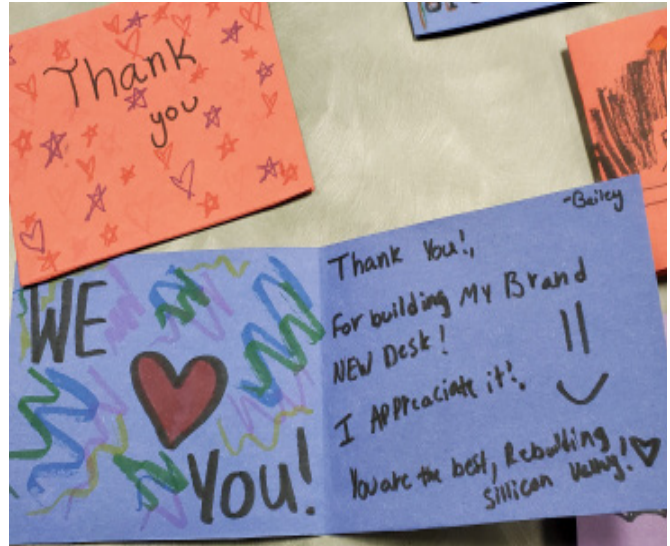




# Newsletter

*Rebuilding lives includes making a difference in the lives of our future generation as they struggle to learn during a global pandemic.*



## NetApp Builds Desks For Children of Essential Workers

The Boys and Girls Club of Silicon Valley has been inspiring, empowering, and fostering young people’s minds by ensuring at-risk youth have a safe place to learn and grow through mentorship for over 50 years. The Covid-19 pandemic challenged the daily routines of their students by forcing them to stay at home and participate in remote learning. While schools ensured home access to a computer with internet, many students still lacked a physical space to complete their assignments.

As schools remained closed to in-person instruction, **NetApp**, a data services company based in Sunnyvale, sponsored a Team Build to assemble desks to aid in remote learning. Over the course of 3 days, the NetApp team volunteered their time to build 31 desks outside of the RTSV warehouse to ensure proper social distancing. These desks were built for the students of the Boys and Girls Club of Silicon Valley, many of whom belonged to families of essential and frontline workers.

Volunteers created a socially distanced assembly line by safely measuring, cutting, drilling, and staining the desks, complete with proper mask usage and sanitization of materials and surfaces between each stage. This was also the first time that the volunteers from NetApp have seen each other face to face since the start of the pandemic.

When RTSV dropped off the desks at the Boys and Girls Club of Silicon Valley, we were greeted warmly. Each of the students also presented heartfelt, handwritten thank you notes. One of the students wrote,

**“We love you! Thank you!, For building my Brand NEW Desk! I appreciate it!, You are the best...”**

accompanied with drawings of hearts and smiley faces.

Thank you, NetApp, for a job well done. Your hard work and dedication made a real impact in our community.

# Looking At What's Ahead

A Message From Our Chair, Cheryl Johnson

As we last reported, 2019 was a year that saw many changes. And 2020 ushered in even more. With the welcoming of Deanne Everton as our Executive Director, together, the organizations' leadership, encouraged by the growing need for our services, decided to look forward in the hopes of strategic growth and prosperity. In collaboration with an outside consultant, Christine Jeffers, the RTSV Management Team and our trusted Board of Directors embarked on a process to distill down and develop a strategic plan.

After the process ignited in early 2020 and we hosted our first, very successful planning meeting, things rapidly shifted due to the pandemic. Staff focused on immediate community assistance, and our Board supported our continued, necessary fundraising efforts. We never lost sight of our strategic focus:

**How can Rebuilding Together Silicon Valley best show up for and meet the needs of our local community in the years to come?**

We continued the process by opening ourselves up to feedback: gathering extensive data from external and internal interviews, as well as a survey completed by Bay Area Nonprofit Leaders who manage organizations with a similar focus. Ultimately, the Board and staff participated in a series of facilitated conversations, via Zoom of course, that led to the writing and completion of the plan.

Our new vision is ambitious. Acting as our North Star through 2023, RTSV believes that everyone deserves to live in a safe and healthy home.



