

An Evaluation of Rebuilding Together Metro Chicago
National Rebuilding Day Program

Prepared by
Center for Urban Research and Learning
Loyola University Chicago

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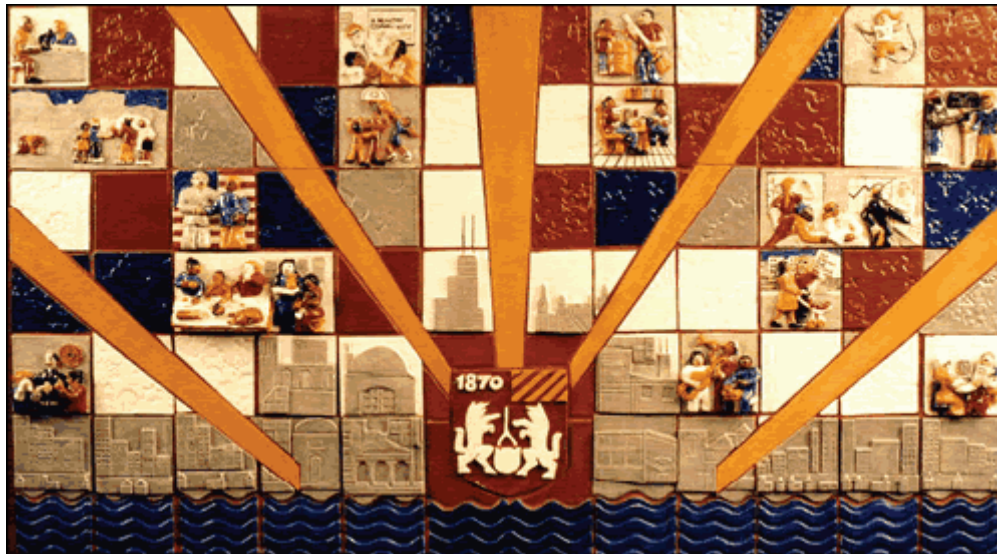
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*In the spirit of volunteerism and community partnership,
Rebuilding Together Metro Chicago improves the homes and neighborhoods of
elderly, disabled and low-income residents so that they may continue to live in
warmth, safety and comfort.*

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EXECUTIVE SUMMARY

Rebuilding Together Metro Chicago (RTMC) is a not-for-profit organization that organizes teams of volunteers to conduct home repair and community improvement projects throughout the Chicagoland area. An affiliate of the national organization, Rebuilding Together, RTMC has been working since 1991 to assist low-income homeowners to maintain their homes and to improve communities through revitalization projects.

Evaluation Process

RTMC partnered with the Center for Urban Research and Learning (CURL) at Loyola University Chicago to conduct an evaluation of RTMC's National Rebuilding Day (NRD) program.³ Using a collaborative approach, RTMC and CURL conducted a participatory evaluation to assess the impact of the NRD program on homeowner participants and communities in metropolitan Chicago. The evaluation team consisted of various stakeholders, including RTMC staff and board members, CURL staff and Undergraduate Fellows.

Research Questions

The evaluation team designed the evaluation to answer the following research questions:

- What is the impact of National Rebuilding Day on Chicago communities?
- What is the impact of National Rebuilding Day on homeowner participants?

³ The evaluation focused on primarily on NRD sites in the City of Chicago in the years 2006, 2007, and 2008.

- Have all planned activities as part of the 2006-2008 NRD projects been implemented with fidelity in all communities?
- What were the reactions of homeowners to their experience with NRD?
- What were the reactions of House Captains to their experience with NRD?
- What were the reactions of volunteers to their experience with NRD?
- According to staff, what are obstacles and challenges they experience with NRD programming? What steps were taken to remedy the obstacles?
- To what degree is RTMC reaching its target population of homeowners through NRD activities?
- To what degree is RTMC reaching its target population of homeowners through NRD activities?
- What was the level of involvement/participation with pre-NRD activities among participating homeowners? Why did individuals not attend?
- What is the level of involvement/participation with pre-NRD activities among participating volunteers? Why did individuals not attend?

Data Sources

The research team utilized a mixed methodological approach analyzing both qualitative and quantitative data sources to answer the above research questions. Data sources included:

- Semi-structured telephone surveys with NRD homeowners (N=53)
- Two focus groups with NRD homeowners (nine participants total)
- Semi-structured online surveys with NRD House Captains (N=31)
- Semi-structured online surveys with NRD volunteers (N=85)
- One focus group with RTMC staff (four participants total)
- Aggregate quantitative data for NRD program years 2006-2008 including the number of houses repaired and applications received, and money invested in NRD communities (e.g., cost of materials, number of skilled trade and volunteer participants). These data are collected by and housed at RTMC.

Select Findings

Community Impact of NRD

- Financial resources were invested in NRD neighborhoods including the value of the skilled and unskilled labor, and the materials expenditures. Amounts invested through these sources for each of the three evaluation years are as follows:

- *Unskilled volunteer labor invested:* \$173,472 in Austin in 2006; \$217,302 in West Englewood in 2007; and \$234,191 in West Englewood in 2008.⁴
 - *Skilled volunteer labor invested:* \$62,478 in Austin in 2006; \$78,215 in West Englewood in 2007; and \$70,981 in West Englewood in 2008.⁵
 - *Materials expenditures:* \$98,917 in Austin in 2006; \$109,678 in West Englewood in 2007; and \$130,786 in West Englewood in 2008.
- The evaluation team expanded the focus of this evaluation in terms of program and target years in order to conduct a brief analysis of both the NRD and Give Back Day (GBD) programs from 2001 to 2008. Select findings are as follows:
 - The number of NRD applications from City of Chicago homeowners greater than doubled between 2001 and 2008.
 - The total number of applications received (both city and county homeowners) increased by 85% over the 8-year period.
 - The number of homes repaired in the City of Chicago fluctuated over the eight-year period, with a growth of 17% between 2001 and 2008.
 - The number of homes RTMC repaired in both the City of Chicago and suburban Cook County increased consistently between 2006 and 2008.
 - The number of GBD projects organized by RTMC greater than doubled between 2001 and 2008.
 - The GBD project portfolio grew consistently between 2006 and 2008.

⁴Independent Sector estimated the value of volunteer time based on the average hourly earnings of all production and nonsupervisory workers on private nonfarm payrolls (as determined by the Bureau of Labor Statistics). Independent Sector takes this figure and increases it by 12 percent to estimate for fringe benefits. http://www.independentsector.org/programs/research/volunteer_time.html

⁵Amounts are total value for labor donated by skilled carpenters, plumbers, and electricians each year.

- RTMC grew the number of sponsors secured to fund GBD repair projects by 70% over the 8-year period.

Homeowner Impact of NRD

- With the exception of one homeowner, all homeowner survey respondents (98.1%) reported that they still lived in the home repaired as part of NRD.
- 80.4% of homeowners strongly wanted to remain living in their neighborhood.⁶
- Nearly three-fourths (74.3%) of homeowners said that NRD helped to reduce their level of stress a great deal.⁷
- 86.8% of survey respondents provided a rating of “excellent” or “good” to describe the quality of repairs conducted on their homes on NRD.
- Most NRD homeowner survey respondents were involved with NRD beyond the actual event day. Attendance at pre-NRD events were as follows:
 - Nearly all (90.6%) attended the Homeowner Orientation.
 - Less than half (43.4%) attended the House Captain and Homeowner Block Party.
- The majority of homeowner respondents felt that the pre-NRD activities they attended, including the orientation and block party, were useful and informative.
 - Homeowner respondents described positive experiences with House Captains and others at these program events. Feelings of “*camaraderie*,” “*unity*,” and “*fellowship*” were described.

⁶ Asked to rank on a 10-point scale with 1 being “desire to move” and 10 being “desire to stay” the degree to which they wanted to remain living in their neighborhood, 80.4% provided a score of between 8 and 10.

⁷ Rating items on a six-point scale, with 1 being “not at all,” and 6 being “a lot.” 74.3% of participants provided a 5 or 6 to rate the degree to which their stress level was reduced.

- One common suggestion to improve the NRD experience for homeowners was for RTMC to provide greater details before event day about the project budget for their house and how repair projects were prioritized.
- In addition, more information into tasks homeowners should complete prior to NRD was recommended. One respondent felt that volunteers should come before NRD to assist those not able to clean and organize in preparation for NRD.
- The vast majority of homeowner respondents felt like they were treated with dignity and respect (84.9% “strongly agree” and 9.4% “agree”) on NRD.
- 92.5% of homeowners said they had recommended RTMC to their neighbors, friends, and/or family.

House Captain Experiences

- The majority (80.6%) of House Captains had worked as a House Captain for more than one year.
- 38.7% of respondents worked as a House Captain in the three consecutive evaluation years – 2006, 2007, and 2008.
- The overwhelming majority of House Captain respondents (n=30) rated their overall experience with NRD as either “excellent” or “good.”
- House Captains found their experience rewarding in many respects. Many felt a sense of accomplishment with improving the condition of the homeowner’s house. Other personal impacts included the development of leadership and project management skills, bonding with friends and peers, team-building with co-workers, and “living out their faith.”

- Attendance levels at the various pre- and post-NRD events and trainings among the sample of House Captains were mixed. Attendance at specific events were as follows:
 - House Captain Recognition and Debriefing Dinner: 67.7% attended.
 - Over half (54.8%) attended the House Selection Previews, and the same proportion attended the Housewarming Party.
 - The House Captain and Homeowner Block Party had the smallest level of attendance (41.9%).
 - House Captain Training Series: The majority attended at least four of the six training sessions. Nearly a quarter (22.6%) reported that they attended zero, one or two of the sessions.
 - Most commonly, respondents said they did not attend the House Captain Training series due to work commitments or scheduling conflicts. Also, many said that they did not need to attend the trainings as they had worked as a House Captain in previous years.
- Asked to rate the likelihood of volunteering again to be a House Captain on a four-point scale of “definitely not” to “definitely would,” the majority (54.8%) said they “definitely would,” and (29%) indicated that they “probably would.”

Volunteer Experiences with NRD

- 17.6% of volunteers participated in NRD in the three consecutive evaluation years.
- Assisting homeowners was a significant motivation for most respondents to volunteer for NRD (77.6% - “extremely important;” 21.2% “quite important”).

- The majority (80%) of volunteers reported a high level of satisfaction with their NRD volunteer experience.⁸
- Many volunteers said that the RTMC and NRD leadership were effective in creating a well organized and coordinated NRD experience.
- Volunteers were almost completely united in their praise for the amount of teamwork that they had experienced on NRD (71.8% “strongly agreed” and 27.1% “agreed”).
- Respondents said that scheduling the appropriate number of volunteers for a house was a major challenge. While some respondents described sites that were overcrowded with too many volunteers, others said they did not have enough volunteers to complete all the tasks in their scope of work.
- Many NRD volunteers thought the one-day program was not long enough, and much more time was needed to address the negative housing conditions observed.
- Several respondents described challenges with the availability of needed supplies and tools at their worksite, suggesting that much time was lost on NRD while teams were trying to locate the appropriate work materials.
- Most volunteer respondents said that they would volunteer again for NRD. The majority (68.2%) said they “definitely would,” and one-third (23.5%) indicated they “probably would.”

Select Recommendations from Evaluation Team

⁸ Respondents were asked to rate their level of satisfaction with meeting their goals for volunteering, rating their experience on a scale from 1 to 10, with 1 being “low satisfaction,” and 10 being “high satisfaction.” 80% of respondents rated their satisfaction level as an 8, 9, or 10.

- RTMC should explore the option of adding a second shift of skilled plumbers, carpenters, and electricians to NRD. As suggested by RTMC staff, an afternoon shift would be beneficial to assist House Captains and volunteers with completing their NRD repairs, especially to address emergencies that arise later in the day.
- RTMC should explore options for providing homeowners assistance with preparing their home prior to event day, for those in need of such help. A few homeowners said that they were not physically able to carry out the preparatory tasks, and did not have friends or family to assist them.
- RTMC should station one or a few knowledgeable individuals at Home Depot on event day to assist with gathering and identifying materials. This could be beneficial at critical periods on event day. In the future, when resources allow, RTMC should explore the option of developing a supply delivery crew to obtain and deliver tools and supplies to House Captains on event day.
- RTMC should consider incorporating a post-NRD event to provide homeowners a forum to share and debrief about their experiences with the program. Through this, RTMC could consistently monitor homeowners' experiences with NRD.
- RTMC should ensure that each volunteer team has someone who functions as the "Homeowner Ambassador."⁹ The NRD volunteer team model includes this position, yet many teams do not actually have someone who functions in this role, RTMC staff asserted. Teams with the appropriate roles filled should operate more

⁹ Team member who is the homeowner liaison whose duties include: reviewing workscope and logistics of event day; makes introductions, explains the program and responds to any homeowner concerns; informs homeowner about repair-related materials left behind for their use and ensures that furniture and household items are put in place.

effectively and be more apt to resolve conflicts such as those discussed by homeowners, House Captains, and volunteer participants.

INTRODUCTION

“Very helpful. They did repairs that I needed for over 15 years, but could not afford them” (National Rebuilding Day homeowner survey participant).

The mission of Rebuilding Together Metro Chicago (RTMC) is to preserve homeownership and strengthen communities in metropolitan Chicago. One of over 200 affiliates of the national organization, Rebuilding Together, RTMC is a non-profit organization that works to assist low-income homeowners to maintain their homes and improve community centers and other community institutions in metropolitan Chicago.

Through the annual National Rebuilding Day (NRD) program, RTMC organizes groups of volunteers to provide home repairs and modifications to assist low-income homeowners who are elderly, disabled, and families with children. As reflected in the statement above, through NRD, repairs and renovations are provided to homeowners with limited financial resources for the upkeep of their home. Throughout the year, RTMC also organizes large employee teams of volunteers to conduct community improvement projects throughout the Chicagoland area.

In 2008, seeking to evaluate the impact of RTMC programming on metropolitan Chicago communities, RTMC partnered with the Center for Urban Research and Learning (CURL) at Loyola University Chicago to develop an evaluation to assess the impact and successes of RTMC programs. Focused on the annual NRD program, the evaluation seeks to understand the sustainable impact of home repairs and modifications

on participating homeowners and their families, and the community impact on metropolitan Chicago NRD sites. In an effort to examine the impact of the NRD program on homeowner participants and communities, the evaluation team developed a retrospective evaluation. This study, which focused primarily on NRD sites in the City of Chicago, examined the impact of the NRD program in the years 2006, 2007, and 2008. RTMC worked in Chicago's westside neighborhood of Austin in 2006, while in 2007 and 2008, RTMC worked in the southside neighborhood of West Englewood.

BACKGROUND OF REBUILDING TOGETHER METRO CHICAGO

Rebuilding Together Metro Chicago (RTMC), an affiliate of the national organization, Rebuilding Together, has been working to assist low-income homeowners to maintain their homes and improve community centers and other community institutions in metropolitan Chicago since 1991. Originally developed as Christmas in April Metro Chicago, the non-profit RTMC organizes teams of volunteers to conduct home repair and community improvement projects throughout the Chicagoland area.

National Rebuilding Day (NRD) is an annual program which takes place on the last Saturday in April. Each year, RTMC selects one neighborhood in the City of Chicago and one suburban Cook County community, each of which are designated as “low income” based on the U.S. Department of Housing and Urban Development’s (HUD) income guidelines. RTMC organizes teams of volunteers to complete home repairs and modifications for homeowners who are seniors, those with disabilities, and families with children whose limited financial resources are a barrier to the maintenance and upkeep of their home. Through the NRD program, RTMC strives to preserve homeownership and assist homeowners so that their home is safe, warm, and dry.

Beyond the annual NRD program, RTMC also organizes Give Back Days (GBD). Whereas NRD projects seek to strengthen metropolitan Chicago communities through assistance to individual homeowners, through GBD projects, RTMC strives to revitalize communities through assistance to community agencies and other institutions. GBD projects are completed throughout the year. Through these projects, RTMC organizes

large teams of volunteers – often employee teams of 50-300 individuals – to engage in community projects which improve schools, community centers, and develop community gardens.

Introduction to Elements of National Rebuilding Day Programming

Each house selected and sponsored for NRD has a team of individuals who execute and oversee the various aspects of the home repair project. More information about these roles can be found in Table 1 below. The NRD program involves a series of events and activities leading up to and following the one-day event day, which are attended by volunteer team members and the selected homeowners. Descriptions of these events are included in Table 2.

Table 1. National Rebuilding Day Team Roles¹⁰

House Captain	Lead team member who oversees the completion of all activities on and leading up to NRD. This role includes: functioning as the main contact for RTMC; attending required visits, meetings, and training sessions; developing and submitting to RTMC all required lists and forms that pertain to NRD; and recruiting volunteers and assigning team and task leaders.
Volunteer Coordinator	Team member responsible for recruiting volunteers and distributing materials and information prior to event day, for maintaining communication with and submitting materials to RTMC. On event day, the Coordinator oversees volunteer activities which include: ensuring volunteers are on assigned buses; distributing lunches and t-shirts, and evaluation forms; and responding to volunteer needs.
Homeowner Ambassador	Team member who is the homeowner liaison whose duties include: reviewing workscope and logistics of event day; makes introductions, explains the program and responds to any homeowner concerns; informs homeowner about repair-related materials left behind for their use and ensures that furniture and household items are put in place.
Runner	Team member who on Rebuilding Day is responsible for tasks including: picking up supplies from the project headquarters; picking up lunch for project volunteers and homeowner; and picking up last-minute supplies from the hardware store.

¹⁰ Information obtained from RTMC program materials.

Table 2. National Rebuilding Day Events and Activities¹¹

House Captain Training Sessions	A series of six informational workshops to prepare House Captains for NRD. Topics discussed include: meeting and relationship-building with homeowners; materials, vendors and discounts; recruiting volunteers and team members; one-day work scope, budgeting, and materials; event day logistics; and safety.
Homeowner Orientation	An informational session to prepare homeowners for NRD. At this pre-NRD event, homeowners are informed about the history of NRD, the various team members including the House Captain and volunteers, program expectations and logistics on and leading up to event day.
Homeowner & House Captain Block Party	Pre-NRD event through which House Captains and homeowners meet to get to know one other and begin to develop a working relationship.
House Captain Recognition & Debriefing Dinner	A post-NRD House Captain appreciation dinner during which House Captains debrief about their experiences from Rebuilding Day.

¹¹ Ibid.

COMMUNITIES SERVED 2006-2008: AUSTIN AND WEST ENGLEWOOD

Rebuilding Together Metro Chicago (RTMC) selected the neighborhood of Austin as the 2006 National Rebuilding Day (NRD) site. Located on Chicago's Far West Side, Austin has the largest residential population of all of Chicago's 77 Community Areas. Austin is bordered by Cicero Avenue on the east, Roosevelt Road to the south, Austin Boulevard to the west and the Milwaukee District/West Line to the north.

Early in its history, Austin was home to many European ethnic groups, including Italians, Greeks, Germans, Scandinavians, and Irish.¹² Austin experienced stark racial change between 1960 and 1990, shifting from 99.8% white in 1960, to 86.8% African-American in 1990.¹³ In addition to the rapid residential turnover Austin experienced a significant economic downturn, with disinvestment of their housing stock and high unemployment.

