

Rebuilding Together Tulsa evaluates results the following ways.

Outputs

Do outputs (number of homes repaired) reflect the proven need in the community. Proven need can be measured by the number of homeowners in the waiting pool and statistics (i.e. number of low-income homeowners in Tulsa, number of sub-standard houses in Tulsa).

Outcomes

The following outcomes are tracked related to home repair programs:

- a. Short-Term Measurement: making sure that homes are made safer, more secure and weatherproof for the homeowner; improve neighborhoods
- b. Mid-Term Measurement: the homeowner is able to remain living in their home for at least five years
- c. Long-Term Measurement: End sub-standard housing

(Tracking Outcomes)

- a. Measured through satisfaction surveys and site visits. Both qualitative and quantitative information is collected. Energy efficiency repairs have additional quantitative data collected through a sample of blower door tests and energy bill comparisons.
- b. Measured through annual follow-up surveys to the homeowner.
- c. Measured using Census data or other data available (i.e. INCOG analysis) and reviewed every five years with strategic planning

Efficiency

To ensure the best use of resources available, Rebuilding Together Tulsa uses volunteer labor and donated or discounted materials when possible. Efficiency is measured by comparing the value to the community compared to dollars spent. On average, Rebuilding Together Tulsa puts \$2-\$3 back into the community for every \$1 spent.

RESULTS 2008 - 2009**Outputs**

At the end of the fiscal year, there were 167 homeowners in the waiting pool for home repairs. Additionally, 4 million low-income homeowner families live in the United States and that is expected to grow to an astonishing 28.5 million by the year 2010 (Rebuilding Together, Inc.). In Tulsa City Limits, there are almost 55,000 low-income homeowners (US Census). There are 8,241 homes in Tulsa City Limits that are considered sub-standard and an additional 16,598 considered fair that can become sub-standard if home repairs are not addressed (INCOG). Rebuilding Together Tulsa has been able to increase its capacity and increase its outputs annually.

167 homeowners on the waiting list; 124 homeowners served

84 homeowners waiting for a roof; 36 roofs replaced

0 waiting for EE; 33 EE repairs completed

25 waiting for Safe at Home repairs; 11 Safe at Home repairs completed

Outcomes

a.

Quantitative

All Programs – Through homeowner feedback surveys:

100% of the homes have been made safer

100% of the homes are more weatherproof

100% of the homes are more secure

100% of the homeowners state they have seen neighborhood improvement

Energy Efficiency - The average household in the United States uses about 8,900 kilowatt-hours of electricity each year. The average cost in Tulsa is .8/kWh.

In 2008, Rebuilding Together Tulsa provided 33 homeowners with energy efficiency measures such as installing insulation, sealing air leaks, replacing doors and windows, installing CFL light bulbs and replacing air filters. The result was that these 33 homeowners saved 49,000 kWh over the course of a year. This translates into an average savings of almost \$1,900 for each homeowner on their electricity bill, and a total of \$64,000 in savings for low-income homeowners in the Tulsa community.

Qualitative

Ms. Horton came to Rebuilding Together Tulsa during the ice storm of 2007. A professional tree service and volunteers removed her storm debris and trimmed the dangerous tree limbs dangling over her home. Her roof was also damaged in the storm. Unfortunately, her roof bid came in after Rebuilding Together Tulsa's roof funding had been depleted. After waiting patiently for a year and a half, Ms. Horton received the call that RTT could replace her roof. She was so relieved to hear the news of her new roof "I was racking my brain trying to figure out how to get this roof done. Don't have to think about it anymore". After her roof was complete Ms. Horton mailed a handwritten thank you note to RTT which read:

"I am so grateful to each and every one of you for all your time and hard work you have all put into my home. I am so happy that I don't need to worry when the storms and hard rains come. I know I will stay safe and dry because of every single one of you and the great job you have done for me. May God bless you and keep you all safe so you can continue your wonderful work to those in need of you. Thank you for helping me so I can spend many more wonderful years in my home. You will be in my prayers always".

Ms. Peugh had been in RTT's roof waiting pool for over a year. Her patience paid off; right around her 70th birthday she received a call from RTT that she was getting her roof replaced. "This is a great birthday gift...the best ever".

Mr. Clark was happy and relieved to receive a new roof from RTT. He told RTT, "The guys did such a good job on the roof! They picked up every nail that fell. I wish I had a way to pay you back."

Ms. Jackson "Thanks so much for your assistance toward my new roof. That takes a load off of my head (smiles). I deeply appreciate your help and your kind and considerate manner."

Mr. and Mrs. Campbell "Thank you for the wonderful job on our house. There was no way in the world that we could have ever come close in fixing the outside of our house to the way it is now. You people worked, donated and put your sweat and blood into this house. My family thanks every one of you. My kids are not ashamed to bring their friends over now! We all cried after it was finished. Wow what a job well done. Thank you all with all our hearts-WOW! The before looks and the now looks-what a difference it is! This was the best gift this family could have ever had! Even if it wasn't Christmas it sure was to us."

Mr. and Mrs. Estrada "It's like angels descended upon us. These volunteers went above and beyond what we thought they would do. We are so happy to have a livable home for our family." The Estrada family worked side by side with the volunteers when they could. Mr. Estrada and his teenage son also did "assignments" at night and over the weekends. Ms. Estrada cooked for the volunteers and provided them encouraging words "I can't help with the dirty work but I can cook!"

Mr. C. Smith was overwhelmed with his wife's belongings. She is suffering from Alzheimer's and lives in a nursing home. Mr. Smith has held on to her things in hopes that she would return home. He visits her 2 times a day to eat with her. His daughters, who live in Houston, had convinced him that it was time to take care of things. "I just don't know where to start. She always handled everything in our home". Mr. Smith allowed volunteers to sort thru and organize everything in his home. They deep cleaned the home which had not been done for over 8 years since his wife was moved. They also painted the interior of the home. Exterior repairs were addressed that included replacement of rotten wood, window repair, exterior

painting, installation of deadbolts on doors, and security lighting. Mr. Smith was overwhelmed with the process and couldn't believe strangers would be doing this for him. "They were all so nice and respectful. They treated our things with such care. My wife would be so proud if she should see this place now. I tell her about it every day".

Mr. Reece had not had hot water since 1991 but that was not what he asked for on his application. "Just a roof is all I needed but I got so much more." Along with the roof replacement Mr. Reece received some major labor intensive repairs. These included the removal of a dilapidated addition to the back of his home, major sheetrock and siding repairs, interior and exterior paint, debris and yard clean up, and a new hot water heater. His project took 879 volunteer hours to complete and Mr. Reece helped the whole time. Once the project was finished MR. Reece was sorry to see the volunteers go "I got used to having them around. Guess it's time for them to move on to the next lucky person."

b. 2008-2009: 122 out of 124 homeowners remained living in their home. 2 of the 124 homeowners passed away after the repairs were completed.

c. This is tracked using Census data or other available reports. Since this started being tracked in 2003. access to a follow-up report, such as the one completed by INCOG about sub-standard housing, has not been available. Rebuilding Together Tulsa is discussing avenues to procure such a report.

Efficiency

Volunteers: 500

Cash Expenditures: \$596,392.40

Total Value back to the community: \$1,186,870.00