To achieve our vision and address the needs in the community, the following strategic objectives will define our direction for the next three years:

- **Create Innovative Program Models**
- **Increase Brand Awareness**
- **Strengthen Human Capital**
- **Focus on Fundraising**
- **Protect our Future**

Together, we plan to achieve this new vision through broader and deeper community engagement and increased financial support. We plan to embrace change, while standing by our tried-and-true best practices. And ultimately, we plan to care for our community in need by preserving affordable housing for generations to come, providing life-changing improvements for our neighbors and organizations in need and creating world-class opportunities for individuals and corporations to invest back in their neighborhoods.

We can't thank you enough for your continued support of Rebuilding Together Silicon Valley. We hope to see you in 2021!



## Did You Know?

**In 2020, we helped support the community during the pandemic by performing status checks on over 250 seniors and other at-risk clients through phone calls, helping them access additional resources such as home care, medical support, and food delivery. We ensured that our neighbors had access to vital resources, especially during this challenging time.**

## Take Action Now

**The average annual income of our clients is \$37,845. These neighbors need our help.** Financially support the Rebuilding Together mission and ask your employer to match your donation. RTSV Tax ID number: 77-0289381.  
**Thank You!**

# Fiscal Year 2020 Annual Report

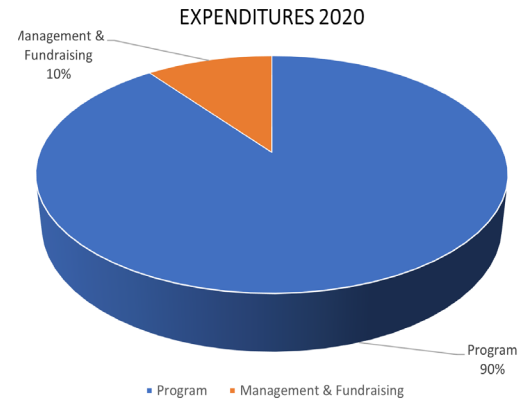
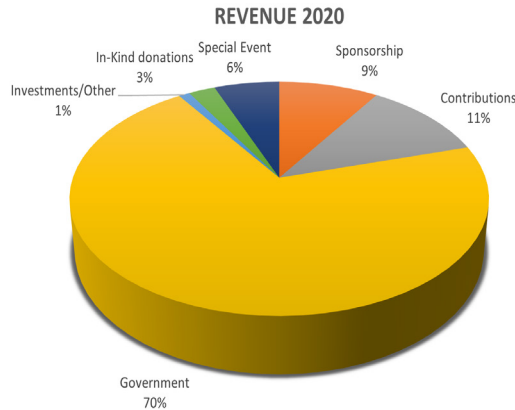
## FY 2020 Financial Report

### INCOME

Sponsorship	\$ 282,193
Contributions	\$ 349,497
Government	\$2,165,009
Investments/other	\$ 31,010
In-kind donations	\$ 75,186
Special event	\$ 184,620

### EXPENSES

Program	\$2,751,656
Mgmt & Fundraising	\$ 317,656



■ Sponsorship ■ Contributions ■ Government ■ Investments/Other ■ In-Kind donations ■ Special Event

## You Make It Possible To [Re]Build

By Executive Director, Deanne Everton

Last year was a tough year in so many ways for so many people. And Rebuilding Together Silicon Valley could not have made it without the support of so many of YOU:

- YOU stepped up and supported RTSV financially.
- YOU volunteered COVID-style at our October Rebuilding Day.
- YOU took old RTSV t-shirts and made masks.
- YOU made wellness calls to hundreds of our repair recipients.
- YOU continued to serve on our Board of Directors and committees, and even completed our 3-year Strategic Planning process via zoom.

YOU make it possible for us to continue providing critical, safety and accessibility repairs for our neighbors in need, especially those who were and continue to be most vulnerable to COVID-19.

As we have all been subject to the stay-at-home order, we now have a better understanding of what it's like for our

older adult or disabled homeowners who spend the majority of their time at home. Unfortunately, their homes are often lacking the basic necessities like hot water, heat, and safety modifications needed to move around safely. YOU help us create a safe and healthy space for so many in need.

Even though you may not know it, YOU also hold us accountable as we dive head-first into Diversity, Equity, and Inclusion work, creating a safe space to explore our own implicit biases while at the same time evaluating the work and structure of RTSV and how we can overcome systemic barriers and best serve the community. The cruel displays of racial injustice and attacks on our democracy that we all witnessed this past year make it clear that as a nation have so much work ahead. RTSV is committed to prioritizing racial equity work and making a difference in the communities we live, work, and serve.