The neighborhood of West Englewood was selected as the NRD site for the years 2007 and 2008. Located on Chicago's South Side, West Englewood is positioned southwest of the Loop with Garfield Boulevard to the north, the Belt Railway of Chicago to the south, Racine Avenue to the east and the CSX and Norfolk Southern Railroad tracks to the west.

¹² Encyclopedia of Chicago, "Austin," www.encyclopedia.chicagohistory.org

¹³ American Factfinder, U.S. Census Bureau.

Many Italian immigrants came to West Englewood after World War I to obtain jobs with the stockyards and railroad, and in the 1920s, German, Irish, and Italians migrated to West Englewood.¹⁴ During the 1940s and 1950s, African-Americans migrated from the rural southern United States. The economic conditions of West Englewood began to deteriorate significantly in the 1970s due largely to major job loss. In just ten years - from 1970 to 1980 - the African-American population doubled from 48% to 98% of the total neighborhood population.¹⁵ The closure of a Chicago Transit Authority bus barn located in West Englewood, and the loss of jobs in the railroad and stockyard prompted flight from the city neighborhood to the suburbs.¹⁶

The following section includes 2005 population estimates from the U.S. Census Bureau which demonstrate the demographic, economic, and housing characteristics in Austin and West Englewood. City of Chicago data are also included for comparison.

Demographic Characteristics of Austin and West Englewood

The ratio of males to females in Austin matches that of West Englewood, as both had a slightly larger proportion of females (52%) than males (47%). Each neighborhood had a slightly larger proportion of females than in the city of Chicago as a whole (50%). In terms of age distribution, the neighborhood of Austin was similar to the city of Chicago, with approximately 30% of the residential population aged 24 or younger, and approximately 14% aged 65 or older. West Englewood had a somewhat younger population, as nearly half (44.5%) was aged 24 or younger, and less than 10% was aged 65 or older.

¹⁴ Encyclopedia of Chicago, "West Englewood." www.encyclopedia.chicagohistory.org

¹⁵ American Factfinder, U.S. Census Bureau.

¹⁶ Encyclopedia of Chicago, "West Englewood." www.encyclopedia.chicagohistory.org

Tables 3 and 4 demonstrate the “hypersegregation”¹⁷ of both Austin and West Englewood. Whereas African-Americans represented just over one-third (35.5%) of the residential population of the city of Chicago, African-Americans comprised almost 98% of the West Englewood and 90% of the Austin residential populations. Whites, Asians, Hispanics/Latinos, and people of “other” races were underrepresented in both Austin and West Englewood in comparison to the racial/ethnic composition of the city of Chicago.

Table 3. Projected Population by Race of Austin, West Englewood, and Chicago for 2005¹⁸

		Frequency	Percentage
Austin	White	6,737	5.8%
	Black /African American	104,115	90.0%
	Asian	756	0.7%
	Other race	4,122	3.6%
West Englewood	White	259	0.6%
	Black /African American	39,557	97.9%
	Asian	33	0.1%
	Other race	570	1.4%
Chicago	White	1,148,596	39.9%
	Black /African American	1,021,668	35.5%
	Asian	141,890	4.9%
	Other race	565,562	19.7%

Table 4. Projected Ethnicity of Austin, West Englewood, and Chicago for 2005¹⁹

		Frequency	Percentage
Austin	Hispanic/Latino(a)	5,602	4.8%
	Non-Hispanic/Latino(a)	110,128	95.2%
West Englewood	Hispanic/Latino(a)	464	1.1%
	Non-Hispanic/Latino(a)	39,955	98.9%
Chicago	Hispanic/Latino(a)	831,253	28.9%
	Non-Hispanic/Latino(a)	2,046,463	71.1%

¹⁷ Massey, Douglas, and Nancy Denton. 1993. *American Apartheid: Segregation and the Making of the Underclass*. Cambridge: Harvard University.

¹⁸ Overall population figures are 2005 estimates from *Metro Chicago Information Center* “Facts Online: Profile of General Demographic Characteristics. Available at: Austin:

http://info.mcfol.org/web/Datainfo/MapReports/census05_dp1.asp?name=AUSTIN&area=a&code=25

West Englewood:

http://info.mcfol.org/web/Datainfo/MapReports/census05_dp1.asp?name=%20WEST%20ENGLEWOOD&area=a&code=67

Chicago:

http://info.mcfol.org/web/Datainfo/MapReports/census05_dp1.asp?name=Chicago&area=p&code=14000

¹⁹ Ibid.

The household composition of Austin and West Englewood were quite different from the city of Chicago (Table 5). Female-headed households with children under 18 years old were the most prevalent type of family household in Austin and West Englewood, with a rate of 21%. This amount was greater than twice the proportion of female heads-of-household with minor children for the city of Chicago (9.8%). Austin and West Englewood had comparable rates of married households (16%), a rate that was half of the amount of married households in the city of Chicago (35.4%).

Table 5. Household Status in Austin, West Englewood, and Chicago for 2005²⁰

	Household Type	Frequency	Percentage
Austin	Total households	35,310	-
	Non-family household	8,339	23.6%
	Married	5,854	16.6%
	Married - with children under 18	4,706	13.3%
	Female Head of Household (H-o-H)	13,742	17.5%
	Female H-o-H – with children 18	6,185	21.4%
	Male Head-of-household	1,423	4.0%
	Male H-o-H – with children 18	1,246	3.5%
West Englewood	Total households	11,251	-
	Non-family household	2350	20.9
	Married	1803	16.0%
	Married - with children under 18	1063	9.4%
	Female Head of Household (H-o-H)	2551	22.7%
	Female H-o-H – with children 18	2455	21.8%
	Male Head-of-household	647	5.8%
	Male H-o-H – with children 18	382	3.4%
Chicago	Total households	1,078,370	-
	Non-family household	435,754	40.4%
	Married	382,021	35.4%
	Married - with children under 18	188,257	17.5%
	Female Head of Household (H-o-H)	199,319	18.5%
	Female H-o-H – with children 18	105,651	9.8%
	Male Head-of-household	61,276	5.7%
	Male H-o-H – with children 18	23,855	2.2%

²⁰ Ibid.

Economic Characteristics of Austin and West Englewood

The household income level of both Austin and West Englewood lagged behind the city of Chicago (Table 6) as both had higher proportions of households that earned \$15,000 or below and \$15,000-\$24,000. West Englewood's median household income was less than three-fourths (71.7%) of the median income of the city of Chicago.

Table 6. Projected Household Income in Austin, West Englewood, and Chicago for 2005²¹

	Income	Frequency	Percentage
Austin	Under \$15,000	8,176	23.2%
	\$15,000-\$24,999	4,661	13.2%
	\$25,000-\$34,999	4,326	12.3%
	\$35,000- \$49,999	5,478	15.5%
	\$50,000- \$74,999	6,257	17.7%
	\$75,000-\$99,999	3,152	8.9%
	\$100,000- \$124,999	1,608	4.6%
	\$125,000- \$149,999	748	2.1%
	\$150,000- \$199,999	484	1.4%
	\$200,000 or more	420	1.2%
	Median income	\$37,123	*
West Englewood	Under \$15,000	3169	28.2%
	\$15,000-\$24,999	1898	16.9%
	\$25,000-\$34,999	1419	12.6%
	\$35,000- \$49,999	1610	14.3%
	\$50,000- \$74,999	1685	15.0%
	\$75,000-\$99,999	907	8.1%
	\$100,000- \$124,999	346	3.1%
	\$125,000- \$149,999	119	1.1%
	\$150,000- \$199,999	46	0.4%
	\$200,000 or more	52	0.5%
	Median income	\$29,282	*
Chicago	Under \$15,000	210,945	19.6%
	\$15,000-\$24,999	131,595	12.2%
	\$25,000-\$34,999	130,834	12.1%
	\$35,000- \$49,999	169,866	15.8%
	\$50,000- \$74,999	190,034	17.6%
	\$75,000-\$99,999	103,641	9.6%
	\$100,000- \$124,999	56,502	5.2%
	\$125,000- \$149,999	29,714	2.8%
	\$150,000- \$199,999	24,464	2.3%
	\$200,000 or more	30,775	2.9%
	Median income	\$40,811	*

²¹ Ibid.

Another economic indicator - employment status - demonstrates the financially challenged condition of the neighborhood residential populations. The rate of unemployment in Austin was 16% and West Englewood held an unemployment rate of 22%, greater than double the level for the city of Chicago's 9% unemployment rate.

Housing Characteristics of Austin and West Englewood

The majority (54.4%) of West Englewood's housing units were owner-occupied. In the Austin neighborhood, the majority (56.2%) of housing units were renter-occupied, a ratio that matched the city of Chicago.

West Englewood consisted of a large proportion of long-term residents, as more than one-third (35.5%) of residents moved in to their housing unit in the year 1979 or earlier. While 19.2% of Austin's residential population moved into their housing unit in 1979 or earlier, the large proportion of Austin residents who more recently moved into their housing unit (41.3% moved to unit in 1999 or later) was comparable to the city of Chicago.

Similar to the disparities in household income, a significant gap existed between the value of owner-occupied housing in Austin and West Englewood, and that of the city of Chicago. The median value of owner-occupied housing in West Englewood of \$74,482 was half of the median housing value of the city of Chicago - \$146,266. The median housing value in Austin was \$122,603, lagging behind the city of Chicago.

Austin and West Englewood also accounted for some of the highest foreclosure filings among the City of Chicago's 77 Community Areas. Within the city of Chicago, for the year 2008, Austin had the highest level of foreclosure filings, and West Englewood had the second highest level of foreclosure filings, respectively. With 73.1

foreclosure filings per 1,000 mortgageable properties, West Englewood had the 8th largest amount of filings per 1,000 mortgageable properties, and Austin, with 53.1 per 1,000 mortgageable properties, has the 16th largest amount of filings (See Table 7).

Table 7. Foreclosure Rates in Austin, West Englewood, and Chicago in 2006, 2007, and 2008^{22 23}

	2006	2007	2008	2008 Foreclosure Filings Per 1000 Mortgageable Properties	Change 2007 to 2008
Austin	641	810	1017	53.1	25.6%
West Englewood	544	669	719	73.1	7.5%
Chicago	10, 270	13, 872	20,592	36.2	48.4%

²² Woodstock Institute. March 2008. "Foreclosures in the Chicago Region Continue to Grow at an Alarming Rate." <https://www.policyarchive.org/handle/10207/18298>

²³ Woodstock Institute. January 2009. "The Chicago Region's Foreclosure Problem Continued to Grow in 2008." <https://www.policyarchive.org/handle/10207/18304>

EVALUATION METHODOLOGY AND DESIGN

Collaborative Evaluation Approach

The Center for Urban Research and Learning (CURL) at Loyola University Chicago seeks to promote equality and to improve people's lives in communities throughout the Chicago metropolitan region. CURL pursues this goal by building and supporting collaborative research and education efforts.

In early 2008, staff from Rebuilding Together Metro Chicago (RTMC) contacted research staff at CURL about conducting an evaluation of RTMC's programming. In spring 2008, RTMC officially contracted with CURL to lead the program evaluation of National Rebuilding Day (NRD), an annual program through which RTMC organizes teams of volunteers to complete home repair projects for homeowners residing in select neighborhoods in the City of Chicago and suburban Cook County. Through NRD, RTMC targets low-income, disabled, elderly, and families with children in select metropolitan Chicago communities. The program evaluation of National Rebuilding Day was designed as a retrospective study, examining the 2006-2008 program years. While RTMC concentrates in both the City of Chicago and suburban Cook County through NRD, the geographic focus of the evaluation was the city neighborhoods.

Evaluation Team

The evaluation team was comprised of RTMC staff and board members, CURL staff and Undergraduate Fellows. CURL staff conducted and supervised the research data collection conducted by the CURL Undergraduate Fellows. Staff members were

responsible for data analysis and report writing. The involvement of RTMC staff and board were a key component in the design of survey and focus group instruments. Their contribution helped to ensure that the surveys and focus groups, the principal components of the evaluation plan, were pertinent to the experiences of NRD homeowners, House Captains, and volunteers.

Evaluation Process

These stakeholders employed a collaborative approach that included jointly conceptualizing and defining appropriate research questions, and designing a methodology that answered the key research questions by capturing the unique experiences of RTMC homeowners, House Captains, and volunteers. The mixed-methodology developed for this study allowed the evaluation team to use qualitative and quantitative data sources to document the experiences of RTMC participants.

Goals of the Evaluation

The main evaluation questions for this project included both process and outcome criteria. These evaluation goals were initially formulated by RTMC, with input from CURL, and guided the project. As the project began, staff and board members of RTMC and CURL met in the spring and summer of 2008 to begin developing the detailed evaluation plan. These meetings allowed the evaluation team to finalize the final form of the questions, and to agree on suitable data sources

Research Questions:

1. What is the impact of National Rebuilding Day on Chicago communities?
2. What is the impact of National Rebuilding Day on homeowner participants?
3. Have all planned activities as part of the 2006-2008 NRD projects been implemented with fidelity in all communities?
4. What were the reactions of volunteers to their experience with NRD?
5. What were the reactions of House Captains to their experience with NRD?
6. What were the reactions of homeowners to their experience with NRD?
7. According to staff, what are obstacles and challenges they experience with NRD programming? What steps were taken to remedy the obstacles?
8. To what degree is RTMC reaching its target population of homeowners through NRD activities?
9. What was the level of involvement/participation with pre-NRD activities among participating homeowners? Why did individuals not attend?
10. What is the level of involvement/participation with pre-NRD activities among participating volunteers? Why did individuals not attend?

Based on these research questions, the evaluation team determined the major areas of this evaluation.

1. Community Impact

- What is the impact of National Rebuilding Day on Chicago communities?

Sources of Data

Data to answer these research questions came from:

- Aggregate quantitative data for program years 2006-2008 including the number of houses repaired and applications received, and money invested in NRD communities (e.g., cost of materials, number of skilled trade and volunteer participants) were supplied by RTMC staff. These data include programmatic information from 2006-2008 NRD program years.

2. Homeowner Impact and Experiences

- To what degree is RTMC reaching its target population of homeowners through NRD activities?
- What is the impact of National Rebuilding Day on homeowner participants?
- What were the reactions of homeowners to their experience with NRD?
- What was the level of involvement/participation with pre-NRD activities among participating homeowners? Why did individuals not attend?

Sources of Data

Data to answer these research questions came from:

- Administrative data documenting the demographic characteristics of 2006-2008 NRD homeowner population were supplied by RTMC staff. Quantitative data were collected through 53 surveys with NRD homeowners conducted January through July of 2009 (See Appendix – Homeowner Survey Instrument). The survey was semi-structured and took the form of open- and closed-ended questions. Administered over the phone, the surveys lasted approximately 20 minutes.
- Qualitative data were collected through two focus groups of two hours duration with NRD homeowners (See Appendix – Homeowner Focus Group Guide). A

focus group with five homeowners from West Englewood was conducted in May 2009, and a discussion with four homeowners from Austin was conducted in July 2009.

- Qualitative data were collected during a focus group with RTMC staff members (See Appendix – Staff Focus Group Guide). Four members of the RTMC staff participated in a 2-hour discussion in September of 2009.

3. House Captain Experiences

- What were the reactions of House Captains to their experience with NRD?
- What is the level of involvement/participation with pre-NRD activities among participating volunteers? Why did individuals not attend?

Sources of Data

Data to answer these research questions were obtained from:

- Quantitative data were obtained through semi-structured surveys with 31 NRD House Captains conducted December 2008 through June of 2009 (See Appendix – House Captain Survey Instrument). The survey was administered online via Opinio survey software and consisted of open- and closed-ended questions.
- Qualitative data were collected during a focus group with RTMC staff members (See Appendix – Staff Focus Group Guide). Four members of the RTMC staff participated in a 2-hour discussion in September 2009.

4. Volunteer Experiences

- What were the reactions of volunteers to their experience with NRD?
- What is the level of involvement/participation with pre-NRD activities among participating volunteers? Why did individuals not attend?

Sources of Data

- Quantitative data were collected from NRD volunteer participants through an online survey via Opinio survey software (See Appendix – Volunteer Survey Instrument). 85 volunteer participants completed the survey in December of 2008 through February of 2009. The survey was semi-structured, consisting of open- and closed-ended questions.
- Qualitative data were collected during a focus group with RTMC staff members (See Appendix – Staff Focus Group Guide). Four members of the RTMC staff participated in a 2-hour discussion in September 2009.

Limitations with the research

The evaluation team recruited homeowner participants involved with NRD between 2006 and 2008 via contact information provided by RTMC. The evaluation team sent a recruitment letter to the home address of homeowner participants. Follow-up letters and telephone calls were utilized to reach the population of NRD homeowners. The evaluation team was not successful in reaching the entire population of homeowner participants. A portion of those individuals not reached for the evaluation may potentially no longer reside in the home repaired through NRD. In this regard, there may be a portion of less-stable NRD homeowners who were not captured in this sample.

COMMUNITY IMPACT OF NATIONAL REBUILDING DAY

An assessment of the impact of the National Rebuilding Day (NRD) program on the neighborhoods of Austin and West Englewood was a primary objective of the evaluation. Outcome questions guided this component of the evaluation. The evaluation team assessed the level of money invested in the 2006-2008 NRD target neighborhoods. In addition, community impact of NRD was measured quantitatively by calculating the number of homes repaired as a proportion of owner-occupied housing in target neighborhood, and qualitatively, through focus groups with homeowner participants. Lastly, the evaluation scope was expanded in terms of the programmatic years and programming area to conduct a brief assessment of NRD as well as the Give Back Day program over the years 2001-2008.

Number of Homes Repaired during 2006 -2008 NRD

RTMC repaired 46 homes in the Austin neighborhood through NRD in 2006, and 48 homes were sponsored each year in West Englewood in 2007 and 2008, respectively. In an effort to assess the community impact of NRD, the evaluation team measured the level of financial resources invested into the Austin and West Englewood neighborhoods. It is difficult to calculate a precise level of financial resources invested through a program such as NRD, which relies primarily on skilled and unskilled volunteer labor. What follows is an account of resources invested into the NRD target communities of Austin and West Englewood in the form of skilled labor, unskilled volunteer hours and the project budget from each sponsored house.

Value of Unskilled Volunteer Labor

The workforce of unskilled volunteers is an integral input or resource of the NRD project model. The number of hours donated by the volunteer workforce increased each year between 2006 and 2008. Between those three years, the number of hours volunteered increased 25%, from 9,242 to 11,565 hours (See Table 8). It is difficult to assign a dollar value to the hours of labor contributed by volunteers. The Independent Sector, a coalition of charities, foundations, and employee charitable giving programs, utilized data from the Bureau of Labor Statistics to compute an estimate of the dollar value of a volunteer hour for a given year.²⁴

Based on the dollar value estimated via Bureau of Labor Statistics data and number of hours volunteered each year, it is estimated that \$173,472 in volunteer labor was invested in Austin in 2006. By 2008, the value of the volunteer work invested in West Englewood increased by 35%, to \$234,191.

