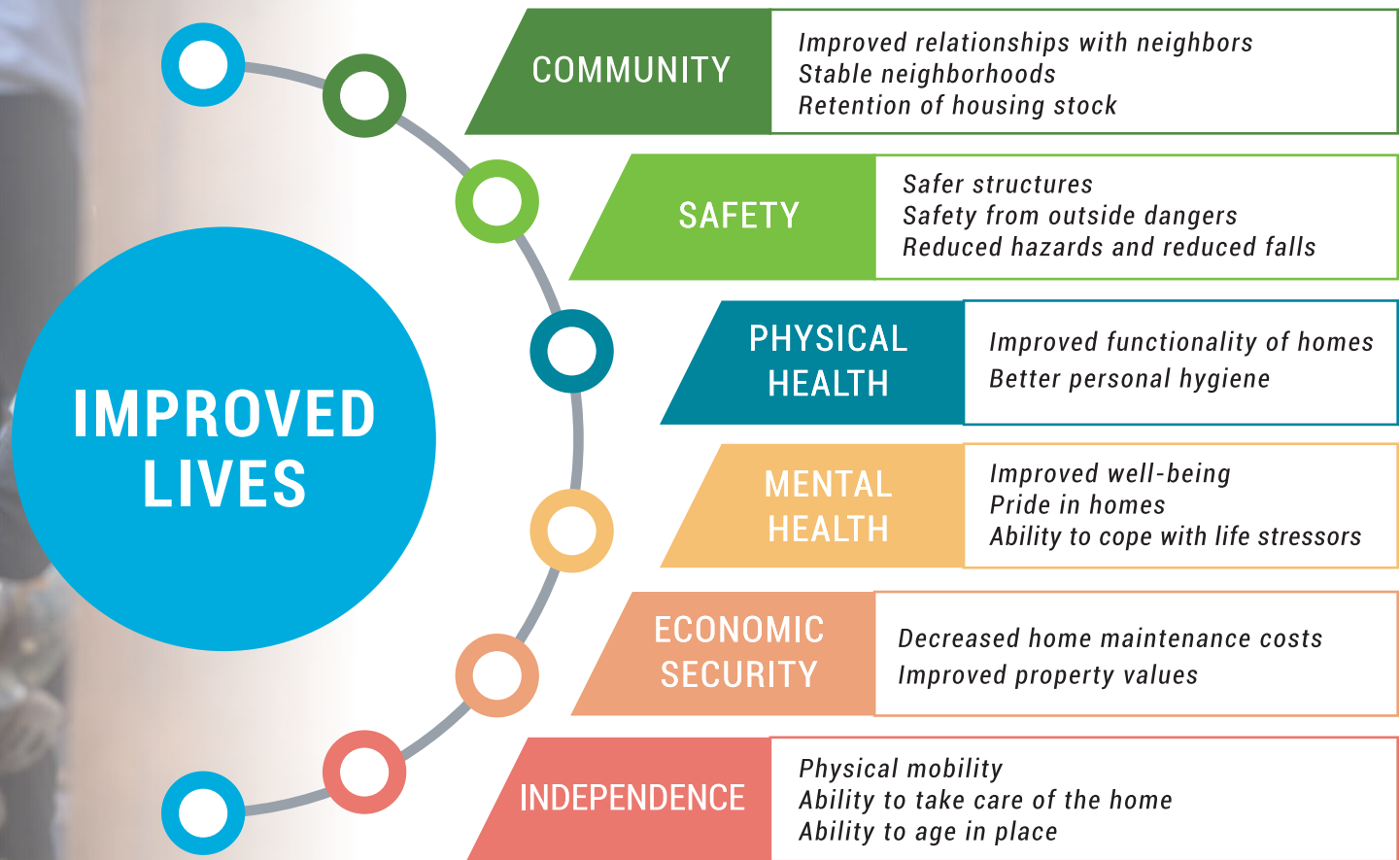
## HOMEOWNER IMPACT SURVEY

To measure impact on homeowners themselves, Rebuilding Together affiliates surveyed the clients they served between July 1, 2019 and September 30, 2020. The survey asked about changes they may have experienced since repairs were made. Every client received a paper survey (with self addressed stamped envelope). Affiliates followed up and surveyed customers by phone who did not respond by mail. Actionable Insights analyzed changes reported via the survey and linked the 25 Safe and Healthy Housing Priorities data with survey responses to better understand the associations between customer outcomes (e.g., easier bathing) and repairs.