We value your commitment to our mission of repairing homes, revitalizing communities, and rebuilding lives. Let us continue to build our partnership in 2021—making safe homes and communities for ALL!

*Deanne Everton*



# We've Gone Platinum!



We received a **Platinum Seal of Transparency** by providing information about our goals, strategies, capabilities and vision. You can view our updated GuideStar Nonprofit Profile here: [www.guidestar.org/profile/77-0289381](http://www.guidestar.org/profile/77-0289381)

## In 2020 we:

**MADE 3,039 repairs to 298 homes and 8 non-profit facilities.**

**ENGAGED 708 [Re] Builders who donated 8,192 hours of service.**

**Served 491 homeowners and 7,628 clients in the nonprofit facilities we repaired.**



## BOARD MEMBERS

- Cheryl Johnson** – Chair  
*Swinerton Builders, Director of Preconstruction*
- Emily Ransone** – Vice Chair  
*SideMark, Principal/Owner*
- Derek Cuschieri** – Treasurer  
*Avison Young, Associate*
- Maureen Mellon** – Secretary  
*Mellon Consulting, Principal*
- Nick Baldwin**  
*Avison Young, Commercial Real Estate Advisor*
- Tania De Villiers**  
*PricewaterhouseCoopers, Director*
- Josh Egli**  
*Silicon Valley Mechanical, Project Engineer*
- Renee Gallegos**  
*Gallegos Consulting, Principal*
- Tulika Garg**  
*Adobe Systems, Senior Engineering Manager*
- Rebecca Jepsen**  
*Golden Gate Sotheby's International Realty, Realtor*
- Steven Martinez**  
*Bank of the West, SVP, Business Banking Regional Manager*
- Chloe Haberstro**  
*Salesforce, Global Marketing Operations*
- Patricia Narciso**  
*Community Legal Services, Director of Strategic Partnerships*
- Paula Pineda**  
*MarketRise, Inc., President*
- Jose Rodriguez**  
*Cisco Systems, Sr. Program Manager*
- Pankaj Verma**  
*Thompson Reuters, Director of Digital Marketing*

## RTSV's Change Order: Join Rebuilding Together Silicon Valley's most dedicated supporters and be the change you want to see with a small monthly gift!

Members of the Change Order make automated donations of any size, every month. These monthly gifts empower RTSV to plan ahead year-round, and provide critical and safety repairs across Santa Clara County.



### Any Amount

Any amount can make a big difference. Joining the Change Order can fit in to any budget.



### Easy for You

Your donation is automatically withdrawn monthly. Modifications can be made at any time.



### A Part of Something

The knowledge you are making a change in your local community with others that share your values.



Visit [rtsv.org](http://rtsv.org) for more info and to sign up!

RTSV is a 501(c)(3) nonprofit organization, Tax ID 77-0289381. Contributions to RTSV are tax deductible as specified by the current tax law.

## Homeowner Profile: Meet Your Neighbor, Neal!

A grateful homeowner finds a way to say thanks.



Neal smiling as he thanks everyone in his recorded message.

Approving a homeowner for Rebuilding Day is no easy task. RTSV staff matches our qualified neighbors with sponsoring organizations. The exciting part comes when homeowners who have been paired with a sponsor receive a phone call with the celebratory news that their application for repairs has been approved. **But Neal never got that call.**

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*“It was quite a relief financially and emotionally. Your work is appreciated. I wish I would’ve had the opportunity to meet you personally.”*

---

Neal met his wife, Florence, after he returned home as a Korean War Veteran while playing the role of a Rabbi for a theatrical production in their local synagogue. He was a corporate attorney until he decided to retire and pursue a part-time career as a local theatre actor. Eventually, he went on to become a “real” Rabbi and jokes that his wife often told him “When I met you, you were playing a Rabbi and now you’re still playing a Rabbi”.

Florence worked as a paralegal and was an avid painter. They were both forced to slow down when she became seriously ill and began to use a wheelchair and 24-hour oxygen support.

Even though Rebuilding Day Sponsorships were in limited supply in 2020, we knew we had to find a way to assist Neal and Florence with their repairs. We pooled together our resources to the best of our ability and with the help of our community, we were able to complete the critical repairs that needed to be urgently addressed. With your support, we were able to enhance the safety of their bathroom by installing a handheld shower and grab bars as well as restore visibility in the home.