Table 8. Number of Volunteers, Number of Hours Worked²⁵, and Dollar Value of Volunteer Labor²⁶ for 2006-2008 National Rebuilding Day

	Total Volunteers	Total Hours Worked	Dollar Value of Volunteer Hour	Total Dollar Value of NRD Volunteer Workforce
2006-Austin	1,105	9,242	\$18.77	\$173,472
2007-West Englewood	1,241	11,138	\$19.51	\$217,302
2008-West Englewood	1,147	11,565	\$20.25	\$234,191

²⁴ Independent Sector estimated the value of volunteer time based on the average hourly earnings of all production and nonsupervisory workers on private nonfarm payrolls (as determined by the Bureau of Labor Statistics). Independent Sector takes this figure and increases it by 12 percent to estimate for fringe benefits. http://www.independentsector.org/programs/research/volunteer_time.html

²⁵ Source: RTMC administrative data, 2006-2008.

²⁶ Source: Independent Sector -- Data compiled from the Bureau of Labor Statistics. http://www.independentsector.org/programs/research/volunteer_time.html

Value of Skilled Labor Donated

The labor contributed by union plumbers, carpenters, and electricians is invaluable to the NRD program. As discussed by RTMC staff during a staff focus group, these skilled tradespersons conduct the major and technical repairs necessary with NRD homes, tasks that the unskilled volunteer workforce is not qualified to do.²⁷ Based on the mean hourly earnings for the skilled trades in the years 2006, 2007, and 2008, respectively, the evaluation team estimated the total dollar value of the skilled labor donated through NRD for each program year. As demonstrated in Table 9, it is estimated that \$8,052 in skilled carpentry work, \$36,276 worth of plumbing repairs, and \$18,150 in electrical work was conducted in Austin during the 2006 NRD program.

The level of skilled carpentry work donated in 2007 in West Englewood increased to \$13,367. The level of plumbing work invested was \$34,860, a minimal decline from the year before, and \$29,988 in electrical work was conducted in West Englewood during the 2007 NRD program. In the year 2008, over \$70,000 in skilled labor was donated in West Englewood via the NRD program. The level of skilled carpentry work was consistent with the year prior, at \$13,381. Over thirty-seven thousand dollars (\$37,200) in skilled plumbing was donated in 2008, an increase from the previous year, while over \$20,000 in electrical work was conducted in West Englewood in 2008.

Materials Expenditures for 2006-2007 NRD

In addition to the labor donated through the NRD program – both skilled and unskilled – home repair materials is a major portion of the financial resources invested in the NRD target communities. As demonstrated in Table 10, close to \$99,000 in materials

²⁷ See Appendix A for Staff Focus Group instrument.

was utilized in Austin in 2006. The amount of materials expenditures increased by \$10,000 to \$109,678 in 2007, and in 2008, \$130,786 in materials was purchased for home repairs in West Englewood.

Table 9. Number of Skilled Labor Volunteers, Number of Hours Worked²⁸, and Dollar Value of Skilled Labor²⁹ for 2006, 2007, and 2008 National Rebuilding Day

	Total Skilled Labor Volunteers	Total Hours Worked³⁰	Mean Hourly Wage in Metro Chicago	Total Value of Labor Donated
2006				
Carpenters	50	300	\$26.84	\$8,052
Plumbers	200	1200	\$30.23	\$36,276
Electricians	100	600	\$30.25	\$18,150
2007				
Carpenters	71	426	\$31.38	\$13,367
Plumbers	200	1,200	\$29.05	\$34,860
Electricians	150	900	\$33.32	\$29,988
2008				
Carpenters	70	420	\$31.86	\$13,381
Plumbers	200	1200	\$31.00	\$37,200
Electricians	100	600	\$34.00	\$20,400

Table 10. Total Materials Expenditures for 2006-2008 National Rebuilding Day³¹

	Total Materials Expenditures
2006-Austin	\$98,917
2007-West Englewood	\$109,678
2008-West Englewood	\$130,786

²⁸ Source: RTMC administrative data, 2006-2008.

²⁹ 2006: May 2006 Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates: Chicago-Naperville-Joliet, IL Metropolitan Division. http://www.bls.gov/oes/2006/may/oes_16974.htm

2007: Bureau of Labor Statistics, June 2008. *Chicago-Naperville-Michigan City, IL-IN-WI National Compensation Survey October 2007*. <http://www.bls.gov/ncs/ocs/sp/ncbl1070.pdf>

2008: Bureau of Labor Statistics, May 2009. *Chicago-Naperville-Michigan City, IL-IN-WI National Compensation Survey October 2008*. <http://www.bls.gov/ncs/ocs/sp/ncbl1263.pdf>

³⁰ Data documenting the total number of hours worked for each skilled trade for the years 2006 and 2008 were not available at the time of this report. Without these data, the Total Value of Labor Donated was not calculated for the years 2006 and 2008.

³¹ Source: RTMC administrative data, 2006-2008.

Proportion of Neighborhood's Owner-Occupied Housing Repaired through NRD

The evaluation team calculated the proportion of houses repaired in NRD neighborhoods relative to the number of owner-occupied housing stock in that neighborhood. Each year, 2006-2008, NRD repaired less than one percent of the owner-occupied housing stock in the neighborhoods (Table 11). Assessing the combined impact of the 2007 and 2008 program years, NRD doubled its community effect, as it repaired a total of 1.6% of owner-occupied houses in West Englewood. This does demonstrate the importance of RTMC concentrating on one neighborhood through NRD for consecutive years.

Table 11. Proportion of Owner-Occupied Housing Stock³² and Number of Houses Repaired³³ through 2006-2008 National Rebuilding Day

Year	# of Houses Repaired	# of Owner-Occupied Houses in Neighborhood	% of Owner-Occupied Houses Repaired
2006 – Austin	46	15,504	.3%
2007 – West Englewood	48	6,115	.8%
2008 – West Englewood	48	6,115	.8%

Homeowners' Perceived Community Impact

As we have noted, the evaluation also made use of qualitative methods to capture the community impact. Thus, homeowner focus group participants discussed their perceptions about the impact of NRD on their respective neighborhoods. Participants said that the repairs conducted on their individual houses and yards had an impact that

³² Population figures are 2005 estimates from Metro Chicago Information Center . West Englewood data are available at: "Facts Online: West Englewood: Profile of General Demographic Characteristics. http://info.mcfol.org/web/Datainfo/MapReports/census05_dp1.asp?name=%20WEST%20ENGLEWOOD&area=a&code=67 . Austin data are available at: Available at: Austin: http://info.mcfol.org/web/Datainfo/MapReports/census05_dp1.asp?name=AUSTIN&area=a&code=25

³³ Source: RTMC administrative data, 2006-2008.

extended to the broader community; the improved conditions of their home and yard generated a sense of pride for their neighborhood. One Austin homeowner explained that her West Side neighborhood was often perceived negatively, but after NRD “*people come in the neighborhood and can’t believe the yard is in this neighborhood.*”

Respondents said that their neighbors took notice of the condition of their home after NRD. Seeing the repairs encouraged other neighbors to keep up their houses and yards. One West Englewood resident said, “*It impacted people when I told them about the program, they think ‘maybe I can get this.’*” Another respondent from Austin said that a general feeling among her neighbors is: “*Next time Rebuilding Together comes in the neighborhood I will sign up.*”

Qualitative and quantitative data demonstrate the community-level impact of Rebuilding Day on the neighborhoods of Austin and West Englewood. These data show that a great deal of resources was invested into each community in the form of volunteer labor – both skilled and unskilled – as well as materials utilized for repairs. In addition to these impacts, Austin and West Englewood community residents felt that NRD helped to encourage residents and instill pride in the neighborhood.

National Rebuilding Day and Give Back Day 2001 – 2008

The evaluation team expanded the focus of this evaluation in terms of program area and target years in order to conduct a brief analysis of both the National Rebuilding Day (NRD) and Give Back Day (GBD) programs between 2001 and 2008. What follows is a brief report of NRD and GBD activities that have occurred in metropolitan Chicago during the eight-year period.

National Rebuilding Day 2001 – 2008

Figure 1 documents the number of applications received by RTMC for NRD by homeowners who reside in both the City of Chicago and suburban Cook County. While the number of applications submitted by Cook County homeowners remained relatively stable between the years of 2001-2008, the number of applications received by homeowners who reside in the City of Chicago greater than doubled between 2001 and 2008. The total number of applications received (both city and county) increased by 85% over the 8-year period. This growth demonstrates RTMC's success in publicizing NRD to metropolitan Chicago homeowners. The greatest number of applications submitted to RTMC was in the year 2008, the second year in which NRD was held in West Englewood. This suggests that RTMC's commitment to work for consecutive years in one community is effective in reaching a broad section of a neighborhood and thus has broad community impact.

The peak total number of houses repaired (both city and county) was in 2001. Since 2001, Figure 2 suggests that a greater proportion of resources have been directed toward city NRD sites versus county. The number of houses repaired in Cook County communities peaked in 2001 (N=43), with a recent steady increase between the years 2006 to 2008. The number of homes repaired in the City of Chicago fluctuated over the eight-year period, with a growth of 17% between 2001 and 2008. As shown in Figure 2, the number of homes RTMC repaired in both the city and county communities increased consistently between 2006 and 2008, demonstrating the growing impact of RTMC on homeowners whom reside in metropolitan Chicago communities.

Figure 1. Number of Homeowner Applications Received for National Rebuilding Day 2001-2008³⁴

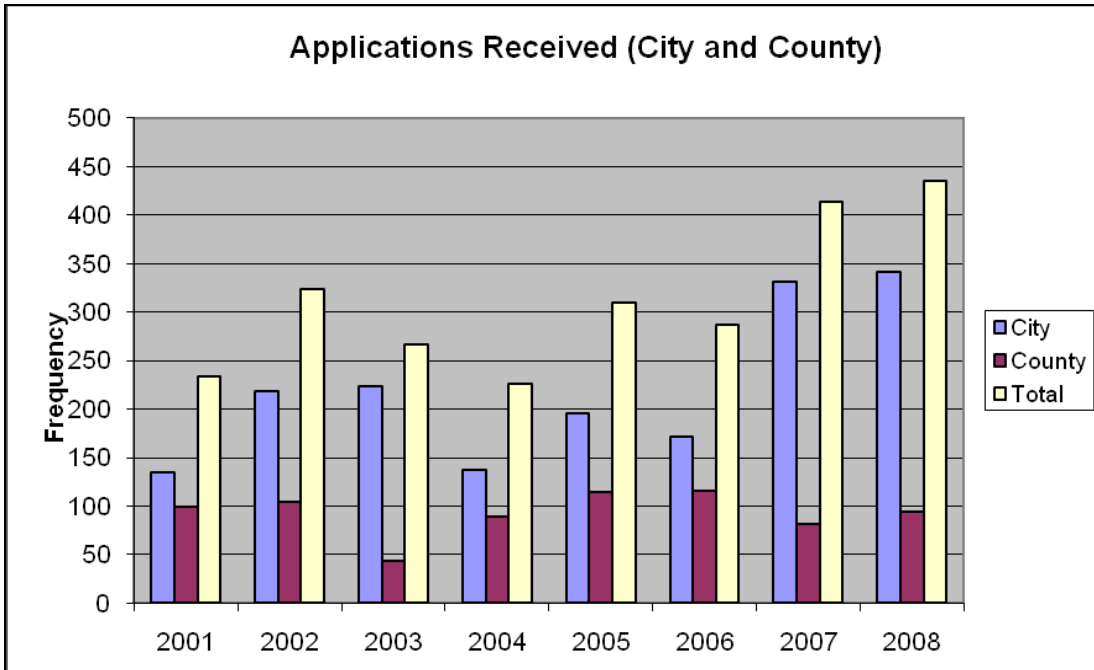
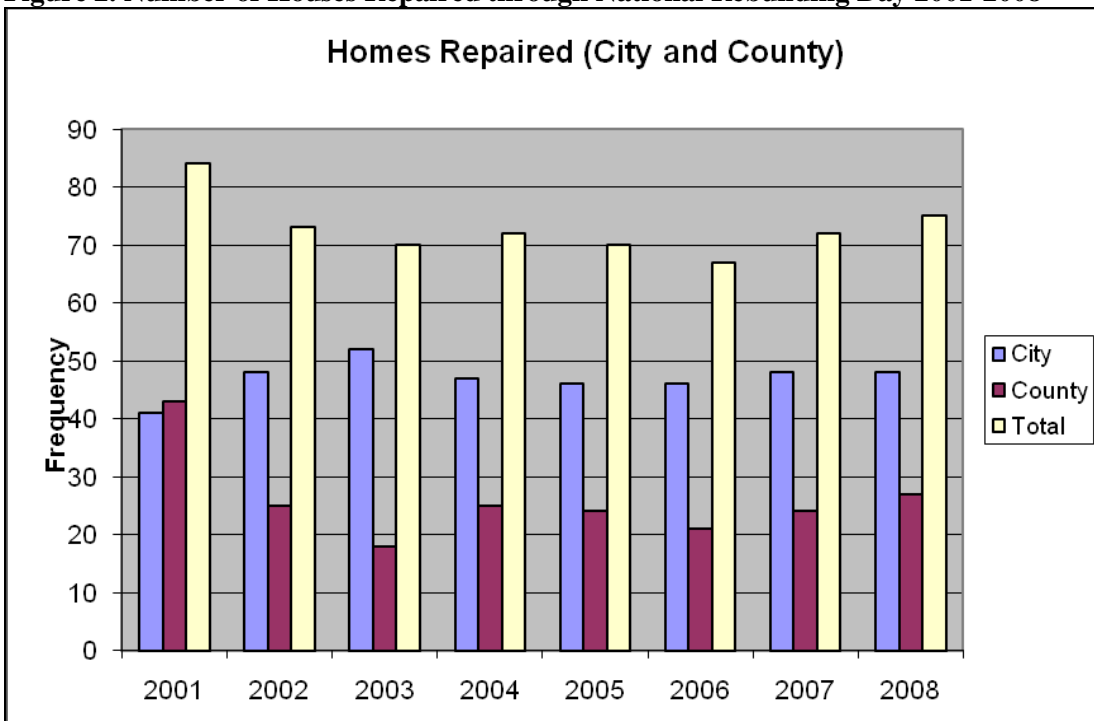


Figure 2. Number of Houses Repaired through National Rebuilding Day 2001-2008³⁵



³⁴ Source: RTMC administrative data, 2001-2008

³⁵ Ibid.

Give Back Day 2001 - 2008

RTMC focuses on community needs in metropolitan Chicago communities through the repair projects completed through the Give Back Day (GBD)³⁶ program. As demonstrated through Figure 3, RTMC has grown the GBD program between 2001 and 2008. The number of GBD projects organized by RTMC greater than doubled during the eight-year time span. Like the NRD program, the GBD project portfolio grew consistently between the years 2006 and 2008.

Financial sponsorship is a vital element of RTMC programming. RTMC elicits corporate, foundation and other sponsorship to fund the volunteer-led GBD and NRD repair projects. Figure 4 demonstrates that RTMC has been able to develop the GBD program by securing a growing number of financial sponsors. Over the eight-year time period between 2001 and 2008, the number of sponsors secured to fund GBD repair projects grew by 70%. This growth demonstrates the broad community impact of RTMC on metropolitan Chicago communities. RTMC's success in building and sustaining financial support is key to their efforts to positively impact homeowners and communities in the Chicagoland area.

These data documenting RTMC's work during the eight years of 2001 through 2008 document the organization's continued success with retaining the critical financial support from sponsors, assisting homeowners and revitalizing metropolitan Chicago communities through both the NRD and GBD programs.

³⁶ The Give Back Day program may be examined comprehensively in further evaluations.

Figure 3. Number of Give Back Day Projects 2001-2008³⁷

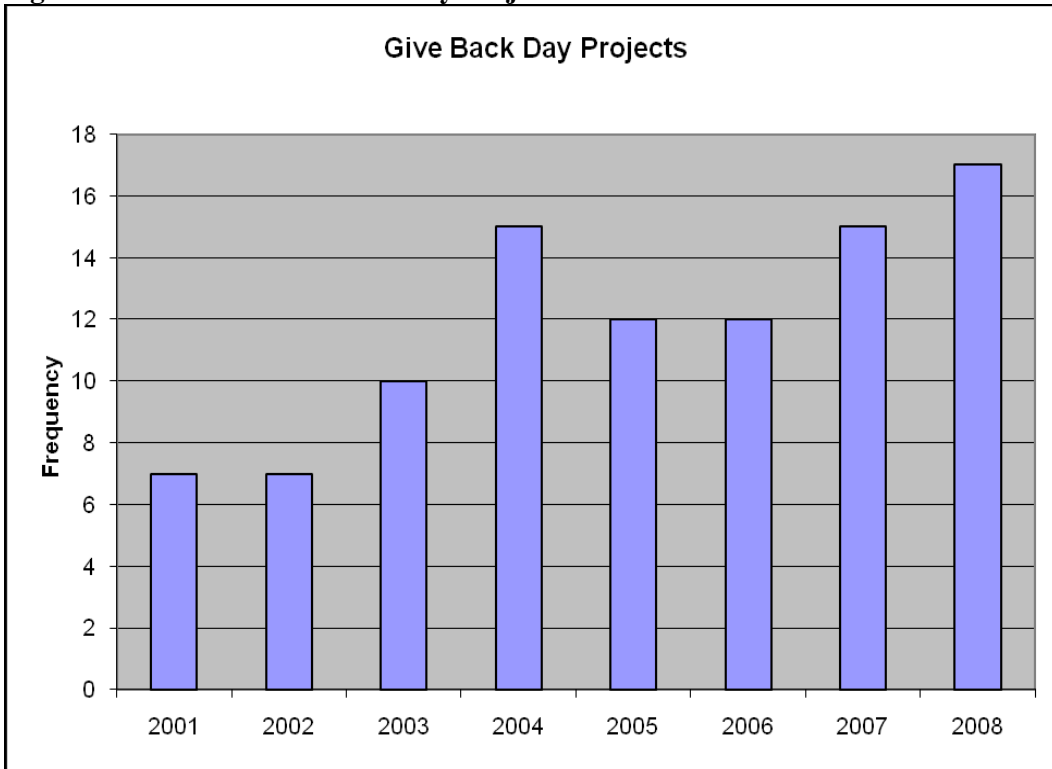
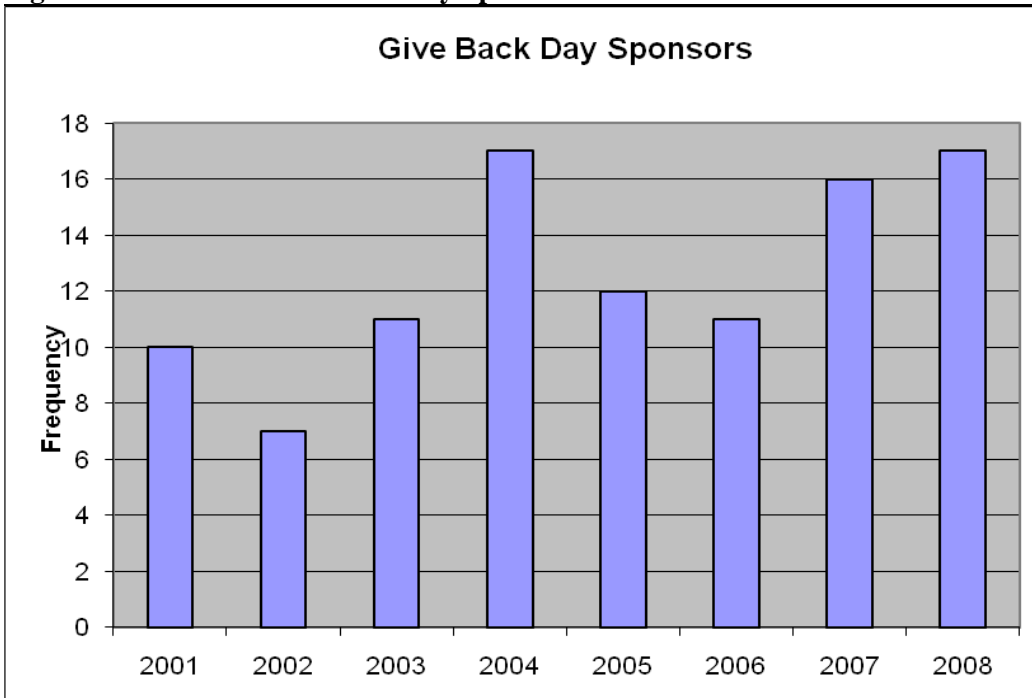


Figure 4. Number of Give Back Day Sponsors 2001-2008³⁸



³⁷ Ibid.