## IMPACT DOMAINS & INDICATORS

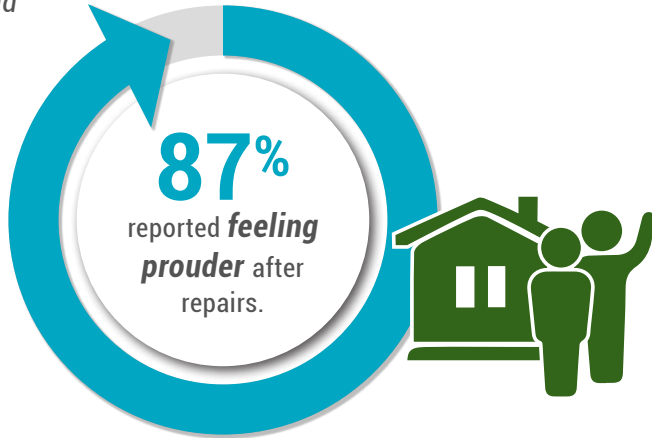
**Rebuilding Together** created a logic model to clarify the desired outcomes of the organization. The outcomes from the logic model can be organized into the domains shown below. **The impact survey was created to measure impact across these domains.**



# COMMUNITY CONNECTION

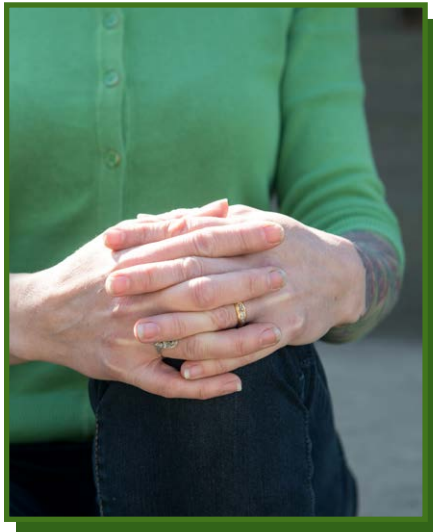
## FEELING OF PRIDE IN PROPERTY BEFORE AND AFTER REPAIRS

Among survey respondents who reported *feeling least proud of their property* before repairs,



“You repaired a major gas leak that could have blown up my neighborhood. After I made contact with your office, those worries ended.”

– Survey Respondent, Southern Nevada



## FEELING WELCOME IN THE NEIGHBORHOOD BEFORE AND AFTER REPAIRS

Among survey respondents who *disagreed* with the statement, “*I felt welcomed by and included in my neighborhood*” before repairs,



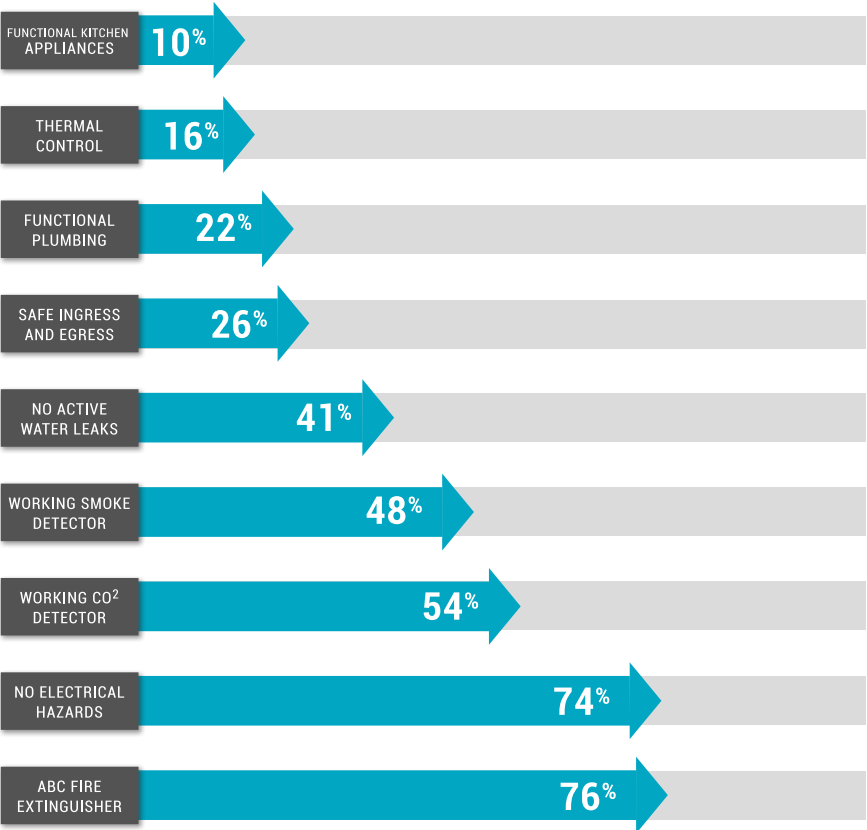
“You guys did a great job and I would say it helped mostly with my neighbors. Once you guys left, I feel like there was more of a sense of community.”