This past Fall Rebuilding Day, a team of committed volunteers worked diligently while maintaining proper social distancing procedures and sanitization protocol in order to give their home a fresh coat of paint. Since we were prioritizing everyone’s safety, we asked all homeowners to stay in their homes as volunteers came to paint on Rebuilding Day, but Neal was so grateful for RTSV’s critical home repairs as well as for the volunteers painting his home that he figured out another way that he could give his appreciation. He recorded a video addressed to RTSV thanking everyone for the work that they accomplished. “You have no idea the emotional effect that your work has for people who might not have otherwise been able to do these things. And for a senior, looking around seeing all you younger people out here doing this work: smiling, laughing...it’s quite uplifting”.

## Leave a Legacy



**Please consider RTSV when planning your legacy.** There are many ways to ensure a gift will continue giving into the future: bequests in wills, charitable gift annuities, charitable remainder trusts, life insurance gifts or gifts of real estate. We would be happy to discuss any of these options. Call **Deanne** at **408-578-9519** to learn how your gift can last beyond a lifetime. **Tax ID 77-0289381.**



1701 South 7th Street #10  
San Jose CA, 95112-6000

Nonprofit  
Organization  
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PAID  
San Jose, CA  
Permit No. 2229

Address Service  
Requested

*“It’s a quite a burden on the budget for people living on fixed income and so when Rebuilding agreed to do it, it was quite a relief financially and emotionally.”*

- Neal, 2020 Homeowner

## Upcoming Events



- April 17 and 24**  
Spring Rebuilding Day
- September 16**  
30th Anniversary Celebration

## Save the Date: 30th Anniversary Celebration September 16th, 2021



In honor of our 30th Anniversary, we are planning a celebration on **September 16th** to recognize all the life changing work that Rebuilding Together Silicon Valley has achieved during the last 3 decades, and launch our vision for the future. More information to come. We’re looking for **underwriters** for the event. **Contact Alaina Purcell, [alaina@rtsv.org](mailto:alaina@rtsv.org), 408-578-9519 ext. 1004.**



Rebuilding Together Silicon Valley



# Evaluation Report

2019-2020

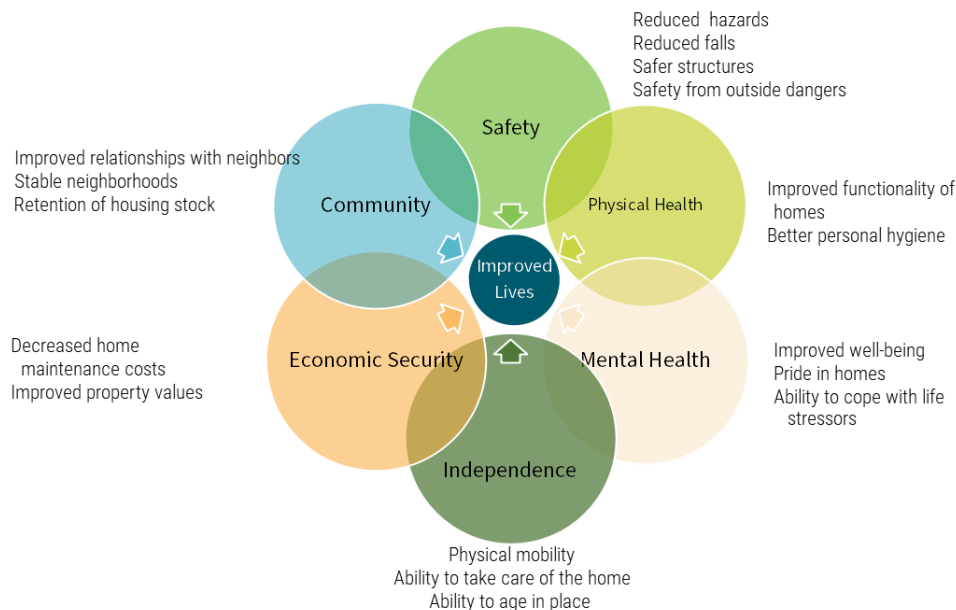


## Executive Summary

Measuring the impact of its repair work on low-income homeowners is critical to the success of RTSV's mission. To strengthen its impact measurement process, RTSV engaged Actionable Insights, LLC, a professional research and evaluation firm, to support its efforts in 2019–2020. The goals of this project were:

- Improve the collective understanding of RTSV's impact on the residents and community it serves.
- Strengthen RTSV's storytelling ability by collecting evidence about the impact of its work.
- Demonstrate RTSV's credibility and value to existing and potential donors.