³⁸ Ibid.

HOMEOWNER EXPERIENCES AND IMPACT OF NATIONAL REBUILDING DAY

“I worked forty-two years for the Chicago Board of Mental Health and every break I was patching stuff up [on my house] here and there. I did not have money or time to do the repairs. But now with these major repairs I am confident that it will last another 100 years” (Homeowner focus group participant).

Not surprisingly, the evaluation of the impact of National Rebuilding Day (NRD) on homeowners and homeowners’ experiences were key in this project. This part of the evaluation examined both outcome and process data. Outcome questions assessed the level of housing stability among homeowner participants as well as skills obtained through NRD. Assessing the process, the evaluation examined demographic data for the entire 2006-2008 NRD homeowner population to assess the degree to which Rebuilding Together Metro Chicago (RTMC) is reaching its target population. Focusing on the homeowner survey sample, the evaluation team measured levels of satisfaction, strengths, challenges, and suggestions for improvement, as well as the likelihood of further involvement with NRD among the homeowners served.

Characteristics of 2006-2008 National Rebuilding Day Homeowner Population³⁹

RTMC targets homeowners who meet specific criteria as recipients of the NRD home repair program. RTMC targets homeowners who are seniors, those with disabilities, and families with children. All homeowners must meet an income criterion.

³⁹ Tables documenting select data from the 2006-2008 Homeowner population are located in Appendix B.

Homeowners must be classified as “low income,” based on the U.S. Department of Housing and Urban Development’s (HUD) income guidelines.

A total of 144 homeowners from Austin and West Englewood were selected to have their home repaired as part of NRD in 2006-2008. The evaluation team analyzed RTMC administrative data, in particular, the program applications of those selected by RTMC as homeowners for 2006-2008 NRD program (N=144), in order to assess the degree to which RTMC is reaching its target population of homeowners through NRD activities. What follows are select findings related to homeowners’ demographic, income, housing and household characteristics. An overview of the homeowner population shows:

Demographic Characteristics of Homeowners

- 40.3% were widowed, 21.5% were single, and 21.5% were married;
- 75% were women;
- 34.7% of NRD homeowners indicated they had a physical disability.
- Homeowners’ ages ranged from 28 to 89, with a mean age of 66;
 - 25.6% of homeowners were women age 70 above, and widowed.

Household Characteristics

- Household size ranged from 1 to 13 people, with a mean of 2.5 people;
- 35.4% of households had children;
 - 65.3% of homeowners resided in households with either 1 or 2 people;
 - Among homeowners *aged 70 and older*, 21.9% had minor children whom resided in their home.

Per Capita and Household Income

- The annual *per capita* income of homeowners ranged from no income to \$39,000, with a mean of \$15,843;
 - 54.9% of homeowners had a per capita income of \$15,000 or below.
- Annual *household* income ranged from \$659 to \$43,200, with a mean household income of \$18,232;
- 54.9% of homeowners had an annual household income of \$20,000 or below.

Income Sources

- Social Security was the most common income source received, as 63.9% of homeowners were recipients;
 - 15.3% of homeowners earned income through employment, 31.3% received income from a pension, 2.1% received TANF, and 3.5% collected child support payments.

Income and Household Characteristics

- 41.6% of homeowners resided in single-income households;
- Among the 11 homeowners with a household income of \$30,001 or above, 81.9% had children aged 18 and under whom resided in their home;
- Among the 79 homeowners with a household income of \$20,000 or below, 24.1% had minor children in their household;
 - 55.7% (N=44) of homeowners with a household income of \$20,000 or below lived alone, and 25% (N=20) lived in a two-person household.

Housing Tenure and Characteristics

- 61.1% of homeowners had lived in their home for 31 years or more;

- Housing tenure ranged from 1 year to 47 years, with a mean of 27.8 years;
- Homes ranged from 20 to 150 years old, with a mean of 75 years old.

Overview of Homeowner Population Characteristics

In terms of income, over half of the 2006-2008 homeowner population was impoverished, subsisting with an annual household income of less than \$20,000.⁴⁰ Several of these individuals had minor children living with them. Among the 11 homeowners (7.7%) with an annual household income toward the upper income range (\$30,001 or above), 81.9% had minor children in their household. RTMC is also serving a sizable number of individuals with disabilities (34.7%).

The data show that RTMC is successfully reaching a large proportion of “elderly” (aged 70 and above) homeowners, as the mean age of homeowners was 66 years old. RTMC is also reaching a proportion of elderly homeowners raising, or at least living with minor children, as 21.9% had children aged 18 or under living with them. In addition, a quarter of the population (25.6%) was elderly women who were widowed. These findings suggest that RTMC, to a great degree, is successfully reaching its target populations of households with children, those with disabilities, and the elderly.

Demographic Characteristics of Homeowner Survey Sample⁴¹

Homeowner participants involved with the National Rebuilding Day (NRD) program in years 2006-2008 were recruited to complete a telephone survey to discuss

⁴⁰ For the year 2006, the poverty threshold for a family of three (the average size household of NRD Homeowners), which is based on the size of the household and the number of under 18 children in the household, was \$16,600; for 2007 it was \$17,170, and in 2008, the poverty threshold for a family with the same composition increased to \$17,600. The official poverty threshold is critiqued by many researchers who cite inadequacies in the measurement of poverty among U.S. households. One critique is that the poverty level is too low, that households with incomes above the official poverty level are in fact impoverished.

⁴¹ Tables documenting select data from the homeowner survey are located in Appendix C.

their experiences with the program.⁴² Of the population of 144 homeowners who participated during the three program years, 36.8% (N=53) were included in the evaluation sample and completed a phone survey. A general overview of the *sample* shows:

- Two-thirds (69.8%) of homeowners lived in West Englewood and one-third (30.2%) lived in Austin;
- The homeowner sample included 46 women and 7 men;
- 50 homeowners described themselves as African-American, while three identified as bi-racial or “other”;
- Homeowner ages ranged from 36 to 85, with a mean age of 66;
- 25 homeowners indicated that they had a physical disability.

Household and Neighborhood Tenure

- 54.7% lived in their respective neighborhood for at least 36 years;
 - *Neighborhood* tenure ranged from 5 years to 66, with a mean of 33 years;
- *Housing* tenure ranged from 5 years to 53 years, with a mean of 31 years;

Employment and Education

- The majority of homeowners (N=33) were retired and not working;
 - 7 were unemployed, 4 were employed full-time, 2 were employed part-time, 1 was a part-time student, 1 was a homemaker, and 5 reported their employment status as “other”;
- One third (N=18) had completed 12th grade or less and two-thirds (35) had at least their high school diploma or GED;

⁴² See Appendix D for Homeowner Phone Survey instrument.

- 10 had some college education and 2 graduated from trade school;
- 3 had an associate's degree and 6 had a bachelor's degree.

Household Circumstances

- 8 homeowners were married, 16 were single, 18 were widowed, 5 were divorced, 5 were separated, and 1 self-described as “other”;
- Over half (N=28) had children in their household.

Characteristics of Homeowners and Neighborhoods

In order to provide a snapshot of the experiences of owning a home and living in the target neighborhoods of Austin and West Englewood, homeowner survey and focus group participants were asked to describe their perceptions of and experiences living in their neighborhood.⁴³

Desire to Reside in Home and Neighborhood

As demonstrated above, most respondents were longtime neighborhood residents and lived in their home for decades. This tenure translated, for most, into strong neighborhood and home attachment. Homeowners strongly wanted to remain living in their neighborhood and their home. Asked to rank on a 10-point scale with 1 being “desire to move” and 10 being “desire to stay” the degree to which they wanted to keep living in their home, responses ranged from 1 to 10, with a mean score of 8. Largely reflecting attitudes about remaining in their home, respondents also expressed a strong desire to continue living in their respective neighborhood, as the majority (80.4%) provided a score of at least an 8. Still, a few participants wished to move, as 13.7% (n=7) of participants provided a score of 1, 2, or 3.

⁴³ See Appendix E for Homeowner Focus Group instrument.

Financial Challenges

Most homeowners who participated in the surveys possessed a strong desire to remain living in their current home and neighborhood. However, many indicated that they experienced financial challenges with doing so. In fact, the majority (56.5%) stated that they experienced financial or economic barriers to remaining in their home. At the time of the survey, no participant was dealing with home foreclosure, yet a few indicated that they had a difficult time making their mortgage payments. Several respondents said they had fixed incomes and that they struggled to pay increasing utility payments and property tax bills. The sentiment of many respondents was summed up with the comment, *“Not enough money to pay bills. Living from check to check.”* Most commonly, respondents said their house needed major repairs, but they could not afford the upkeep.

Housing Stability

At the time of the survey, all except one survey respondent (98.1%) reported that they still live in the home repaired as part of NRD. This is clearly a positive finding, that RTMC homeowners have remained living in their homes, especially given the high level of displacement in both Austin and West Englewood due to mortgage foreclosures.⁴⁴ Participants’ housing stability and duration is indicative of the sustainable impact of NRD on homeowners.

⁴⁴ Within the City of Chicago, for the year 2008, Austin had the highest level of foreclosure filings, and West Englewood had the second highest level of foreclosure filings, respectively. Woodstock Institute report: The Chicago Region’s Foreclosure Problem Continued to Grow in 2008, January 2009, Appendix I Foreclosure Levels by City of Chicago Community Area.

Neighborhood Perceptions of West Englewood and Austin

Neighborhood perceptions were discussed during focus groups with Austin and West Englewood homeowners. West Englewood participants discussed positive qualities of their Southside neighborhood, wanting to counter the negative publicity, which they felt it typically receives. Participants said that there are many misconceptions about their neighborhood, as the media presents only negative news coverage of the neighborhood. Respondents, however, discussed positive qualities of their neighborhood. Homeowner participants, some of whom said that several generations of their family resided in and have “roots” in the community, described West Englewood as “home.” These individuals were familiar with and comfortable living in the Southside community. Still, West Englewood homeowner participants expressed great concern about a perceived increasing level of violent crime in the neighborhood. West Englewood’s building stock was another area of concern expressed by participants, as some participants said property values in West Englewood were decreasing, and the community was rife with deteriorating and vacant houses and buildings. Due to the perceived community decline, respondents said that living in West Englewood can be a difficult neighborhood in which to reside, and one individual said that she would prefer to move out of the neighborhood in attempt to live in a safer environment.

Like West Englewood respondents, Austin was regarded as “home” by homeowners in the Austin focus group. Austin participants said that the Westside neighborhood was centrally located, with public transportation readily available. Respondents felt like the neighborhood was on the upswing. Participants mentioned new amenities such as a senior center and a new school, as well as increased city services.

Gang activity, however, was rampant in Austin, respondents asserted. They noted that this had resulted in increased levels of crime, drug use, and the territoriality of the gangs which makes residents feel unsafe in sections the neighborhood. Some participants shared stories of immense loss, as they had lost children, grandchildren, or friends due to gang-related violence.

Involvement with Pre-National Rebuilding Day Events

NRD homeowner respondents were involved with NRD beyond the actual event day. Nearly all (90.6%) attended the Homeowner Orientation, and about half (43.4%) attended the House Captain and Homeowner Block Party prior to NRD. The majority of homeowner respondents felt that the pre-NRD activities they attended, including the orientation and block party, were useful and informative. Homeowners appreciated that they were provided with program information in advance, and had the opportunity to ask questions. Respondents said they were informed about who would be at their home and for how long, what tasks would be completed, and what homeowners needed to do in preparation for NRD. Armed with information about what to expect on NRD, respondents said they felt better prepared and more at ease about NRD.

Homeowner respondents described positive experiences with House Captains at these program events. Respondents were impressed with the quality of interactions and relationships with others involved with NRD. Feelings of “*camaraderie*,” “*unity*,” and “*fellowship*” were described. For example, one homeowner explained, “*The ‘togetherness,’ everybody listened to everyone, they all worked together. Everything. They were perfect. Everybody was friendly. Never had this experience before.*”

The pre-NRD events were also an opportunity, according to respondents, to connect with other homeowners from their neighborhood. Individuals valued the chance to get to know others who own homes and have similar experiences to theirs.

Suggestions for Improving Pre-National Rebuilding Day Events and Involvement

The majority of homeowner respondents commented that no improvements were necessary when asked to discuss ways in which to improve NRD. Among those who did provide suggestions, one common suggestion was for RTMC to provide greater detail about the project budget for their house and how repair projects were prioritized. Most homeowner focus group participants advocated for advanced planning so homeowners would know what to expect with NRD. Prior to NRD, each House Captain should, according to respondents, discuss the budget with each homeowner, the length of time for repairs on event day, and then prioritize critical projects. Further, House Captains and volunteers must then follow through with established plans.

In addition, more information into tasks homeowners should complete prior to NRD was recommended. One respondent felt that volunteers should come before NRD to assist those not able to clean and organize in preparation for NRD. *“Packing my stuff and my house was hard; I would have appreciated help with packing.”* Greater pre-NRD assistance would be advantageous for homeowners, and respondents suggested that the volunteer teams could arrange for a few volunteers to help prepare those homeowners who need assistance. On a related note, one respondent commented that House Captains should meet with the homeowner and prepare for NRD in advance. While most homeowners described and were pleased with the level communication with the House Captain, one homeowner asserted that in her experience, the House Captain did not visit

her house until one day before the event, which she suggested, was not enough time to prepare for everything. She advocated for early involvement between House Captains and homeowners.

Some also suggested greater publicity for NRD in general, and in some cases, advocated for reaching a broader section of the neighborhood. One respondent specifically stated that “*offering this stuff to younger homeowners might strengthen the community; I was the youngest one there because they were mostly senior citizens.*”

Homeowner Reactions to Experience on National Rebuilding Day

Homeowner survey and focus group respondents described their experiences with NRD highlighting perceived strengths and challenges, and provided suggestions for enhancing the program.

Overall Review

Homeowners who took part in the surveys and focus groups were overwhelmingly pleased with their overall NRD experience. Many homeowner respondents indicated that the entire program was strong. Asked to rate their overall experience with NRD on a 5-point scale from “very poor” to “excellent,” 77.4% provided a rating of “excellent.”

Repairs

Most homeowner survey and focus group participants expressed overwhelming satisfaction with the repairs and rehabilitation projects completed on NRD. 86.8% of survey respondents provided a rating of “excellent” or “good” to describe the quality of repairs conducted on NRD. Survey and focus group participants described significant home improvement projects, including new flooring, rehabbed kitchens and bathrooms,

plumbing and electrical work, new appliances, and yard work. Respondents indicated that much-needed home improvement projects – projects that they could not afford – were completed. *“Very helpful. They did repairs that I needed for over 15 years, but could not afford them.”* NRD repairs made some homes more accessible for individuals with physical disabilities. Describing both inside and outside repairs, one respondent explained *“Building the deck...ramp for the wheel chair and the bathroom and redid to make accessible for wheelchair easier.”*

While most homeowners were quite pleased with the NRD repairs, some respondents expressed dissatisfaction with the condition of their home at the end of NRD. During one focus group, one homeowner explained that the House Captain *“did a flip”* on her, and did not follow through with the initial work plan for the home repairs. A few participants described projects that were not complete at the end of event day while some perceived low-quality work and tasks completed by unskilled volunteers. One respondent asserted, *“Screen volunteers to make sure [they] have skills to do the work they are going to be doing in people's homes...They painted over chipped paint at my house and painted over a sealed entry door - stuff that shouldn't have been painted. Should have communicated with me to find out what should have been painted. House Captains took over my home; took over.”* Others discussed problems such as spilled paint, yet were satisfied overall.

A few homeowner participants advocated for increased supervision during event day, suggesting that greater oversight by the House Captain should limit the incidence of unfinished work and other mishaps. One respondent advocated for a mandatory final walk-through to take inventory and to document the status of all repair projects. A few

homeowners recommended having an “overseer” or more supervision within each home:
“...Maybe have one captain over each individual floor.”

Communication with House Captains and Volunteers

Many homeowners were pleased with relationships with the quality of communication with House Captains and volunteers. The vast majority of homeowner participants felt like they were treated with dignity and respect throughout the NRD program (84.9% of survey respondents “strongly agree” and 9.4% “agree”). One focus group respondent described the respectful manner in which her House Captain and volunteers related to her, which meant a great deal to her. *“They were kind and very polite. They didn't just come in and take over. ‘Is it okay if we open this, is okay if we do this, is it okay?’ And they just honored me in that way. And even when different ones came in they told me their names, each one... They just really referenced me with whatever they wanted to do.”* Further, rating their interactions with individuals involved with NRD, experiences with the House Captain was rated “excellent” by 79.2% and “good” by 15.5% of homeowner survey respondents. Similarly, 81.1% of homeowners felt their experiences with volunteers were “excellent” and 11.3% rated them as “good.”

Some homeowners described discussions with House Captains before NRD, which they believed helped to prepare them for the event day. Some described discussions about the budget, timelines, and prioritizing repairs. *“...They went through details as to what they were going to do. What they could and couldn't do. What they desired to do. But because of money they were allocated so much, because there were things that really needed to have been done. And they wanted to make sure that they got the necessities that were needed. The things that were truly needed in our home were*

done first.” All but one homeowner survey respondent agreed to the statement, “RTMC informed me ahead of time about what projects would take place” (83.0% “strongly agreed” and 11.3% “agreed”).

In addition, homeowner respondents liked the mix of people involved; respondents felt there was good teamwork, and a respectful and supportive atmosphere. *“Everybody was very friendly. It was nice to have good company. And the lunch was good.”* Several people mentioned that they enjoyed eating lunch with other participants on NRD. Respondents indicated that their relationship with the House Captain was a central aspect of their positive experience - *“Had a great feeling of trust because of the House Captain and co-captain.”* The House Captains were effective leaders, according to homeowners who took part in the surveys. They attributed smooth, time-efficient projects to the leadership qualities of the House Captains. *“Good leaders. Everybody worked well together. They did great repairs. Beautiful program. On time.”*

Homeowner input and involvement with decision-making and repairs were also valued. Respondents felt that they had a voice in, and were central to, the process, that they were a valued member of the team. For example, 84.9% of survey respondents strongly agreed to the statement, “RTMC responded to my questions and concerns.” One respondent said that she valued *“The fact that I was able to have input in the projects, but also that work in certain areas was done by professionals (like electric work).”*

Participants in the focus groups emphasized the importance of being listened to and consulted throughout the day. For example, one participant said she was thankful that the House Captain and volunteers did not “come in and take over” her house. *“...They didn't*

do anything I didn't want them to do. 'You don't want us to take that out?' That means so much to me."