– Survey Respondent, Broward County



# SAFETY

## PERCENT OF PROJECTS WHICH RESULTED IN HEALTH & SAFETY IMPROVEMENTS

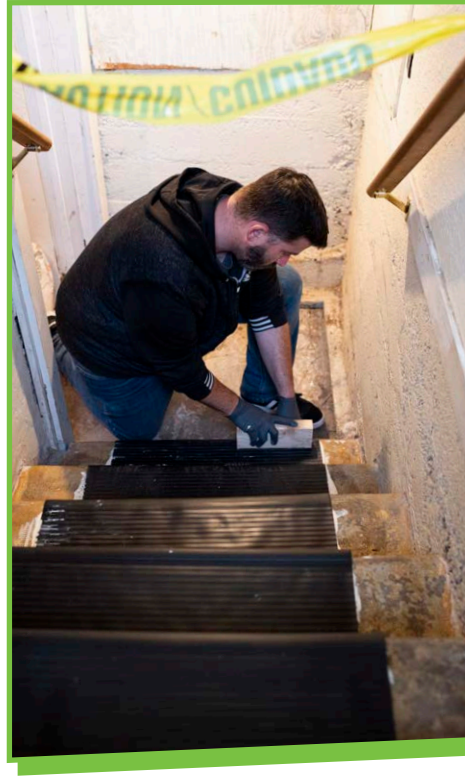
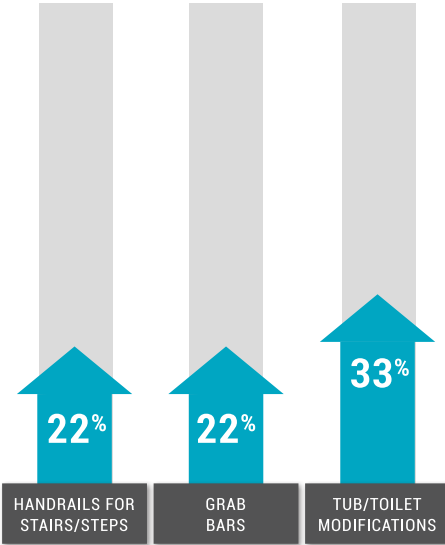


“Replacing alarms, extinguisher made us feel safer.”

– Survey Respondent, Southern Nevada



## PERCENT OF PROJECTS WHICH RESULTED IN FALLS PREVENTION IMPROVEMENTS

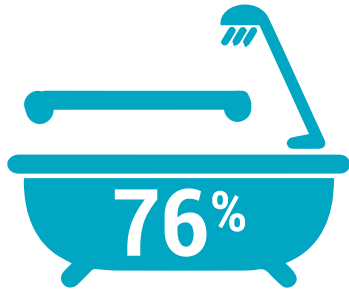


### REPORTED FALLS (BEFORE AND AFTER REPAIRS)

Among respondents who fell or almost fell in the six months before repairs, **67%** did not fall again in the following four to 12 months after repairs.

## EASE OF BATHING (BEFORE AND AFTER REPAIRS)

Among survey respondents who felt it was *difficult to bathe* before repairs,



reported *finding it easier* after repairs.

“My mom is able to shower by herself and she is able to leave the house by ramp without the worry of her falling down steps.”

— Survey Respondent,  
Saratoga County

## EASE OF MOVEMENT (BEFORE AND AFTER REPAIRS)

Among survey respondents who felt it was *difficult to move around their home* before repairs,

80%

reported *finding it easier* after repairs.

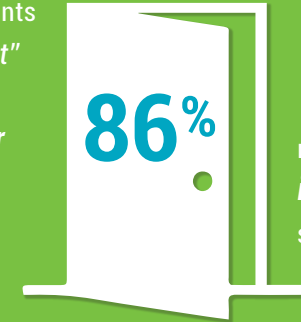


## ABILITY TO EASILY ENTER AND EXIT THE HOME BEFORE AND AFTER REPAIRS

Among survey respondents who felt it was “*difficult*” or “*very difficult*” to *enter and exit their home* before repairs,

86%

reported *finding it easier* to do so after repairs.