Over the course of several months, Actionable Insights led RTSV staff in drafting and finalizing a logic model that articulated the desired outcomes pictured below.



## METHODS

In collaboration with RTSV staff, in early 2020 Actionable Insights adapted the homeowner survey it had developed for Rebuilding Together's national impact measurement project. RTSV collected data from the following sources for **194 of its homeowners** whose projects closed between July 1, 2019–March 31, 2020.

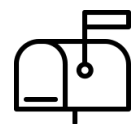
**Salesforce database:** RTSV enters data from homeowner applications and tracks project data in its Salesforce database. Actionable Insights (AI) analyzed demographic and project data to learn who RTSV served and used the data to understand how impact might have varied by project cost or client characteristics.



**Healthy Housing Checklist:** RTSV uses a checklist of 25 safe and healthy housing principles to assess homes before they repair them. Once repairs are complete, RTSV staff fill out the checklist again (post-repairs). AI analyzed the changes by comparing the checklists pre-repairs and post-repairs for each client.

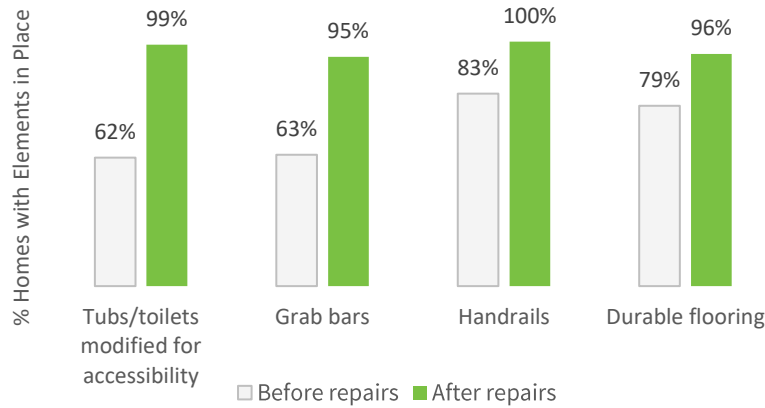


**Homeowner Impact Survey:** To measure impact on homeowners themselves, RTSV surveyed the clients it served in a nine-month period. The survey asked about changes they may have experienced since repairs were made. Every client received a paper survey (with self-addressed stamped envelope). RTSV followed up with clients who did not respond and surveyed them by phone. AI analyzed the retrospective pre- and post- survey results for each client.



## RESULTS: SAFETY

Top safety modifications that RTSV made to prevent falls.



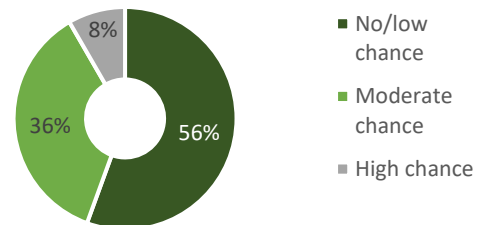
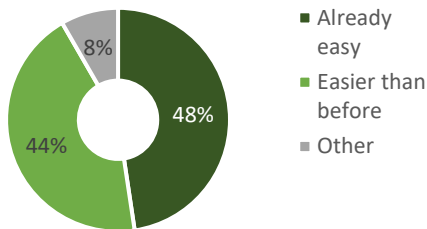
### SURVEY RESPONDENTS SAID:

**“The handrails, higher toilet, and step make simple things like walking easier for Dad.”**

**“Turning the water on and off doesn’t hurt my hands [anymore, and] the grab bar in my shower makes me feel MUCH safer!”**