While most homeowners were quite pleased with their interactions with the House Captains and volunteers, a few homeowners explained that they had to replace things that were thrown away by volunteers on NRD. One homeowner, quite upset about her experience on NRD, expressed *"I lost a lot."* She felt that the volunteers did not understand the personal value and necessity of the personal items that were discarded on NRD. She asserted, *"The volunteers disregard what I said and made no effort to understand me."* A few respondents felt disrespected by the volunteer team. *"A lot of volunteers. Lost total control of my house. Too many people. They were really interested in taking pictures. Overwhelming."* Describing major breakdown in communication, one respondent asserted, *"I could say one thing and I turn my back and they do something else."* One volunteer, according to this homeowner, implemented a "6-month rule" to determine what items they would throw away. *"So she says 'anything that you have over 6 months and don't use should be thrown away.'"*

In regard to these challenges, respondents asserted that communication between the homeowner and the volunteer team is key – that homeowners must be consulted before organizing and especially before discarding personal items from his or her home. One homeowner, an individual who was *very satisfied* with her NRD experience, emphasized the importance of House Captains and volunteers listening to and communicating with the homeowner. *"Communication with the homeowners more, and everything, cause it seems like to me when Ms._____ was talking and everything they*

came and— [for us, they] told us exactly what he was gonna do and everything, and if you didn't want this, they didn't do that.”

Further, homeowner respondents noted that volunteers and House Captains must recognize homeowners' perspective, and must not try to apply their own standards and values on the homeowners. *“And for him to go into and remove, you would say your personal things, and he thought you didn't need them anymore and everything. It was not for him to make those judgments.”*

Additional training or “coaching” for House Captains is necessary, some focus group participants asserted. Respondents felt that a few essential components of NRD should be reinforced to House Captains to ensure positive experiences for future participants. These include: communication with and understanding of homeowners' perspectives, and follow through with work plans.

Expand National Rebuilding Day

Homeowner respondents expressed through focus groups and surveys that NRD should be expanded beyond the one-day program. Some focus group participants said that there was a great deal of projects that were not finished because the volunteers ran out of time.

Impact on Homeowners

In addition to assessing attitudes about experiences with NRD, the evaluation measured impact on homeowners. As reported above, there was significant housing stability among the homeowner population, with 98.1% still living in the home repaired as part of NRD. The evaluation team also strived to measure the degree to which homeowners' lives were enhanced and to what extent they had obtained a range of skills

as a result of their NRD experience. Through a series of close-ended questions, homeowner participants were asked to rate a set of items related to household skills, community involvement, and personal characteristics on a six-point scale, with 1 being “not at all,” and 6 being “a lot.” Based on these data, it can be inferred that the majority of participants felt that RTMC greatly impacted them in developing various skills and/or improvements in their life.

The majority of homeowner survey participants indicated that their experience with NRD helped to reduce their level of stress or worry, as nearly three-fourths (74.3%) of participants provided a 5 or 6 to rate the degree to which their stress level was reduced. Participants also suggested that increased community involvement and the development of home repair skills were effects of the NRD, as (70.6%) of participants provided a 5 or 6 to rate their level of increased community involvement and 66.7% provided a 5 or 6, indicating “a lot” of skill gained in the area of home repairs and upkeep. As indicated above, participants also valued the opportunity to meet others from their community during the pre-NRD events.

Potential Future Involvement with NRD and RTMC

Given homeowners’ overall experience with NRD, including interactions with House Captains and volunteers, and the condition of their home at the end of the day, the evaluation was also designed to capture the potential for future involvement among former NRD homeowners. Survey data indicate that an overwhelming majority of homeowner survey participants would participate again with NRD, if given the opportunity (77.4% “definitely” and 11.3% “probably”). In addition, 92.5% (N=49) of participants said that they had recommended RTMC to their friends, family, and others in

their neighborhood, another indication of a positive experience with NRD.

This section of the evaluation, documenting both outcome and process data related to the sample of homeowner evaluation participants, provides a glimpse into the impact and experiences of homeowners with the NRD program. While the sample of homeowners interviewed is not representative of the entire homeowner population, the information does shed light on homeowner experiences with NRD. The majority of homeowners were overwhelmingly satisfied with the NRD program. Homeowners were quite pleased with and grateful for the repairs conducted, and overall, relationships with House Captains and volunteers were positive. As demonstrated through survey and focus group data, open communication between the House Captain and homeowners, and the opportunity for homeowners to provide input throughout the process are key to a positive NRD experience.

HOUSE CAPTAIN EXPERIENCES WITH NATIONAL REBUILDING DAY

“I have enjoyed being part of a wonderful program, there have been many rewards: helping others, involving friends and peers in the program, learning leadership skills” (House Captain survey respondent).

Assessing the experiences of and level of satisfaction with National Rebuilding Day (NRD) among House Captains was key in this project. Assessing process, the evaluation measured level of satisfaction and attainment of goals; strengths, challenges, and suggestions for improvement; attendance at NRD program events and training; as well as participants’ intentions for further involvement with NRD.

Level of Involvement with National Rebuilding Day

House Captains involved with NRD during 2006-2008 program years were recruited to complete an online survey to discuss their experiences with the program.⁴⁵ A total of 31 (N=31) House Captains completed the survey. This sample represents 31.1% (31 out of 99) of the 2006-2008 House Captain population. House Captain survey respondents were asked to describe their level of involvement with NRD during the years 2006 – 2008.⁴⁶ The greatest proportion of House Captains could be considered both active and committed, as among the sample there was a great deal of repeat participation

⁴⁵ See Appendix F for House Captain Survey instrument.

⁴⁶ Tables documenting select data from the House Captain survey are located in Appendix G.

with NRD. Thus:

- 38.7% of respondents worked as a House Captain in the three consecutive evaluation years – 2006, 2007, and 2008;
- 48.4% of House Captains volunteered as a House Captain prior to 2006;
- 80.6% had volunteered as a House Captain for more than one year.

Involvement with NRD Events and Training

The NRD program involves a series of events, which precede and follow event day. The highest attendance among the sample of House Captain respondents (67.7%) was at the House Captain Recognition and Debriefing Dinner, an event in the weeks that follow NRD. Among pre-NRD events, over half (54.8%) attended the House Selection Previews, and the same proportion attended the Housewarming Party, which precedes NRD and involves both volunteers and homeowners. The House Captain and Homeowner Block Party had the smallest level of attendance (41.9%). Four respondents who did not attend events reported that they were not aware of one or two of the pre- and post-NRD events. Of those who indicated this, two were first-time NRD House Captains in 2008.

RTMC runs a training series for House Captains in the months prior to event day. Survey respondents reported the number of House Captain training sessions they attended among the series of six sessions. Among respondents, the majority had attended at least four of the six training sessions. Nearly a quarter, 22.6% reported that they attended between zero and two of the sessions. For those respondents that did not attend the training series, they were asked to report the reasons for which they did not attend. Most commonly, respondents described work commitments and scheduling conflicts, which

prevented their attendance at all of the training sessions. In addition, some participants, one whom had been involved for “*over 17+ years,*” felt that they need not attend the training sessions due to their repeated participation. (As reported above, 48.4% of House Captains volunteered as a House Captain prior to 2006.)

Attendance at House Captain Training Sessions Among 2006-2008 House Captain Population

The evaluation team assessed participation at the House Captain training series among the 2006-2008 House Captain population (N=99). For the year 2006, the level of participation among the 46 House Captains at the six House Captain training sessions ranged from 39.1% attendance at the fourth and sixth sessions, and over half attending the second (56.5%) and the third (52.1%) sessions.⁴⁷

The sentiment expressed by the sample of House Captain survey respondents, that experienced House Captains need not attend the trainings due to their prior involvement, may contribute to the low attendance by the population of House Captains. In 2006, 22 out of the 46 (47.8%) were repeat House Captains, and for the year 2007, 20 out of 48 (41.7%) were repeat House Captains. Among the House Captains involved in 2008, 23 out of 48 (47.9%) had worked as a House Captain for at least one year prior. Still, however, this minimal level of attendance at the training sessions is an issue of concern, as the training series is a crucial method of House Captain preparation for NRD.

Strengths of Training Sessions

House Captain survey participants felt that the training session were an important component of the House Captain experience. Asked to rate the usefulness of the training

⁴⁷ Data documenting attendance rates for the training series in the years 2007 and 2008 were not available at the time of this report.

sessions on a six-point scale, with 1 being “not at all useful,” and 6 being “extremely useful,” 39.3% rated the sessions with a 5 and 42.9% rated with a 6, indicating the extreme usefulness of the sessions.

Respondents were also asked to describe the strengths of the training sessions. Several respondents said the training sessions were beneficial for *new* House Captains. They were appreciative of advice and support from more experienced House Captains. Those new to the House Captain position felt that the input and testimonials from those who had previously worked as a House Captain helped to prepare them for the experience. One respondent said, “*Testimonial-type of information was very helpful. Being a House Captain can be somewhat overwhelming, and it was reassuring to have a number of people who had done it successfully before.*” This sentiment was repeated by other respondents expressing the importance of being provided the opportunity to ask questions, hear realities of the day, and receive support from other people who had accomplished these tasks before.

Respondents explained that the training sessions provided overall preparation for NRD. In particular, respondents valued obtaining logistical information about NRD including:

- Developing a scope of work;
- Recommendations with regard to tools, materials, methods;
- Advice about creating and sticking to a timeline;
- Trouble-shooting problems and potential pitfalls;
- Managing volunteers and utilizing those who are unskilled; and
- Managing homeowners’ expectations.

This logistical advice was crucial, according to respondents, especially for those without a construction background.

Improving the Training Sessions

Acknowledging the importance of the series of trainings sessions, respondents provided suggestions for ways in which it could be improved. Those new to the experience were appreciative of the presence of experienced House Captains, but many veteran House Captains felt that RTMC should differentiate between novice and experienced House Captains.

Experienced House Captains repeatedly expressed desire to attend sessions separate from the new House Captains, or fewer training sessions, so they would not have to listen to information they already knew. One person suggested “*a separate tract for experienced House Captains with only 1-2 meetings,*” while another suggested “*separate meetings for new House Captains...or start with all and allow experienced to leave if they feel the need.*” One person even stated that they no longer attended the training sessions anymore because “*it was the same info year over year.*”

A few respondents put forward ideas about developing a mentoring system to partner newer and veteran participants. One respondent explained, “*... a little more specific time or one-on-one time would be beneficial for those not in the construction business.*” Others described ways to draw from past experience of long-time House Captains, one idea being to hold a “*lessons learned*” session to discuss typical issues that arise and how to deal with them. Similarly, another theme was to provide basic carpentry/construction information for novice House Captains. One proposal was to hold a workshop for first-year and others with specifics on construction basics and supplies.

Respondents also put forward suggestions for improving the organization of training and project resources. Centralizing information in a “*training packet*” or using a “*booklet format*” which includes all project materials and resources (e.g., training materials, copies of forms, contact information, etc.) would be advantageous, according to respondents. Some thought that more structure and organization could have helped reduce the length of the sessions, while improving the quality. In regard to this issue, one person suggested “*making them a bit more structured to increase the perceived value of the information presented during the sessions.*” They noted that RTMC should be mindful of House Captain’s time - “*speakers tend to be a little verbose, or maybe get a little carried away with their own ‘schtick’*” and “*meetings often turned to issues that were specific to individual concerns.*”

House Captain Reactions to Experiences with National Rebuilding Day

The overall experience of the overwhelming majority of House Captain respondents (n=30) with National Rebuilding Day was rated as either “excellent” or “good.” House Captain respondents described their experiences with NRD, highlighting perceived strengths and challenges, and provided suggestions for enhancing the program.

Coordination and Organization

Many respondents described a high level of organization and coordination of events leading up to and on NRD. House Captains attributed this to the House Captain training and preparation, involvement of skilled labor volunteers, as well as RTMC staff whom they described as experienced and well prepared. Rating the information, training, and instructions provided by RTMC staff, 63.3% of House Captains reported “excellent” and 36.6% reported “good.” Respondents also said they received support and guidance

from RTMC staff in developing their projects (74.2% reported “excellent” and 22.6% reported “good). One respondent explained, “*nobody gets lost. I have a very experienced team behind me.*” Another said, “*great staff support, extremely well organized and prepared to help at all times.*”

Coordinating and delegating tasks and adhering to a timeline are crucial to a successful NRD, and are major challenges for House Captains. In addition, several respondents explained that obtaining and maintaining supplies and resources were major challenges to accomplishing all aspects of the planned repair projects. Budget and time constraints were major challenges described by respondents. “*We usually run out of time, I have to work on narrowing our work scope.*” Transporting supplies to the home was another theme as one House Captain explained, “*Always a challenge to buy all supplies needed and get them to the home - most stressful part.*”

To address this challenge of limited resources, respondents provided several suggestions. They emphasized a need for greater assistance with preparations leading up to NRD. One respondent suggested that House Captains should receive more assistance with developing their work scope, so that captains understand the details and do not become overwhelmed. Specific suggestions asserted by respondents to ensure having a smoother project experience were:

- Need to emphasize delegation;
- For RTMC to provide the credit cards earlier in the process;
- To make sure that the number of volunteers is appropriate for the size of the house and amount of work for the project; and

- To provide House Captains with a check list of basic supplies and repairs for particular projects.

Working with Skilled and Unskilled Volunteers

Skilled and unskilled labor volunteers were also discussed. Responses about interactions with skilled labor volunteers were mixed. A few respondents explained that working with the skilled labor volunteers was positive overall, but with “*some very definite exceptions.*” 80.6% rated their involvement with skilled labor as “excellent” or “good”, yet 6.5% rated their interactions as “acceptable” and 9.7% provided a rating of “poor” or “very poor.”

All House Captains rated their overall experience with the unskilled volunteers as “excellent” or “good,” yet some respondents described challenges with these participants. Discussing inexperienced work teams, one respondent said, “*making sure the scope of the work wasn’t too challenging to the skill level of volunteers*” is crucial for a successful NRD. One House Captain respondent, concerned about a lack of experience, asserted that a personal challenge was “*not being able to tell people HOW to do things [which] made it difficult when there were questions on event day; it also made estimating difficult.*”

To address the varying levels of experience among House Captains, respondents emphasized that the more experienced House Captains should be a resource for newer ones. Similar to comments about the training sessions, respondents proposed a mentorship approach. One respondent asserted, “*More one-on-one discussions with House Captains who need it. I would have loved a one-hour conversation with someone who had lots of experience, going over our plan, our materials, and our volunteer*

needs.” Respondents also suggested that RTMC should strive to assign more experienced volunteers with newer House Captains.

Personal Impact of NRD on House Captains

In addition to assessing attitudes about experiences with NRD, the evaluation measured personal impact of the NRD experience on the House Captains themselves. House Captains found their experience rewarding in many respects. Many felt a sense of accomplishment with improving the condition of the homeowner’s house. Respondents also discussed skills and personal development. Some respondents said they developed leadership and project management skills, while others described bonding with friends and peers, team-building with co-workers, and “living out their faith” through their NRD experience.

Involvement with Homeowners

In addition to these rewards, some respondents highlighted how personally “satisfying” it was to get to know and assist NRD homeowners. One House Captain explained that the strength for him was *“The overall feeling of satisfaction from making a meaningful improvement in the life of someone who would otherwise not have had these improvements. The chance to interact with and get to know someone I never would have met otherwise.”* Rating their overall experience with homeowners and families, 93.5% reported either “excellent” or “good.”

Some respondents, however, expressed frustration about their involvement with the homeowner. Some respondents discussed “*able-bodied*” family members sitting idly on event day. One respondent, explaining that this was a real turn-off for volunteers who experienced this, asserted, *“Homeowners who had able-bodied family members who sat*

around all day was also a pretty discouraging thing for volunteers...I've had volunteers who told me they were no longer interested in volunteering in future years because of this.” In this regard, one respondent suggested: *“If they have family members who are willing to assist, great! If not, tell them to stay away on event day.”*

Brokering relationships between homeowners, House Captains, and volunteers is a constant effort throughout the NRD program, as discussed by RTMC staff during the staff focus group discussion. *“I think that because we work with so many individuals...everything can be pretty subjective for what makes for a good House Captain, what makes for a good volunteer, what makes for a good homeowner and making those matches and really negotiating the personal relationships...is tricky.”*

Staff said that they observe interactions between House Captains and homeowners at pre-NRD events in order to troubleshoot potential and existing problems. RTMC works to encourage communication among participants throughout the process in order to diffuse negative situations prior to Rebuilding Day. Staff explained that the “skilled labor trees,”⁴⁸ consisting of skilled and experienced individuals, are effective in mediating and providing assistance to volunteer crews on event day.

Potential Future Involvement with NRD and RTMC

As House Captains are a crucial component of the NRD program, the evaluation was designed to measure attitudes with regard to future involvement among former House Captains. Asked to rate their likelihood of volunteering again for the role of House Captain on a four-point scale of “definitely not” to “definitely would,” more than

⁴⁸ Skilled labor trees are teams of skilled and experienced volunteers who are assigned approximately five houses on event day at which they visit and ensure that the work scope is being followed, that there is an adequate work crew to complete the work scope, and the relationship with the homeowner is positive, etc.

three-fourths responded positively. The majority (54.8%) said they “definitely would,” and one-third (29%) indicated that they “probably would.” While no House Captain said they would not volunteer again, five (16.1%) reported they were uncertain about future involvement. In addition, House Captains said they would recommend others to volunteer for the role House Captain (41.9% “probably would” and 54.8% “definitely would”). Asked whether they had *already* suggested to their friends or family to volunteer for the role of House Captain, more than half (58.1%) said they had *already* recommended others to volunteer.

This third section of the evaluation provides insight in the experiences of NRD House Captains. As indicated above, the House Captain population consists of many repeat participants. Many individuals were committed to the NRD program and its goals of improving low-income neighborhoods and assisting homeowners. House Captains were satisfied with the level coordination and support provided by RTMC staff. Many House Captains were pleased with assistance provided with preparations for NRD. Support with developing a work scope, identifying supplies and other tasks were crucial to a successful home repair project.

VOLUNTEER EXPERIENCES WITH NATIONAL REBUILDING DAY

“We accomplished a lot in the one day and connected with the homeowners. The goals for the day were already set and materials were available and we were able to get to work right away” (Volunteer survey respondent).

Analogous to the evaluation of the experiences of House Captains with National Rebuilding Day (NRD), assessing the volunteer participant experience was key to this study. Guided by process-related research questions, the evaluation measured volunteer levels of satisfaction and attainment of goals; strengths, challenges, and suggestions for improvement; attendance at NRD events; and intentions for further involvement.

Involvement with National Rebuilding Day

NRD volunteers involved during 2006, 2007, and 2008 program years were recruited to complete an online survey to discuss their experiences with the program.⁴⁹ Similar to the consistent participation of many House Captain respondents, a large proportion of the volunteer sample was repeat participants.⁵⁰

- 17.6% of volunteers participated in the three consecutive evaluation years – 2006, 2007, and 2008,
- 30.6% of participants were volunteers in two of the evaluation years,
- 20% had volunteered with NRD prior to 2006.