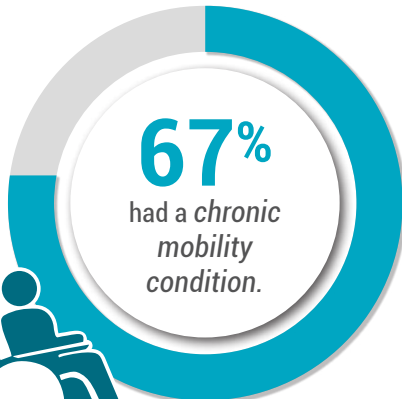
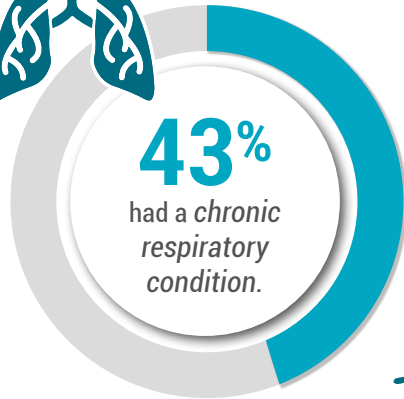


“I feel so much better getting in and out of the house, up and down the staircases, and feel more comfortable in using all the rooms and spaces in my house.”

— Survey Respondent,  
Seattle



# PHYSICAL HEALTH



Among those who reported that their physical health was “fair” or “poor” before repairs,

**33%**

said *their health improved* after the repairs.

“*Needed a roof and got it and have felt much safer and easier to breathe since.*”

– Survey Respondent,  
Oklahoma City



Of the survey respondents who reported *health improvements*,



agreed with the statement, “*My physical or mental health improved because of the repairs to my home.*”



“*My physical health improved because I no longer suffer from the cold and hot temperatures of the outside weather. I can now control how my home feels inside.*”

– Survey Respondent,  
Southern Nevada



# MENTAL HEALTH

## OVERALL REPORTED MENTAL HEALTH



Among those who reported that their mental health was “fair” or “poor” before repairs,

**50%**

said **their health improved** after the repairs.

“My mental health has improved since I feel more secure in my home due to the repairs, which included critical items such as replacing the furnace. I also have peace of mind since I was stressed about necessary repairs that I could not afford.”

– Survey Respondent, DC • Alexandria



“Before my house was repaired I was depressed and felt that the house was never going to be repaired. When I found out I was approved for repairs it was such a relief. I am so proud of my house now.”

– Survey Respondent,  
Houston

## STRESS REPORTED BEFORE AND AFTER REPAIRS

Among survey respondents who reported a *high frequency* of feeling nervous or stressed about the condition of their home before repairs,



reported a **reduction in their frequency of feeling nervous or stressed** after repairs.

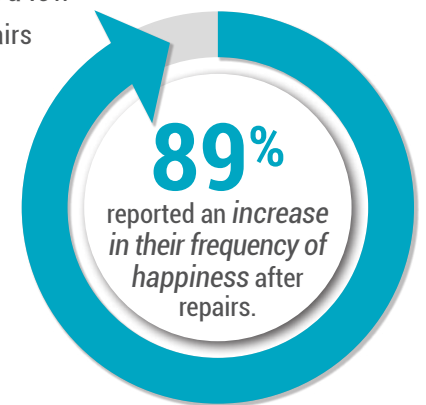


“You gifted us with peace of mind, independence, and the precious opportunity to grow old in our home sweet home. By removing the stress, worry, and challenging conditions, you have changed our lives.”

– Survey Respondent,  
Saratoga County

## HAPPINESS REPORTED BEFORE AND AFTER REPAIRS

Among survey respondents who reported a *low frequency* of feeling happy before repairs



# ECONOMIC SECURITY

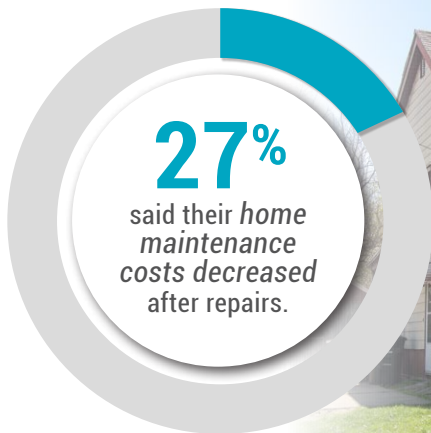
Among survey respondents who reported *perceiving their property as having the least financial value* before repairs,



