Rebuilding Together has made a long-term commitment to collect key outcomes about the impact of our services on the lives and communities we serve. Through our network of affiliates, we are poised to strengthen our measurement and evaluation practices through long-term investment in impact measurement, which is crucial for our ability to:

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

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

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 San Francisco
Rebuilding Together Southern Nevada
Rebuilding Together Southeast Michigan
Rebuilding Together Baltimore
In 2019, 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*. Together, affiliates surveyed 98 residents.

**Healthy Housing Checklist**

Affiliates use a checklist of 25 Safe and Healthy Housing Principles 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. Data on the following pages includes data from the Healthy Housing Checklist analysis.

**Homeowner Impact Survey**

To measure impact on homeowners themselves, Rebuilding Together affiliates surveyed the clients they served in a five-month period. 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 with customers by phone if they received significant repairs and surveyed those clients by phone.
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.

**Impact Domains & Indicators**

**COMMUNITY**
- Improved relationships with neighbors
- Stable neighborhoods
- Retention of housing stock

**SAFETY**
- Safer structures
- Safety from outside dangers
- Reduced hazards and reduced falls

**PHYSICAL HEALTH**
- Improved functionality of homes
- Better personal hygiene

**MENTAL HEALTH**
- Improved well-being
- Pride in homes
- Ability to cope with life stressors

**ECONOMIC SECURITY**
- Decreased home maintenance costs
- Improved property values

**INDEPENDENCE**
- Physical mobility
- Ability to take care of the home
- Ability to age in place

Rebuilding Together addresses 25 Principles of Safe and Healthy Housing. Comparisons of home assessments before and after repairs show the percent of homes in which these repairs addressed the principles. The checklist data from the home assessment (pre-repairs) was compared to the checklist data collected upon completion of the project (post-repairs).
After repairs, at least 8 in 10 homes had these home modifications. The percent improvements does not include homes which already had these fall-prevention modifications in place before Rebuilding Together’s work.

“I can now shower and wash my hair and wash my body, which was dangerous to do before.”
—Survey Respondent
Health & Safety Improvements

Percent of Projects Which Resulted In Safety & Health Improvements

“It would have taken me years to get some of the repairs they did in my home and they are truly a blessing to me.”

— Survey Respondent
Homeowners saw improvements in their health and well-being, as demonstrated by the findings from the pre/post survey presented below.

- **65%** of clients whose health was not good before repairs report improved health.
- **58%** report feeling happier. 34% were already happy.
- **70%** report low or no chance of falling.
- **58%** report bathing is easier. 36% felt it was already easy.

“With no A/C, my wife was literally dying. Her [health] has gotten better and improved because of the repairs.”
— Survey Respondent
Homeowner Outcomes

87% of the most stressed respondents feel less stress about home repairs and maintenance.

60% feel more confident about coping with stress. 31% were already confident.

“I feel greatly relieved and happier about my home being cleaner and safer than it was before.”
— Survey Respondent

“I had no hot water for three years before that repair. After the repair the hot water made everything better.”
— Survey Respondent
63% say their homes are now more valuable as an asset

72% plan to pass on their properties to family or friends

91% plan to age in place compared to 82% before

Rebuilding Together has a vision of safe homes and communities for everyone. Year-round, it brings together partners from all walks of life to help their neighbors. Together with its corporate and community partners, it repairs homes, revitalizes communities, and rebuilds lives. Rebuilding Together’s local affiliates repair about 10,000 homes nationwide each year.
The work done by Rebuilding Together's pilot affiliates achieved positive outcomes in all six domains:

**SAFETY**

The pilot affiliates' work substantially reduced the risk of falls in low-income households by making toilet/tub modifications for greater accessibility and by installing strategically placed grab bars and handrails. Half of survey respondents who had experienced a fall or a close call in the six months before repairs rated their chances of falling after repairs as low or no chance.

The pilot affiliates also improved home security and fire and structural safety at the properties where work was performed. Repairs and modifications included installing or replacing fire extinguishers and smoke detectors in homes, enhancing window and door security, improving lighting, and reducing electrical hazards. Repairs made it possible for nearly 100% of residents to have safe ingress to and egress from their home in case of an emergency.

The vast majority of low-income homeowners who had trouble getting into and out of their homes prior to repairs reported easier ingress and egress afterward.

Conclusions
**PHYSICAL HEALTH**

Nearly two thirds of low-income homeowners who reported that their health was less than good prior to repairs said that their health improved after the pilot affiliates completed their work. The improvements made by affiliates reduced dampness in homes (through stemming active leaks and providing watertight roofs) and lowered risks of inhaled contaminants (through the installation or replacement of carbon monoxide detectors and making sure interior wall coverings were intact); such measures can improve occupants’ respiratory health. In addition, more than half of survey respondents found bathing after repairs easier than before, which increases the potential for improved hygiene for homeowners and residents.

**MENTAL HEALTH**

The pilot affiliates’ repairs led to self-reported stress reduction around home repairs and maintenance among the majority of surveyed low-income homeowners, especially among those who were the most frequently stressed. Most low-income homeowners also reported the same or greater levels of happiness in their lives, as well as confidence in their ability to manage stress, after affiliates’ intervention. Additionally, increases in the ability for low-income homeowners to better control the interior temperature of their homes may be associated with improved mental health. Finally, the majority expressed feeling greater pride in their homes since the affiliates completed repairs.

**INDEPENDENCE**

Improvements made by the pilot affiliates increased the proportion of low-income homeowners surveyed who said they would be able to age in place, particularly among those with poor health. In addition, nearly a third said that they found cooking and preparing meals at home easier after the repairs were complete. For a small proportion, the repair or replacement of kitchen appliances contributed to homeowners’ ability to cook and eat healthier food.
**ECONOMIC SECURITY**

The pilot affiliates’ efforts increased the ability of low-income homeowners to pay for daily necessities, according to those who responded to the survey. In part, this may be the result of a reduction in utility and/or home maintenance costs, which was reported by more than one quarter of respondents. In addition, over three in five respondents felt their home was of greater value as a financial asset after the repairs than before; because nearly three quarters planned to pass along their property to a relative or a friend, this plays a role in increasing intergenerational wealth transfer among the low-income population.

**COMMUNITY**

Qualitative evidence suggests that low-income homeowners felt repairs completed by the pilot affiliates made a difference in their neighborhood or community. Additionally, more than one quarter of low-income homeowners felt an increased connection with their neighbors following the repairs.
Actionable Insights is a consulting firm that helps organizations discover and act on data-driven insights. Using their expertise in applied research and program evaluation, the firm’s partners work with nonprofits and government agencies to measure impact in the areas of health and wellness, housing, STEM education, and youth development.