⁴⁹ See Appendix H for Volunteer Survey instrument.

⁵⁰ Tables documenting select data from the volunteer survey are located in Appendix I.

Involvement with Pre-National Rebuilding Day Activities

For most volunteer participants, their involvement with the NRD program was limited to the actual event day. The majority of respondents indicated they were not aware of the pre-NRD House Previews (52.9%) and the Housewarming Parties (55.3%). Among those who did attend these events, respondents described their strengths. One respondent explained these events help to build camaraderie among participants: *“To gather support and enthusiasm. To get to know other folks in the process.”* Others said they valued the information obtained, which gave them a better sense of what to expect on NRD.

Improving the Pre-National Rebuilding Day Activities

Several respondents suggested these pre-NRD events be better publicized, as they were not aware of them. Some volunteers said they lived outside metro Chicago and others indicated they did not sign up to volunteer until shortly before NRD. Still, others said involvement with these activities would enhance their experience. One respondent explained, *“...I think it would have made the process even more meaningful to be a part of the interviewing and selection process. I also think videos/online testimonials from volunteers and homeowners would help to inspire and educate volunteers. I'd also like to see more "before" and "after" shots of properties that were worked on by NRD volunteers.”* As indicated by this comment, the volunteer experience could be improved through involvement beyond event day. Respondents recommended volunteers be provided with more information about the program and be provided the opportunity to interact with experienced NRD volunteers, a sentiment also expressed by House Captain respondents.

Reasons for Volunteering for National Rebuilding Day

NRD volunteers – a diverse population – have various motivations for volunteering. Volunteer respondents were asked to indicate the personal importance of various reasons for volunteering, rating each item on a five-point scale from “extremely important” to “not at all important.”

These data show that assisting homeowners was a significant motivation for the majority of respondents to volunteer for NRD (77.6% - “extremely important; 21.2% “quite important). Neither professional networking nor a service requirement was a strong motivation for volunteering for NRD. Two-thirds (67.1%) of respondents reported professional networking and 60% reported meeting a service requirement was “not very” or “not at all” important to their involvement in NRD.

Beyond the reasons provided in the survey, one-third (30.6%) of respondents indicated other reasons for which they volunteered. Many respondents felt their volunteer experience was personally rewarding. “*My own personal gratification of helping someone in need.*” Others explained that they enjoy the work, as one stated simply, “*I like volunteer work.*” Carrying out one’s faith was also a theme among respondents, as one volunteer asserted, “*I believe I am called upon my God to be of service to others.*” Sharing the experience and spending time with loved ones were common reasons cited for volunteering with NRD. One respondent explained, he/she volunteers to “*Build community with my church members.*”

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Satisfaction with Volunteer Experience

Respondents were asked to rate their level of satisfaction with meeting their goals for volunteering, rating their experience on a scale from 1 to 10, with 1 being “low satisfaction,” and 10 being “high satisfaction.” The mean score assigned by respondents was 8, with the minimum being 5 and the maximum being 10. The majority (80%) rated their satisfaction level as at least an 8. Respondents were asked to elaborate on why they provided a particular score.

Among those who provided high satisfaction ratings respondents most commonly expressed satisfaction with NRD’s positive impact on and assistance provided to homeowners. *“I feel that we really accomplished something valuable for the homeowners.”* Similarly, one respondent shared, *“It was a positive experience that benefited a family that needed assistance. It was only a day out of my life, but it created an impact that resonated much longer.”* The previous statement also demonstrates a point expressed by many respondents, that NRD was not only beneficial to homeowners, but also personally rewarding. Akin to House Captains, volunteer respondents described how they enjoyed their experience with NRD. Several respondents explained that being able to assist homeowners was personally gratifying. As one respondent explained, *“This experience was very uplifting and I felt like I really did something to help someone. I also felt good about not thinking about myself for a whole day.”*

Some respondents expressed concerns about NRD. A common frustration was that the one-day program was not long enough, and that much more time was needed to address the negative housing conditions they observed. *“I felt there was a lot more we could have done for this family, and I would have liked to possibly work a follow-up day or days. There were still many rooms that we did not even tackle.”* Some individuals felt that there were too many volunteers at their site, which in some cases made the houses too crowded, and others said that there was not enough work to keep everyone busy. A few comments related to interactions with the homeowners. A few respondents expressed frustration with their project homeowner, and perceived lack of input on their part. For example, one individual stated, *“We make large contributions to the homeowners’ personal lives and quality of life. However, I think too much time is spent doing general housekeeping that the families should be able to do themselves.”*

Volunteer Reactions to Experiences with National Rebuilding Day

Volunteer respondents described their experiences with the NRD program, highlighting perceived strengths and challenges, and discussed recommendations for improving NRD.

Leadership and Organization

Many volunteers said that the NRD leadership was effective in creating a well organized and coordinated NRD experience. These volunteers were impressed with the level of forethought and preparation by the House Captain before NRD, which they felt contributed to a successful event day. *“We accomplished a lot in the one day and connected with the homeowners. The goals for the day were already set and materials were available and we were able to get to work right away.”* In addition to well-

executed work plans and readily available equipment, respondents also explained that the skilled labor volunteers were invaluable to the overall success of the project.

Several respondents, however, described challenges with the availability of needed supplies and tools at their worksite, suggesting that much time was lost on NRD when teams were trying to locate the appropriate work materials. Numerous respondents described trips to the hardware store during NRD, and one respondent claimed, “*A lot of TIME was WASTED at Home Depot by MANY.*” (Emphasis included in original.)

Respondents offered several suggestions to make more efficient the coordination of supplies and tools. One respondent proposed having a delivery system for vendors, while another asserted: “*I suggest that they have a drop-off site for supplies prior to the day of the event and inventory what is needed.*” Another respondent, acknowledging that there will always be unforeseen problems and needs, suggested: “*If an organization has several homes in one area...have a knowledgeable person staked out the Home Depot with a cell phone, have the captains call with their needs, and then have one or two other ‘transport people’ to take the goods back to the homes so that not so many people are at Home Depot ‘shopping’ instead of doing the tasks required to complete the homeowners’ needs.*”

Survey data show that the volunteer experience varied significantly for the sample of volunteers. The number of volunteers at some sites proved to be a challenge. A few respondents described sites that were overcrowded with too many volunteers, while others said they did not have enough volunteers to complete all the tasks in their scope of work. In both scenarios, respondents claimed that having an inappropriate number of volunteers was an obstacle of NRD. Describing a situation of too many volunteers at a

site, one respondent remarked, *“My firm asks for volunteers and many usually sign up. A bit of disorganization due to high number of volunteers at same location and not enough space or jobs to accommodate them, which leads to milling about with nothing to do or too many hands in the pot.”*

It was emphasized that RTMC should ensure that each house has an appropriate number of volunteers – factoring both house size and the scope of work. *“Being realistic about how much can get done in one day, having the right number of people to do the job, and advance-planning how they will work together on a given project,”* advised one volunteer respondent. Volunteers offered troubleshooting techniques House Captains could utilize if they have too many volunteers at their site: arrange for some volunteers to work for a half or portion of the day; assign “overflow” volunteers to provide general support for the House Captain and team.

Teamwork and Task Assignments

Another often mentioned strength of the day was teamwork. Volunteers were almost completely united in their praise for the amount of teamwork that they had witnessed throughout the day (71.8% “strongly agreed” and 27.1% “agreed”). Camaraderie among teams of volunteers was integral to a successful project, volunteer respondents suggested. Examples of some of these responses are: *“Massed talents organized to make an immediate difference in people’s lives.”* and *“The House Captain was very well organized and skilled. Our group worked well together to get the projects completed in a timely manner.”*

Some respondents were concerned, however, about a perceived mismatch between volunteers’ skill level and assigned task. While some respondents suggested that

their home repair skills were not fully utilized on NRD, others said they witnessed volunteers working on projects in which they were not qualified. One respondent asserted, *“It does not appear that any attempt was made to match skills to tasks.”*

Respondents suggest that House Captains should utilize RTMC’s NRD Volunteer Skills Surveys when assigning tasks for volunteers. In addition, some respondents advocated for a team meeting prior to NRD in order for the House Captain to communicate the work plan, to discuss and assign tasks, and to troubleshoot issues.

“Involve volunteer teams in the selection and review process. Bring the team together the week before to meet with the homeowners and review the property and the work that needs to be done. That way we can help the House Captain brainstorm for any additional materials that will be needed to complete the job as well as develop a strategy (that could include pre-selecting team members) for completing key tasks...”

Another challenge noted was when volunteers do not stick to their assigned task, respondents suggested. One respondent suggested that this could be addressed by each house having assigned *“room leaders”* or *“task leaders”* to coordinate and, when necessary, supervise specific aspects of the project.

Personally Rewarding

Volunteering with NRD is personally rewarding in many respects, volunteer respondents felt. Many respondents said they had developed and strengthened relationships with those whom they worked on NRD. As one respondent described, *“Creating community by bringing people together for a common good and meeting new like-minded folk while meeting others who are living life very different than my own.”*

One person who volunteered with others from his workplace stated, *“It was also a nice bonding activity with coworkers and a way to make new friends.”*

Making a Difference

Several respondents said the greatest strength of their NRD volunteer experience was the satisfaction of making a difference in homeowners’ lives. One volunteer stated that the most positive aspect of his experience was *“Getting the opportunity to make a large impact in bettering the living conditions for a family in need.”* Beyond each individual homeowner/family involved with NRD, some respondents saw their work as having wider community impact. Demonstrating this point, one respondent said that the strongpoint of their involvement was *“helping to rebuild a neighborhood.”*

Time

Despite the significant improvements to NRD homes, a commonly agreed upon challenge mentioned by volunteer respondents was that there was not enough time during the one-day program to complete all of the tasks and projects with each house. One respondent remarked, *“Making sure that all projects are completed thoroughly with the best possible workmanship is difficult given the time restraints.”* This perceived lack of time was a major concern for some. As a consequence, they thought that NRD did not fulfill its potential. For example, one volunteer believed that there was *“not enough time to complete all the things that they either wanted to finish or additional things that should have been done to bring the house truly to the same level as the ones WE live in.”*

Another volunteer stated: *“Lack of time/ability to make lasting changes. As stated earlier, it felt like putting a band-aid on a gaping wound.”*

Quite often, respondents proposed that NRD be extended to provide adequate time to complete necessary projects. Various lengths of time were suggested, including transforming NRD into a weekend, week, and month-long program. One respondent suggested, *“Allow more days. Perhaps make it the Rebuilding Month and allow volunteers to do a project over the course of 2 or 3 weekends.”*

Beyond lengthening NRD, respondents proposed other solutions to address this perceived lack of time. Prioritizing tasks in the work plan was one solution discussed by respondents to ensure that the critical projects are accomplished during the one-day span. One respondent suggested: *“Prioritize homeowner’s projects so if time does not permit as least high priority projects will be completed first.”* In addition, respondents stressed that there must be enough volunteers at each site to accomplish task in the work plan (See “Number of Volunteers at Site” for more discussion).

During a RTMC staff focus group, staff members said that it was a consistent challenge for them as an organization to communicate and reinforce to House Captains and volunteers that they operate within a budget, and within those means, the organization strives to carry out their mission and positively impact homeowners. *“We are trying to make them [House Captains] understand that what we are doing is making a big impact in their lives no matter what it is that by us going in there and making some repairs is, one saving them money, is making their house warmer or safer or dryer, or just making a little bit of an impact.”* Another staff member explained that she describes NRD as *“getting the ball rolling”* for household and community improvement.

Relationships with Homeowners

The opportunity for volunteers to collaborate and interact with homeowners was an aspect that many volunteers valued in speaking of their experience. Some said that a strength of the experience was *“meeting the tenants,”* and *“face-to-face contact with project beneficiaries.”* Volunteers increased their understanding of the issues and experiences of homeowners residing in the NRD neighborhoods (49.4% “strongly agree” and 47.1% “agree”).

One respondent related, *“My child was able to see that many people are not as fortunate as he is and he was able to make a difference in their lives. He immediately made a friend with one of the boys living in the house.”* This point and others, which refer to getting to know others “less fortunate” than themselves, demonstrates the personal impact of volunteering. For some, the opportunity to interact with people with different life experiences helps to gain perspective about their social position in broader society.

In some cases, the surveys demonstrated a tension between volunteers and homeowners. Rating the quality of interactions with homeowners and families, the results were mixed. Over three-fourths (76.5%) rated their experience with homeowners as “excellent” or “good,” yet 22.3% reported “acceptable” or “poor.” Some respondents suggested that uncooperative homeowners and/or families actually hinder the work *“The entire family in the household where the volunteer work was happening was not cooperative.”* One respondent explained: *“In addition, the homeowners initially seemed quite irritated with us helping him. He wanted to keep EVERYTHING and at times was a bit of a hindrance to the process and tasks at hand. After a few hours, we warmed up to*

him and he cooperated with us more, but originally he didn't seem very appreciative of us helping him...” (Emphasis in original).

Additionally, as demonstrated in the above comment, some respondents expressed concern about homeowners' attitudes and how they related to the volunteers.

Respondents felt that homeowners might not be appreciative of their work. One respondent asserted, *“The homeowners do not always seem very grateful, and ask us to do things not on the initial ‘list’ of tasks.”* Some respondents felt like homeowners and/or their families demonstrated a lack of respect. These respondents described homeowners and families smoking in their presence, which they thought to be disrespectful. For example, one volunteer asserted, *“The occupants of the house were smoking marijuana on the front porch while everyone else fixed up their house.”*

Respondents provided a few suggestions, which relate to relationships between volunteers and homeowners. More planning and interactions between the homeowners and the work team could serve to improve relationships. One respondent asserted, *“I think more involvement and better on-site strategic planning would not only help improve the volunteer experience but also build greater confidence in the homeowners that we really do ‘know’ what we are doing to their home.”* In addition, one volunteer respondent suggested that the volunteer experience would be improved with a better understanding of the homeowner's situation, advocating for *“...History on the family, their story and why they are getting the help.”*

Potential Future Involvement with NRD and RTMC

The evaluation assessed volunteers' attitudes with regard to future involvement with NRD. Asked to rate their likelihood of working again as a volunteer for NRD on a

four-point scale of “definitely not” to “definitely would,” nearly all responded positively. The majority (68.2%) said they “definitely would,” and one-third (23.5%) indicated that they “probably would.” This likelihood of future involvement was not unanimous, however. One volunteer indicated that he/she would “probably not” and 6 were unsure. Volunteers said they would recommend others to volunteer for with NRD (76.5% “definitely would” and 17.6% “probably would”). Asked whether they had *already* recommended that others volunteer for NRD, nearly three-fourths (72.9%), said they had *already* recommended that others volunteer for NRD.

This section of the evaluation provides a glimpse of the volunteer experience with NRD. Reflecting sentiments expressed by House Captain participants, revitalizing Chicago neighborhoods and assisting low-income homeowners were the primary motivators for the majority of volunteers’ involvement with NRD. Most volunteers were satisfied with the community and homeowner impact of NRD, and found the experience personally satisfying. Volunteers described the program as successful, and attributed the program’s success to the preparation and coordination by program House Captains.

RECOMMENDATIONS

Key themes about Rebuilding Together Metro Chicago's (RTMC) National Rebuilding Day program have emerged. The following are programmatic recommendations for RTMC's consideration. They emanate from process and outcome data collected through surveys and focus groups with participants including homeowners, volunteers, and House Captains, a focus group with staff, as well as RTMC administrative data.

Assistance for House Captains

RTMC needs to continue with the support and assistance that it works hard to provide for House Captains. House Captain respondents said that the guidance and assistance with developing a work scope, identifying supplies and other tasks were crucial to a successful NRD project. Still, some House Captain respondents requested greater assistance leading up to and on NRD.

Add Basic Construction Workshops to House Captain Training Series

As demonstrated through surveys with House Captain participants, newer House Captains and those without a construction background desire assistance with developing and carrying out their work scope on Rebuilding Day. The House Captain training series is one opportunity to do so. RTMC could add logistics or "how to" sessions to provide basic skills training. To be mindful of those more experienced House Captains, these workshops can be scheduled to take place at the end of the House Captain training sessions and individual House Captains could elect whether to attend the workshop.

Although similar workshops have not been always been well-attended in the past, staff asserted, evaluation data suggest there is a demand for such pre-NRD training. As suggested by RTMC staff, RTMC should schedule these workshops to occur *after* work plans have been developed, as House Captains would be more likely to attend a training session regarding a task they know they will carry out on Rebuilding Day.

As a system of checks and balances, RTMC should continue to require House Captains to submit a materials list to ensure that they will have adequate materials for projects. To assist newer House Captains, RTMC could add a few “model” material lists for specific construction repairs to the House Captain informational packet. This could be a resource for inexperienced and newer House Captains to review for assistance with developing their own materials list.

Work Crew to Assist House Captains

A few House Captain respondents said that they experienced challenges on event day which they had difficulty resolving. RTMC should continue with the “skilled labor buddy” system as more in depth information about the process and materials beforehand could help to alleviate some of the stresses and obstacles on event day.

Supply Crew

Volunteer and House Captains described challenges with the availability of tools and materials on the event day. As a result, much time was spent on trips to the hardware store on event day. One volunteer respondent, offering a potential solution asserted, “...*Have a knowledgeable person staked out the Home Depot with a cell phone, have the captains call with their needs, and then have one or two other ‘transport people’ to take*

the goods back to the homes so that not so many people are at Home Depot ‘shopping’ instead of doing the tasks required to complete the homeowners’ needs.”

Such a system could function to reduce the amount of time spent on event day during trips to the hardware store, thereby providing additional time for repair work, which is quite limited, homeowners, House Captain, and volunteer respondents agreed. During a discussion with RTMC staff, they explained that it would not be efficient to depend on a small crew to deliver items because nearly 50 homes are repaired in each neighborhood during NRD. As suggested by RTMC staff, RTMC should station one or a few knowledgeable individuals at Home Depot to assist with gathering and identifying materials. This could be beneficial at critical periods: morning rush and in the afternoon to assist with supplies for emergency situations.

In the future, when resources allow, RTMC should explore the option of developing a supply delivery crew to obtain and deliver tools and supplies to House Captains on event day.

Add a Second Shift Option for Organized Labor

RTMC should explore the option of adding a second shift of skilled plumbers, carpenters, and electricians to NRD. As suggested by RTMC staff during a focus group discussion, an afternoon shift of skilled labor would be beneficial to assist House Captains and volunteers with completing their NRD repairs, especially in those cases where emergencies arise later in the day.

Match Experienced Volunteers with Inexperienced House Captains

The House Captain population varies greatly in terms of individuals’ years of experience working with NRD and level of home improvement/construction experience.

Experienced volunteers are an asset to NRD. RTMC should pull from the pool of more experienced volunteers to assign these individuals with newer, less experienced House Captains. House Captain survey respondents offered the suggestion that RTMC should strive to assign more experienced volunteers with newer House Captains.

Recruit Volunteers from NRD Neighborhood

RTMC works to develop community partnerships and collaborate with community revitalizing projects through NRD. To further facilitate community building, RTMC should continue their volunteer recruitment efforts, to recruit volunteer groups from within or near the NRD program neighborhood. RTMC could affirmatively recruit in order to attract school, civic, and community groups, which are local to the NRD neighborhood. During a focus group with homeowner participants, several individuals expressed interest in volunteering for NRD in future years. These individuals said they wanted to be involved with efforts to improve and strengthen their neighborhood. Their interest in participating with NRD suggests that RTMC would have success in recruiting local groups to volunteer.

