

Rebuilding Together Silicon Valley



Evaluation Report

2019-2020

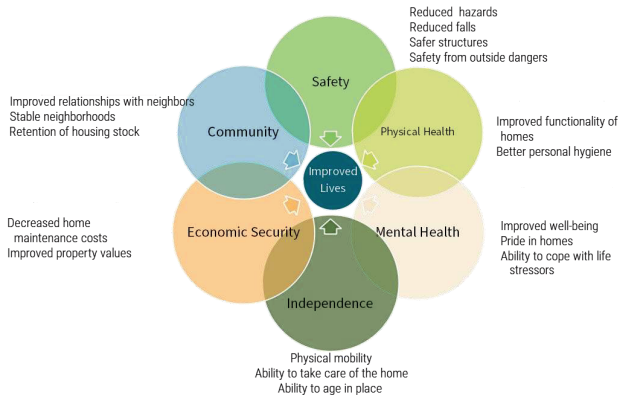


Executive Summary

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.

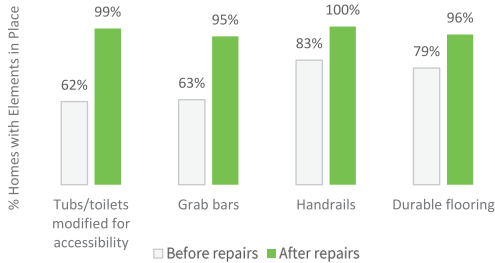
Healthy Housing Checklist: RTSV uses a checklist of 25 safe and healthy housing principles to assess homes before they repair them. Once repairs are complete, RTSV staff fill out the checklist again (post-repairs). AI analyzed the changes by comparing the checklists pre-repairs and post-repairs for each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



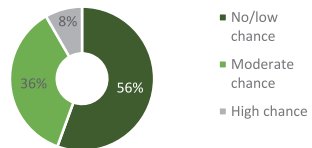
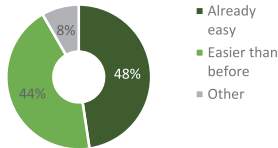
SURVEY RESPONDENTS SAID:

"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!"

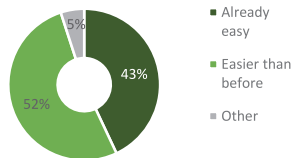
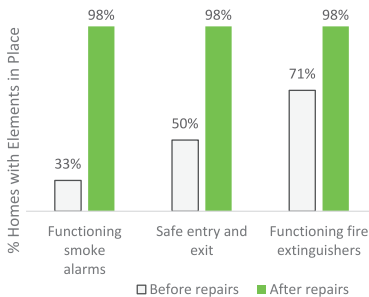
RTSV modifications made it easier to move around all the rooms of the home.

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.

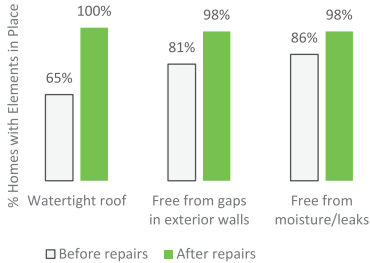
RTSV modifications improved the ease of home entry and exit.



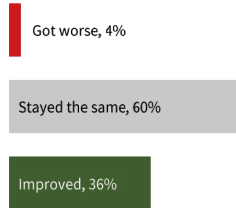
"Feeling safe to walk down [the] hallway and not fall through [the floor]! Able to use restroom without fear the toilet would fall through, either."

RESULTS: PHYSICAL HEALTH

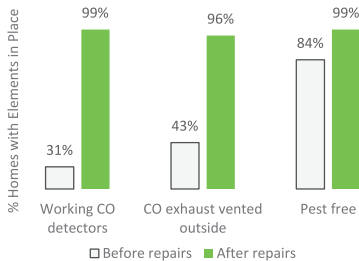
Top repairs that RTSV made to reduce interior moisture problems.



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.



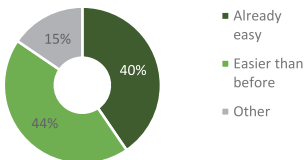
SURVEY RESPONDENTS SAID:

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

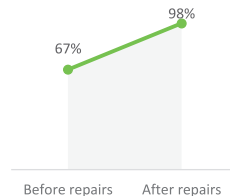
“We got heaters replaced. I was always cold and uncomfortable. Now am warm, and sleep much, much better.”

“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.

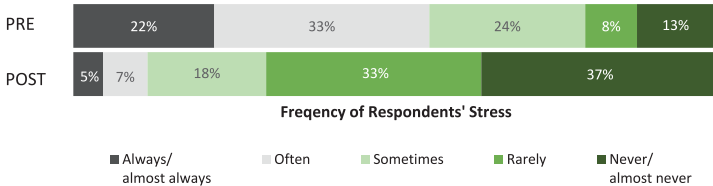


Almost all homeowners had functioning plumbing after RTSV repairs.

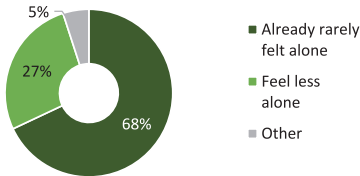


RESULTS: MENTAL HEALTH

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. For questions or comments about the report, please reach out to our team via email at info@rtsv.org or call our offices at 408-578-9519 today!



Prepared by Actionable Insights, LLC

1346 The Alameda, Ste. 7-507

San José, CA 95126

www.ActionableLLC.com

(408) 384-4955 | (408) 384-4956



Rebuilding Together Silicon Valley

1707 S 7th St #10

San José, CA 95112

www.rtsv.org

(408) 578 - 9519