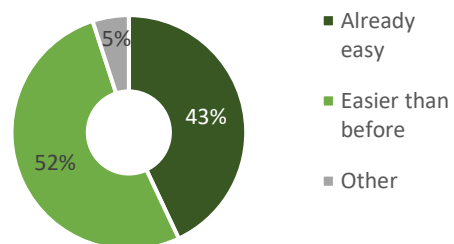
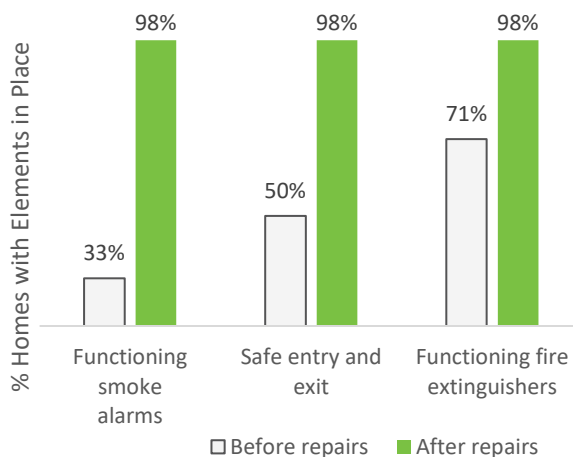
RTSV modifications made it easier to move around all the rooms of the home.

The majority (56%) of homeowners who fell or had a close call before repairs said their likelihood of falling after repairs was “no/low chance.”



Top home modifications that RTSV made to improve fire safety.

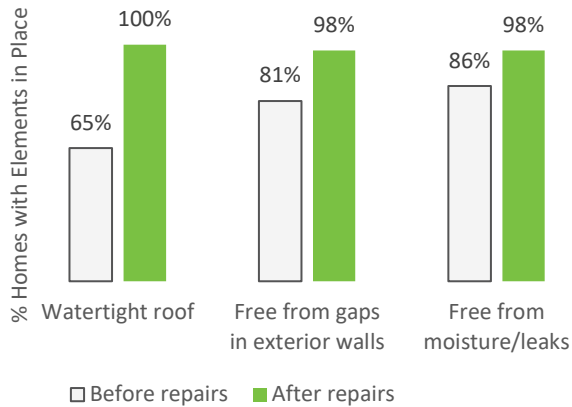
RTSV modifications improved the ease of home entry and exit.



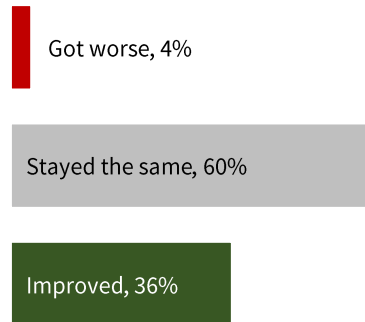
**“Feeling safe to walk down [the] hallway and not fall through [the floor]! Able to use restroom without fear the toilet would fall through, either.”**

## RESULTS: PHYSICAL HEALTH

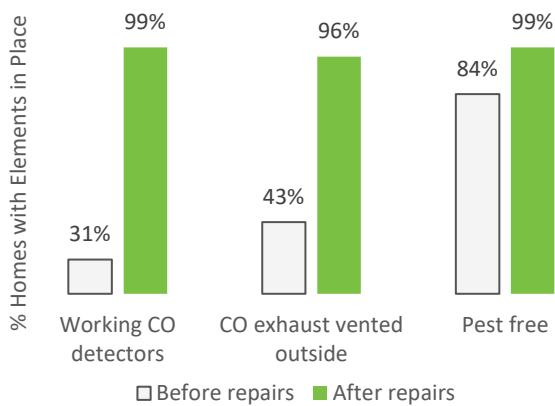
Top repairs that RTSV made to reduce interior moisture problems.



Many homeowners with chronic conditions said their symptoms had improved because of repairs.



Top improvements that RTSV made to homes to prevent respiratory health problems.



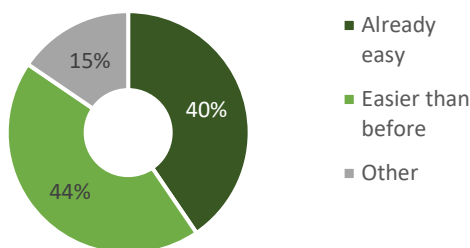
### SURVEY RESPONDENTS SAID:

**“The mold on the inside of entry door caused me to cough up phlegm every morning for hours, now 80% better [after repairs]!”**

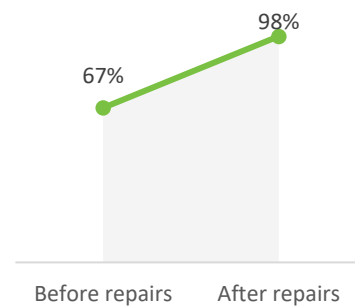
**“We got heaters replaced. I was always cold and uncomfortable. Now am warm, and sleep much, much better.”**

**“After repairs, it was so nice not having to bail water out the back door again.”**

RTSV repairs made it safer and easier for many homeowners to bathe.