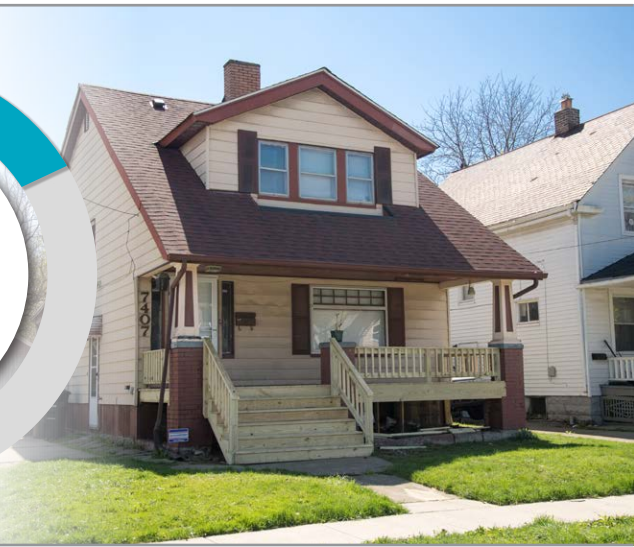
reported *perceiving their property as more valuable* after repairs.

“I received a new lease on life and the security that my home would retain its equity with the improvements, as before I felt the equity diminishing.”

– Survey Respondent, Seattle

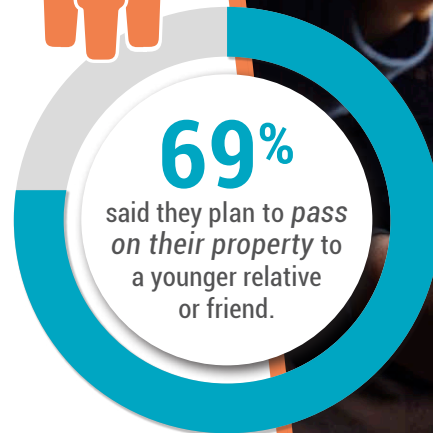


said their *home maintenance costs decreased* after repairs.



“I just got a notification that my energy bills were at least 20% less this year than last. There is no doubt that the roof repairs are the reason.”

– Survey Respondent, Southern Nevada



said they plan to *pass on their property* to a younger relative or friend.



# INDEPENDENCE

## CONFIDENCE

Among survey respondents who were the *least confident engaging in activities of daily living (ADLs) without falling* before repairs,

**68%**

reported *feeling more confident* after repairs.



“I don't have to worry about my 10-month-old falling through the floor or getting hurt anymore. Now I can cook and move around my house.”

– Survey Respondent, Saratoga County

## FOOD PREPARATION

Among survey respondents who found it the *most difficult to prepare food* before repairs,

**67%**

reported *finding it easier* after repairs.



“I could not prepare meals for my family at that time because I did not have a stove, nor good electricity. But now I am blessed with a stove. Thank you.”

– Survey Respondent, Acadiana

## HOME CLEANING AND MAINTENANCE

Among survey respondents who found it the *most difficult to clean and maintain their home* before repairs,



reported *finding it easier* after repairs.

“The bathroom makes it so easy to shower. We plan to stay here because we feel much safer.”

– Survey Respondent, Dayton

## LIKELIHOOD OF AGING IN PLACE

Among survey respondents who were the *least likely* to report that they would *age in place* before repairs,



reported an *increased likelihood* that they would *age in place* after repairs.

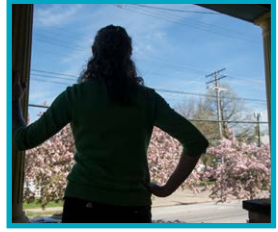


## CONCLUSIONS

**We see consistent and statistically significant improvements** in all six areas of impact we measured: community, economic security, independence, mental health, physical health, and safety. Survey results paint a very clear picture of how our work is affecting homeowners' lives: They are moving around their homes with greater ease, falling less frequently, and facing fewer hazards related to improper maintenance. Our work is making key activities of daily living, such as bathing, cooking, and cleaning the house—actions that many of us take for granted—easier for some of the homeowners we've served. This improved level of independence is associated with homeowners feeling happy more often and less frequently stressed about the condition of their homes than before the repairs were made.

Although we know that home repairs cannot address the multitude of factors influencing a person's quality of life, Impact Measurement Survey data show measurable gains in homeowners' overall mental and physical health after repair projects were completed. Last but not least, our work also gave many people a greater sense of pride in their homes and belonging in their communities and increased the likelihood that they'll stay put as they age.





[rebuildingtogether.org](http://rebuildingtogether.org)