It was suggested by a few volunteers that greater diversity among the volunteer population would enhance the volunteer experience. *“I would like to see people from all different parts of society work on a project. Maybe this has been tried but in my case I was working strictly with people who had engineering degrees.”* The sample of volunteer respondents was demographically homogenous, as 76.5% were white/Caucasian, and 80% had at least a Bachelor’s degree.

Quite different from the volunteer sample, the sample of homeowners was predominately (94.3%) African-American, and one-third (34.0%) did not obtain their

high school diploma/GED. In some cases, there was tension and a lack of understanding between homeowners and volunteers. *“Trying to convince myself that some people actually live in this type of squalor in these neighborhoods. With so many available hands and feet...why don't things get fixed?”* Homeowner participants may be comforted by having a mix of volunteers working in their home during NRD, including those who are more familiar with the community and the experiences of community residents.

Pre-NRD Crew Meeting

RTMC should consider adding a house crew meeting at the homeowner's house in preparation for NRD. This meeting of the House Captain, the volunteers, and homeowner would be advantageous in several respects. The meeting could not be mandatory for volunteers, due to geographic and time constraints, yet this would be an opportunity for homeowners to meet those volunteers in attendance prior to NRD. The event day might be less overwhelming for the homeowners, if he/she has met some of the volunteers who will be working at the home. Also, this could open the door for greater involvement of interested and available volunteers, which was suggested by survey respondents. A crew meeting prior to event day could also serve as an opportunity for the House Captain to discuss the scope of work and goals for the project with the project volunteers and the homeowners. At this time, individuals could volunteer for specific tasks and leadership roles on event day. As one volunteer asserted, *“Bring the team together the week before to meet with the homeowners and review the property and the work that needs to be done. That way we can help the House Captain brainstorm for any additional materials that will be needed to complete the job as well as develop a strategy for completing key tasks...”*

Not all volunteers should be expected to attend a meeting prior to event day. To update the crew, the House Captain or a volunteer participant should share the information about the scope of work and project tasks via e-mail. This advanced communication could decrease the time spent discussing the scope of work and delegating tasks, which may provide additional time for repair work on event day. As homeowners, House Captain, and volunteer respondents alike said that a lack of time was a barrier to completing tasks, this added time would be advantageous to NRD.

Information about the Budget and Prioritizing Projects

Knowledge about the project budget and timeline is key to ensure that “needed” versus “wanted” repairs are prioritized on NRD. One homeowner described thorough conversations with her House Captain prior to NRD. “...*They went through details as to what they were going to do. What they could and couldn't do. What they desired to do. But because of money they were allocated so much, because there were things that really needed to have been done. And they wanted to make sure that they got the necessities that were needed. The things that were truly needed in our home were done first,*” she asserted. Not everyone, some respondents suggested, was fully aware of the project budget, timeline, and the need to prioritize projects. RTMC and House Captains should inform and reinforce to each homeowner the budget and timeline, and from there, work together to prioritize the most critical projects to complete on NRD.

Homeowner Mentorship Program

A few homeowner participants suggested that RTMC develop a homeowner mentorship program; they felt that each year’s participants would benefit by talking to former homeowner participants. RTMC could organize an event at which former

homeowners participants could meet with upcoming homeowner participants to talk about their NRD experiences and share their “lessons learned.” RTMC could add such a homeowner session to an existing event, such as the House Captain and Homeowner Block Party or the Homeowner Orientation.

Also, RTMC could create a mentoring program with alumni homeowner mentors and future homeowner mentees. For such a program, RTMC could connect former and future homeowner participants to discuss programmatic aspects including prioritizing projects and relating to House Captains and volunteers. Both strategies would increase peer support for future homeowner participants. During a focus group with homeowners from West Englewood, participants expressed interest in further involvement with NRD and RTMC, which suggests that RTMC could be successful in organizing an alumni group to be a resource for homeowner participants.

Information About and Assistance with NRD Preparations

The process of preparing for NRD - cleaning and organizing their belongings - was a challenge for some homeowners. A few homeowners said that they were not physically able to carry out these preparatory tasks, and did not have friends or family to assist them. *“Packing my stuff and my house was hard; I would have appreciated help with packing.”* It was suggested by a few homeowner respondents that RTMC should help those homeowners in need of assistance to prepare for event day. RTMC could provide assistance preparing the home prior to event day, for those in need of such help. Each House Captain working with a homeowner in need of assistance could recruit a few volunteers to assist with preparations for NRD. A few volunteer respondents felt that increased involvement beyond event day would enhance their volunteer experience,

which suggests that at least a few volunteers from each home might be willing and able to assist prior to event day.

Biography of Homeowner

Many homeowner and volunteer respondents valued and were pleased with the opportunity to meet and work with others involved with NRD. This experience, however, of inviting unfamiliar people to work in their home can be overwhelming for homeowners and volunteers alike, and for some, it was challenging. RTMC could utilize a few approaches to help NRD participants to become better acquainted. For one, RTMC could ask homeowners to provide a *short* biography which would be distributed to volunteers. Homeowners could be prompted to respond to the following: “What are a few things volunteers should know about you/your family?” This would be an opportunity for homeowners to introduce and present themselves in a personalized way, so as not to be viewed by volunteers as abstract program beneficiaries. Some volunteers would value this prior information about the homeowners, as some volunteer respondents said that they hoped to get to know more about the homeowner for which they volunteered.

Necessary Components of a Positive Homeowners Experience

The majority of homeowner respondents were overwhelmingly happy with National Rebuilding Day and the condition of their home at the end of the program. To contrast, a few homeowners described specific challenges with NRD. The positive experiences described by the majority of respondents demonstrate how effectively NRD functions for homeowners, and the specific aspects of their experience exemplify the particulars of NRD, which are crucial for a positive NRD experience.

Communication with House Captain and Volunteers

Many homeowners who were pleased with their experience with NRD were satisfied not only the home repairs and modifications, but also with their interactions with House Captains and volunteers. One homeowner focus group participant reiterated that the volunteer team did not “come in and take over” her home. Rather, she felt like the team treated her with respect and consulted with her in making decisions. RTMC should highlight to House Captains and volunteers the importance of having quality interactions with homeowners. In particular, House Captains and volunteers must be reminded that they are guests in the homeowner’s home, and therefore they must engage the homeowners and ask questions throughout the NRD process.

RTMC must ensure that each team has a volunteer who functions as the “Homeowner Ambassador.”⁵¹ The NRD volunteer team model includes a Homeowner Ambassador, yet many teams do not actually have someone who functions in this role, staff asserted. The Homeowner Ambassador fulfills a pivotal role of cultivating and maintaining a relationship with the homeowners and family, and can respond to concerns. Teams with appropriate roles filled should operate more effectively and be more apt to resolve conflicts such as those discussed by homeowners, House Captains, and volunteer participants.

Organizing House

Important aspects of the NRD program are organizing the homeowners’ home and clearing out unwanted and unneeded items. Some homeowner respondents said they

⁵¹ Team member who is the homeowner liaison whose duties include: reviewing workscope and logistics of event day; makes introductions, explains the program and responds to any homeowner concerns; informs homeowner about repair-related materials left behind for their use and ensures that furniture and household items are put in place.

facilitated this with the use of stickers they applied to distinguish to the team what could and could not be thrown out. In a few cases, however, homeowners felt as though they were forced to throw away their personal items, as these items were deemed not useful by members of the volunteer team. RTMC must communicate to House Captains and volunteers that although homeowners are encouraged to throw out unneeded items and “clutter,” they must not force homeowners to throw out anything that they are not comfortable with.

It must be recognized that for the majority of homeowner and volunteer participants, they have different socio-economic statuses and life experiences. Considering these differences, the volunteer team must be mindful to not apply their own standards and views on the homeowners. To address this, RTMC must also communicate to the volunteer teams that they might have access to different levels of resources and they cannot apply their own standards on homeowners.

Introduce Team to Homeowners on Morning of NRD

One homeowner focus group participant explained that the House Captain and every person on the team introduced themselves to her first thing in the morning on NRD. This helped her to feel more at ease with the group of people working in her home, she said. This approach, however, was not used in all NRD homes, focus group participants said. RTMC should instruct House Captains to begin the work day with group introductions for the homeowners to get to know the work team.

Debriefing Session with Homeowners

RTMC should incorporate a post-NRD event to provide homeowners a forum to share and debrief about their interactions with program participants and experiences with

the program. Participants should be provided with the opportunity to share what worked well and what, if anything, did not work well. Through this, RTMC can consistently monitor homeowners' experiences with the NRD program.

During a focus group with RTMC staff, however, individuals expressed concern that an open forum among homeowners might become a rap session where homeowners openly compare the work done to their home. It is to be expected that homeowners might want to discuss the repairs conducted on their home on event day, especially because most homeowner survey participants were very pleased with the work. To prevent this from occurring, RTMC could structure a debriefing event to include one portion of time during which homeowners are asked to *write down* any challenges they experienced on or leading up to event day, as well as an overview of the outcomes – repairs conducted on their homes. RTMC could collect this information. RTMC could structure a second portion of the event to be a discussion session through which homeowners are prompted to focus their comments to relate to a specific subject (i.e., best part of the day, an experience with House Captain or volunteers, or something learned as part of NRD experience.)

CONCLUSION

Focused on the annual National Rebuilding Day (NRD) program, this evaluation sought to understand the sustainable impact of home repairs and modifications on participating homeowners and their families, and the community impact on metropolitan Chicago NRD sites. In an effort to examine the impact of the NRD program on homeowner participants and communities, the evaluation team developed a retrospective evaluation. This study, which focused primarily on NRD sites in the City of Chicago, examined the impact of the NRD program in the years 2006, 2007, and 2008, in Chicago's Austin and West Englewood communities.

Focus groups and surveys with homeowners demonstrated that the majority of homeowners were overwhelmingly satisfied with the NRD program. Homeowners described much-needed, quality repairs to their homes through the program, and the majority related that their level of stress decreased as a result of their NRD experience. With the exception of one homeowner in the sample, all of the homeowners continued to live in their home repaired as part of NRD. This is clearly a positive finding, especially given the high level of displacement in both Austin and West Englewood due to mortgage foreclosures. Homeowners' housing stability and these other outcomes are indicative of the sustainable impact of NRD on homeowners.

West Englewood and Austin homeowners described a wider community impact of the NRD program, as improved housing conditions helped to instill a sense of community pride among neighbors. The impact of NRD on Chicago communities is also

demonstrated through the resources invested in West Englewood through the thousands of dollars in materials utilized for repairs, as well as the volunteer labor – both skilled and unskilled.

Future research would be valuable in order to examine the sustainable community impact of RTMC's programming not examined in depth through this evaluation. Given the growth of RTMC's Give Back Day program over the 8-year period between 2001 and 2008, future research would be useful in order to assess the impact of the community revitalization program on the broad metropolitan Chicago area. In addition, as NRD expands beyond Cook County's south suburban communities to also work in the western suburbs, additional research could illuminate what, if any, effects the suburban context has on the NRD program. This insight could assist RTMC as they strive to positively impact metropolitan Chicago communities by improving the homes and neighborhoods of low-income homeowners so that homeowners may continue to live in warmth, safety and comfort.

APPENDICES

Appendix A: Staff Focus Group Instrument

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Appendix A: Staff Focus Group Instrument

Rebuilding Together Metro Chicago An Evaluation of the National Rebuilding Day Program Staff Focus Group

The purpose of the focus group is to obtain information from staff about challenges and problems they experience with National Rebuilding Day, as well as steps taken to remedy the situations.

Challenges

- What obstacles/challenges to National Rebuilding Day programming do you experience?
 - In regard to the house selection process.
 - House budgets.
 - Relationships with homeowners.
 - Relationships with various sectors of volunteer personnel: house captains, organized labor, volunteers
 - Events leading up to NRD

Solutions

- What steps were taken to remedy the challenges(s)/obstacle(s)?
 - How effective were these steps in resolving the issue?

Improvements

- What, if anything, could be done differently for future National Rebuilding Day events?
 - In regard to the house selection process.
 - House budgets.
 - Relationships with homeowners.
 - Relationships with various sectors of volunteer personnel: house captains, organized labor, volunteers
 - Events leading up to NRD

Appendix B: Homeowner Population Administrative Data

Table 1. Income Sources and Amount Received for 2006- 2008 National Rebuilding Day Homeowners (N=144)⁵²

	Number of Homeowner Recipients	Percentage of Homeowners	Mean Amount Received	Minimum Amount Received	Maximum Amount Received
Employment	22	15.3%	\$20,425	\$1,949	\$39,000
Self-Employment	4	2.8%	\$13,605	\$4,500	\$35,000
Social Security	92	63.9%	\$9,751	\$659	\$20,064
SSI/AABD	8	5.6%	\$8,517	\$1,836	\$21,852
Unemployment Compensation	4	2.8%	\$8,694	\$955	\$14,400
AFDC	3	2.1%	\$1,428	\$756	\$2,100
Pension	45	31.3%	\$8,157	\$300	\$27,324
Rental Income	22	15.3%	\$4,454	\$200	\$8,400
Disability income	16	11.1%	\$10,229	\$2,460	\$17,000
Child Support	5	3.5%	\$2,656	\$245	\$9,120
Additional Income	14	9.7%	\$7,497	\$1,252	\$20,928

Table 2. Tenure in House of 2006-2008 National Rebuilding Day Homeowners (N=144)⁵³

	Frequency	Percent
1-10 years	25	17.4%
11-20 years	10	6.9%
21-30 years	18	12.5%
31-40 years	81	56.2%
41-50 years	7	4.9%
Missing	3	2.1%
Mean years	27.8 years	
Minimum years	1 year	
Maximum years	47 years	

⁵² Source: RTMC administrative data, 2006-2008.

⁵³ Ibid.

Table 3. Age of 2006-2008 National Rebuilding Day Homeowners (N=144)⁵⁴

	Frequency	Percent
20-35 years	4	2.8%
36-45 years	11	7.6%
46-55 years	15	10.4%
56-65 years	21	14.6%
66-75 years	58	40.3%
75 years +	35	24.3%
Mean age	66 years	
Minimum age	28 years	
Maximum age	89 years	

Table 4. Annual Income of 2006-2008 National Rebuilding Day Homeowners (N=144)⁵⁵

	Frequency	Percent
0-\$5,000	17	11.8%
\$5,001-\$15,000	62	43.1%
\$15,001-\$25,000	48	33.3%
\$25,001-\$35,000	15	10.4%
\$35,000 +	2	1.4%
Mean	\$15,843	
Minimum	\$0	
Maximum	\$39,000	

⁵⁴ Ibid.⁵⁵ Ibid.

Appendix C: Homeowner Sample Data

Table 1. Homeowner Attitudes about Experiences with National Rebuilding Day (N=53)⁵⁶

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Missing
RTMC informed me ahead of time about what repair projects would and would not take place	83.0% (44)	11.3% (6)	0% (0)	1.9% (1)	0% (0)	3.8% (2)
RTMC treated me with dignity and respect	84.9% (45)	9.4% (5)	1.9% (1)	0% (0)	0% (0)	3.8% (2)
RTMC kept me informed about what was taking place throughout the day	79.2% (42)	9.4% (5)	1.9% (1)	5.7% (3)	0% (0)	3.8% (2)
RTMC responded to my questions and concerns	84.9% (45)	5.7% (3)	3.8% (2)	1.9% (1)	0% (0)	3.8% (2)
I had the opportunity to participate in NRD activities to the best of my abilities	77.4% (41)	13.2% (7)	0% (0)	1.9% (1)	0% (0)	3.8% (2)

Table 2. Homeowner Ratings of Experiences with National Rebuilding Day (N=53)⁵⁷

	Excellent	Good	Acceptable	Poor	Very Poor	Do Not Recall
Overall Experience with NRD	77.4% (41)	18.9% (10)	1.9% (1)	1.9% (1)	0% (0)	0% (0)
Quality of Repairs	54.7% (29)	32.1% (17)	7.5% (4)	5.7% (3)	0% (0)	0% (0)
Experience with House Captain	79.2% (42)	15.5% (8)	1.9% (1)	1.9% (1)	1.9% (1)	0% (0)
Interactions with the Volunteers	81.1% (43)	11.3% (6)	3.8% (2)	1.9% (1)	1.9% (1)	0% (0)
Interactions with Volunteer Coordinator	79.2% (42)	7.5% (4)	5.7% (3)	0% (0)	0% (0)	7.5% (4)
Interactions with Homeowners Ambassador	58.5% (31)	11.3% (6)	0% (0)	0% (0)	0% (0)	30.2% (16)
Interactions with the Runner	49.1% (26)	11.3% (6)	1.9% (1)	0% (0)	0% (0)	37.7% (20)

⁵⁶ Source: RTMC Homeowner Survey.

⁵⁷ Ibid.

Appendix D: Homeowner Survey Instrument

Rebuilding Together Metro Chicago Homeowner Phone Survey

[INSTRUCTIONS TO INTERVIEWER ARE BRACKETED AND TYPED IN **BOLD**.
INTERVIEWER'S SCRIPT IS TYPED IN *ITALICS*.]

To remind you, the survey takes about 20 minutes to complete, on average. Are you ready to begin?

The first few questions relate to your housing situation.

1. What neighborhood do you live in? [Interviewer check correct response]
Austin____ West Englewood____ Other (specify) _____

2. Do you still live in the house that was repaired as part of National Rebuilding Day?
[Interviewer check correct response] Yes___ No___

IF NO, go to 2a [READ QUESTIONS IN SHADED SECTION]

IF YES, skip to #3 [SKIP QUESTIONS IN SHADED SECTION]

2a. What happened? [Probe: What contributed to you having to move?]

2b. What kind of housing are you currently living in? [**Do not read responses. Only read if respondent does not provide an answer.**]

___ Apartment	___ Public Housing/CHA	___ Other _____
___ House	___ Housing Shelter	
___ Family/friend	___ SRO (single room occupancy)	

2c. Do you receive any housing subsidies?
Yes_____ No_____

IF NO, go to 3
IF YES, skip to 2d

2d. What is the subsidy? _____

3. In what year was your home repaired as part of National Rebuilding Day? [Interviewer check correct response] 2006____ 2007____ 2008____

For the next set of questions please rate the following aspects of National Rebuilding Day on a scale from 1 to 5, where 1 is very poor, 2 is poor, 3 is acceptable, 4 is good, and 5 is excellent. If you do not recall your experience with that aspect of National Rebuilding Day, please say "do not recall"?

4a. On a scale of 1 to 5, where 1 is very poor, 2 is poor, 3 is acceptable, 4 is good, and 5 is excellent, what was the quality of the repairs and maintenance done to your house?