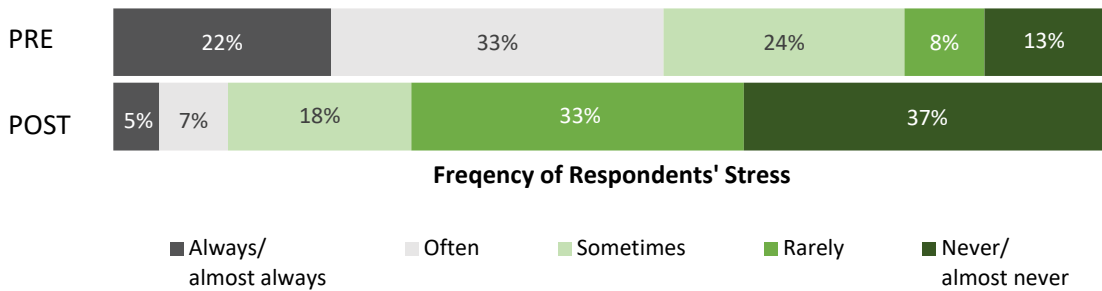


Almost all homeowners had functioning plumbing after RTSV repairs.

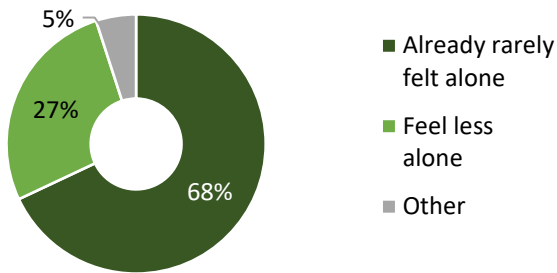


## RESULTS: MENTAL HEALTH

Homeowners felt stressed less often about home maintenance after RTSV's repairs.



Some homeowners felt less alone after RTSV repairs than they did before.



90%

of the most-stressed respondents felt less stress about home repairs and maintenance six months after receiving services from RTSV

## ADDITIONAL RESULTS

The work done by RTSV achieved positive outcomes in all six key areas of impact identified in the logic model, including:



**Independence:** Improvements made by RTSV increased the proportion of low-income homeowners surveyed who said they would age in place. About one in three respondents who had not planned to stay in their current homes forever said that they now plan to stay longer. This may be related to the respondents' ability to move around all of the rooms of their home: More than eight in 10 said that it is now easier and more comfortable to do so. Also, a small proportion of homeowners said the repair or replacement of kitchen appliances contributed to their ability to cook and eat healthier food.



**Economic security:** RTSV's efforts increased the ability of homeowners who were served 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 one in four respondents. In addition, over eight in 10 who were more able to pay for daily necessities said that they spend the savings they realized on goods and other basic needs like food and clothes.



**Community:** RTSV's home repairs affect entire communities as well as individual dwellings. More than one in four low-income homeowners said they felt an increased connection with their neighbors after the repairs were completed, reflecting the broad impact of RTSV's work.

## REBUILDING TOGETHER SILICON VALLEY NEXT STEPS

RTSV is proud to present our impact evaluation results that indicate the value that our critical and safety repair work has on our Santa Clara County neighbors in need.

As we look forward, we plan to address and implement recommendations to our programs and our internal processes for the betterment of our organization's effectiveness.

RTSV plans to continue to conduct our own annual survey as a measure of successful program implementation and community need. Additionally, we hope to work with Actionable Insights again in fiscal year 2022-2023.

The link to the report in its entirety can be found on our website at [www.rtsv.org/about-us](http://www.rtsv.org/about-us). For questions or comments about the report, please reach out to our team via email at [info@rtsv.org](mailto:info@rtsv.org) or call our offices at 408-578-9519 today!



### Prepared by Actionable Insights, LLC

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San José, CA 95126

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