1	2	3	4	5	
Very poor	Poor	Acceptable	Good	Excellent	Do not recall

4b. On the same scale of 1 to 5, where 1 is very poor and 5 is excellent, how was your experience with your House Captain? [If not answering, probe: *or do you not recall?*]

1	2	3	4	5	
Very poor	Poor	Acceptable	Good	Excellent	Do not recall

4c. On the same scale of 1 to 5, where 1 is very poor and 5 is excellent, how was your experience with the project volunteers? [If not answering, probe: *or do you not recall?*]

1	2	3	4	5	
Very poor	Poor	Acceptable	Good	Excellent	Do not recall

4d. On the same scale of 1 to 5, where 1 is very poor and 5 is excellent, how was your experience with the volunteer coordinator? [If not answering, probe: *or do you not recall?*]

1	2	3	4	5	
Very poor	Poor	Acceptable	Good	Excellent	Do not recall

4e. On the same scale of 1 to 5, where 1 is very poor and 5 is excellent, how was your experience with the Homeowner Ambassador? [If not answering, probe: *or do you not recall?*]

1	2	3	4	5	
Very poor	Poor	Acceptable	Good	Excellent	Do not recall

4f. On the same scale of 1 to 5, where 1 is very poor and 5 is excellent, how was your experience with the Runner? [If not answering, probe: *or do you not recall?*]

1	2	3	4	5	
Very poor	Poor	Acceptable	Good	Excellent	Do not recall

4g. Considering all events and experiences with all staff and volunteers, what was your overall experience with National Rebuilding Day? On the same scale of 1 to 5, where 1 is very poor and 5 is excellent, what was your overall experience with National Rebuilding Day?

1	2	3	4	5	
Very poor	Poor	Acceptable	Good	Excellent	Do not recall

For the next set of questions, please consider your experiences on or leading up to National Rebuilding Day, on a scale from 1 to 6 (with 1 being “Not at All” and 6 being “A Lot”). Please indicate the number that best represents the extent to which your experience with National Rebuilding Day has had an effect on you in the following areas. If the item does not pertain to you, please indicate “Not Applicable.”

5a. On a scale of 1 to 6, where 1 is not at all and 6 is a lot, how much has your experience with National Rebuilding Day helped you develop home repair/upkeep skills? [If not answering, probe: *or Not Applicable*]

1 2 3 4 5 6 N/A

5b. On the same scale of 1 to 6, where 1 is not at all and 6 is a lot, how much has your experience with National Rebuilding Day helped you develop home financing skills? [If not answering, probe: *or Not Applicable*]

1 2 3 4 5 6 N/A

5c. On the same scale of 1 to 6, where 1 is not at all and 6 is a lot, how much has your experience with National Rebuilding Day increased your self-confidence and interpersonal skills? [If not answering, probe: *or Not Applicable*]

1 2 3 4 5 6 N/A

5d. On the same scale of 1 to 6, how much has your experience with National Rebuilding Day increased your involvement in other opportunities in the community? [If not answering, probe: *or Not Applicable*]

1 2 3 4 5 6 N/A

5e. On the same scale of 1 to 6, how much has your experience with National Rebuilding Day helped you to get to know more of your neighbors? [If not answering, probe: *or Not Applicable*]

1 2 3 4 5 6 N/A

5f. On the same scale of 1 to 6, how much has your experience with National Rebuilding Day helped you to reduce your level of stress or worry. [If not answering, probe: *or Not Applicable*]

1 2 3 4 5 6 N/A

The next set of questions relate to several program activities. For the next set of questions, please indicate how much you agree or disagree with the following statements using a scale of 1 to 4, where 1 equals strongly disagree, 2 equals disagree, 3 equals agree, and 4 equals strongly agree.

6a. Using a scale of 1 to 4, where 1 equals strongly disagree and 4 equals strongly agree, please respond to the following statement, “Rebuilding Together informed me ahead of time about what repair projects would take place and which would not take place.”

1 2 3 4
Strongly Disagree Disagree Agree Strongly Agree

6b. Using the same scale, from strongly disagree to strongly agree, please respond to the following statement, “Rebuilding Together treated me with dignity and respect.”

1 2 3 4
Strongly Disagree Disagree Agree Strongly Agree

6c. Using the same scale, from strongly disagree to strongly agree, please respond to the following statement, “Rebuilding Together kept me informed about what was taking place throughout the day.”

1 2 3 4
Strongly Disagree Disagree Agree Strongly Agree

6d. Using the same scale, from strongly disagree to strongly agree, please respond to the following statement, “Rebuilding Together responded to my questions and concerns.”

1 2 3 4
Strongly Disagree Disagree Agree Strongly Agree

6e. Using the same scale, from strongly disagree to strongly agree, please respond to the following statement, “I had the opportunity to contribute to and participate in National Rebuilding Day activities to the best of my ability.”

1 2 3 4
Strongly Disagree Disagree Agree Strongly Agree

The next few questions relate to events leading up to National Rebuilding Day that you may have attended.

7a. Did you attend the Homeowner Orientation prior to National Rebuilding Day?

Yes_____ No_____ I was not aware of these activities_____

IF YES, go to 7b

IF NO, skip to 8a

7b. How useful was the information about National Rebuilding Day that was provided at the homeowner orientation? On a scale of 1 – 10, where 1 is the lowest level of usefulness and 10 is the highest level of usefulness, please indicate the number that best represents how useful the homeowner orientation was for you.

1 2 3 4 5 6 7 8 9 10

8a. Did you attend the Homeowner and House Captain Block Party in the months prior to National Rebuilding Day?

Yes_____ No_____ I was not aware of these activities_____

IF YES, go to 8b

IF NO, BUT YES to 7a, skip to 9

IF NO to 8a and 7a, skip to 11

8b. How useful was Homeowner House Captain Block Party prior to National Rebuilding Day? On a scale of 1 – 10, where 1 is the lowest level of usefulness and 10 is the highest level of usefulness, please indicate the number that best represents how useful the Block Party was for you.

1 2 3 4 5 6 7 8 9 10

[ONLY ASK 9 AND 10 IF “YES” TO EITHER 7A OR 8A]

9. What were the strengths of the pre-National Rebuilding Day events? _____

10. In what ways could the pre-National Rebuilding Day events be improved? _____

Considering your experiences on or leading up to National Rebuilding Day, the next few questions ask about potential future involvement.

11. Would you apply again with Rebuilding Together Metro Chicago? Would you definitely, probably, probably not, or definitely not? Or are you unsure? [Interviewer circle correct response]

Definitely Probably Unsure Probably Not Definitely Not

12. Have you recommended Rebuilding Together Metro Chicago to your friends, family, or neighbors? [Interviewer check correct response] Yes__ No__

IF NO, go to 13

IF YES, skip to 14

13. Would you recommend Rebuilding Together Metro Chicago to your friends, family or neighbors? Would you definitely, probably, probably not, or definitely not? Or are you unsure? [Interviewer circle correct response]

Definitely Probably Unsure Probably Not Definitely Not

Rebuilding Together Metro Chicago wants to ensure that participating with National Rebuilding Day is a positive experience for homeowners. Through the next few questions, we would like to get your opinions about what worked well and what, if anything, you feel could be improved.

14. What were the strengths or best parts of your experience on or leading up to National Rebuilding Day?

15. What did you find most troublesome or difficult with your experience on or leading up to National Rebuilding Day?

16. Do you have any suggestions about how to improve the experience of homeowners with Rebuilding Together Metro Chicago? [Probe: anything that you think should be done differently?]

The next questions are about living in Austin/West Englewood [say the neighborhood where interviewee lives] and your current home.

Appendix E: Homeowner Focus Group Instrument

Rebuilding Together Metro Chicago An Evaluation of the National Rebuilding Day Program Homeowner Focus Group Question Topics

National Rebuilding Day

To start off, we would like to learn about your experience with the National Rebuilding Day program?

- What were some of the strengths or best parts of your National Rebuilding Day experience?
- What, if any, were some negative aspects of the National Rebuilding Day experience?
- What recommendations or changes/improvements of National Rebuilding Day can you offer?
- *Next questions are about the impact of the program.*
 - Has there been any continued impact on the neighborhood as a result of National Rebuilding Day? If so, what?
 - Has there been any continued impact or effect on you as a result of National Rebuilding Day? If so, what?

Your Neighborhood

Next, we have questions about living in Austin.

- What are some positive aspects of your neighborhood?
- What are challenges of living in your neighborhood?
- In the past five years, in what ways has the community improved or changed for the better? In a negative way?
- How do you feel about continuing to live in your neighborhood?
 - For what reasons do you want to stay living in your neighborhood?
 - Do you experience any barriers to staying? If so, what?
 - For what reasons might you want to leave?
 - Do you experience any barriers to leaving? If so, what?

Homeownership

Lastly, we have some questions about owning a home.

- What are some of the benefits of owning a home in your neighborhood?
- What are some challenges/barriers to remain living in your home?

Appendix F: House Captain Survey Instrument

House Captain Online Survey Instrument Rebuilding Together Metro Chicago House Captain Survey

Thank you for participating in this survey about National Rebuilding Day. The goal of this survey is to learn about House Captains' experiences with National Rebuilding Day for the purpose of program improvement and development for future program years. Your input is vital to continued impact of National Rebuilding Day!

These first few questions relate to the year(s) and neighborhood(s), in which you worked as a House Captain as part of National Rebuilding Day.

1. In what year were you a House Captain with National Rebuilding Day? If you volunteered as a House Captain for National Rebuilding Day for more than one year during 2006-2008 please select all project years that apply.

2006 2007 2008

2. In what neighborhood was the home located that you worked on during 2006 - 2008? (If you volunteered as a House Captain for National Rebuilding Day for more than one year during 2006-2008, please indicate the neighborhoods in the space provided.)

Austin West Englewood

3a. Did you volunteer as a House Captain in any years prior to 2006? Yes No

IF YES

3b. In what year(s)? (Select all that apply).

2000 2001 2002 2003 2004 2005

Now I have a couple of questions about the series of training sessions for House Captains leading up to National Rebuilding Day. (If you have worked as a House Captain for more than one National Rebuilding Day, please refer to your experiences over all.)

4a. How useful was the series of six House Captain training sessions in preparing you for National Rebuilding Day? Considering the series of six sessions as a whole, please rate the usefulness of the six training sessions on a scale of 1 to 6, with 1 being "not at all useful" and 6 being "extremely useful."

1	2	3	4	5	6
Not at all Useful					Extremely Useful

4b. What were the strengths of the series of training sessions? _____

4c. In what ways could the series of training sessions be improved?

4d. How many of the six training sessions for House Captains were you able to attend? _____

4e. If you were not able to attend all six of the training sessions, why didn't you attend?

4f. If you have worked as a House Captain for more than one year, in what year(s) did you attend the training sessions?

5. Did you attend the House Selection Previews events prior to National Rebuilding Day?

Yes _____ No _____ I was not aware of these activities _____

6. Did you attend the Housewarming Party in the December prior to National Rebuilding Day?

Yes _____ No _____ I was not aware of these activities _____

7. Did you attend the Homeowner and House Captain Block Party in the months prior to National Rebuilding Day? Yes _____ No _____ I was not aware of these activities _____

8. Rebuilding Together Metro Chicago hosts a House Captain Recognition and Debriefing Dinner following National Rebuilding Day? Were you able to attend the dinner?

Yes _____ No _____ I was not aware of these activities _____

Please rate your level of satisfaction with your experiences in the months leading up to and on National Rebuilding Day. Please rate each item with the rating of excellent, good, acceptable, poor, or very poor.

9a. Information, training, and instructions provided by Rebuilding Together staff.

Excellent Good Acceptable Poor Very Poor Unsure

9b. Support and guidance by Rebuilding Together staff to coordinate project.

Excellent Good Acceptable Poor Very Poor Unsure

9c. Level of materials/resources available to complete repair jobs.

Excellent Good Acceptable Poor Very Poor Unsure

9d. Quality of repairs completed throughout the day.

Excellent Good Acceptable Poor Very Poor Unsure

9e. Interactions with your skilled labor volunteers.

Excellent Good Acceptable Poor Very Poor Unsure

9f. Interactions with other volunteers.

Excellent Good Acceptable Poor Very Poor Unsure

9g. Interactions with the homeowner and his/her family members or friends in the months leading up to and on National Rebuilding Day.

Excellent Good Acceptable Poor Very Poor Unsure

9h. Your House Captain experience overall.

Excellent Good Acceptable Poor Very Poor Unsure

Considering your experience with National Rebuilding Day, the next few questions ask about potential future involvement.

10a. Would you volunteer again to be a Housing Captain for Rebuilding Together Metro Chicago? Would you say, Definitely not, probably not, probably would, or definitely would? Or are you Unsure?

Definitely not Probably not Unsure Probably Definitely

10b. Since your first Housing Captain experience, have you volunteered a second time to be a Housing Captain for Rebuilding Together Metro Chicago? Yes___ No___ N/A___

10b. Have you been involved with Rebuilding Together Metro Chicago in capacities in addition to being a House Captain for National Rebuilding Day? Yes___ No___ N/A___

IF YES How? _____

10c. Would you recommend your friends or family member to be a Housing Captain for Rebuilding Together Metro Chicago? Would you say, Definitely not, probably not, probably would, or definitely would? Or are you Unsure? (Interviewer circle correct response)

Definitely not Probably not Unsure Probably Definitely

10d. Have you recommended a friend or family member to be a Housing Captain for Rebuilding Together Metro Chicago? Yes___ No___

Rebuilding Together Metro Chicago wants to ensure that the Housing Captain experience as part of National Rebuilding Day is positive. Your input is valuable. Through the next few questions, we would like to get your opinions about what worked well and what, if anything, you feel could be improved.

11. What were the strengths of your Housing Captain experience?

12. What were the challenges of your Housing Captain experience?

13. What suggestions do you have as to how to improve the House Captain experience in the months leading up to and on National Rebuilding Day?

Finally, I would I like to know just a little information about you. Again, your responses are completely confidential.

14. What is your current employment situation?

- | | |
|--|---|
| <input type="checkbox"/> Full-time | <input type="checkbox"/> Homemaker or other similar |
| <input type="checkbox"/> Part-time | <input type="checkbox"/> Unemployed |
| <input type="checkbox"/> Temporary | <input type="checkbox"/> Full-time student |
| <input type="checkbox"/> Retired and not working | <input type="checkbox"/> Part-time student |
| | <input type="checkbox"/> Other (please specify) _____ |

15. What is your age? _____

16. What is your gender? Male _____ Female _____

17. What is your marital status?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Married | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Single | <input type="checkbox"/> In a civil union |
| <input type="checkbox"/> Divorced | <input type="checkbox"/> Cohabiting with partner |
| <input type="checkbox"/> Separated | |

18. What is the highest degree or level of school you have completed?

- | | |
|--|--|
| <input type="checkbox"/> Less than 12 th grade (No GED) | <input type="checkbox"/> Associate's degree |
| <input type="checkbox"/> High school diploma / GED | <input type="checkbox"/> Bachelor's degree |
| <input type="checkbox"/> Trade/vocational school | <input type="checkbox"/> Graduate or professional degree |
| <input type="checkbox"/> Some college | |

19. What is your race/ethnic background? (Select one or more)

- | | |
|--|---|
| <input type="checkbox"/> White or Caucasian | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African-American | <input type="checkbox"/> American Indian or Native American |
| <input type="checkbox"/> Latino/Latina or Hispanic | <input type="checkbox"/> Other (specify) _____ |

Thank you for your participation!!!

Appendix G: House Captain Survey Data

Table 1. House Captain Respondent Rating of the Usefulness of House Captain Training Sessions (n=31)⁵⁸

	Frequency	Percentage
1 - Not at all useful	0	0
2	0	0
3	3	10.7%
4	2	7.1%
5	11	39.3%
6 - Extremely useful	12	42.9%

Table 2. Number of the House Captain Training Sessions Attended by House Captain Respondents (n=31)⁵⁹

	Frequency	Percentage
Zero	4	12.9%
One	0	0
Two	3	9.7%
Three	1	3.2%
Four	8	25.8%
Five	8	25.8%
Six	7	22.6%

Table 3. Likelihood of Volunteering Again to be a House Captain (n=31)⁶⁰

	Number	Percent
Definitely not	0	0
Probably not	0	0
Probably would	9	29.0%
Definitely would	17	54.8%
Unsure	5	16.1%

Table 4. Likelihood of Recommending Others to Volunteer as a House Captain (n=31)⁶¹

	Number	Percent
Definitely not	0	0
Probably not	0	0
Probably would	13	41.9%
Definitely would	17	54.8%
Unsure	1	3.2%

⁵⁸ Source: RTMC House Captain Survey

⁵⁹ Ibid.

⁶⁰ Ibid.

⁶¹ Ibid.

Table 5. Events Attended Pre and Post National Rebuilding Day among House Captain Participants (n=31)⁶²

	No	Yes	Not aware of event
House Selection Previews	35.5% (11)	54.8% (17)	9.7% (3)
Homeowner and House Captain Block Party	58.1% (18)	41.9% (13)	0% (0)
Housewarming Party	35.5% (11)	54.8% (17)	9.7% (3)
House Captain Recognition and Debriefing Dinner	32.3% (10)	67.7% (21)	0% (0)

Table 6. House Captains Experiences with the National Rebuilding Day (n=31)*⁶³

	Excellent	Good	Acceptable	Poor	Very Poor	Unsure
Information, training, and instructions provided by Rebuilding Together staff	63.3% (19)	36.6% (11)	0% (0)	0% (0)	0% (0)	0% (0)
Support and guidance by Rebuilding Together staff	74.2% (23)	22.6% (7)	3.2% (1)	0% (0)	0% (0)	0% (0)
Level of materials/resources available	51.6% (16)	45.2% (14)	0% (0)	0% (0)	0% (0)	3.2% (1)
Quality of repairs completed	35.5% (11)	64.5% (20)	0% (0)	0% (0)	0% (0)	0% (0)
Interactions with skilled labor volunteers	41.9% (13)	38.7% (12)	6.5% (2)	6.5% (2)	3.2% (1)	3.2% (1)
Interactions with other volunteers.	90.3% (28)	9.7% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Interactions with the homeowners and family members or friends	54.8% (17)	34.7% (12)	6.5% (2)	0% (0)	0% (0)	0% (0)
House Captain experience overall	61.3% (19)	35.5% (11)	3.2% (1)	0% (0)	0% (0)	0% (0)

* The sample size is (n=30) for “Information, training, and instructions provided by Rebuilding Together staff.”

⁶² Ibid.

⁶³ Ibid.

Appendix H: Volunteer Survey Instrument

Rebuilding Together Metro Chicago – National Rebuilding Day Volunteer Survey

Thank you for participating in this survey about National Rebuilding Day. The goal of this survey is to learn about volunteers' experiences with National Rebuilding Day for the purpose of program improvement and development for future program years. Your input is vital to the continued impact of National Rebuilding Day!

The first questions relate to the year(s) and neighborhood(s), in which you volunteered as part of National Rebuilding Day.

1. In what year(s) during 2006-2008 did you participate with National Rebuilding Day? (Select all that apply)

2006 2007 2008

2. In what neighborhood(s) was the home located in which you volunteered?

Austin West Englewood (If volunteered for more than one year, please indicate the neighborhood(s) in which you volunteered)

3. Have you volunteered with National Rebuilding Day in any years prior to 2006?

Yes No

IF YES

In what other project years did you volunteer (Select all that apply)

2000 2001 2002 2003 2004 2005

Please rate your level of satisfaction with the following aspects of your National Rebuilding Day experience. Please rate each item with the rating of excellent, good, acceptable, poor, or very poor.

4a. The information and instructions provided by Rebuilding Together staff leading up to and on National Rebuilding Day.

Excellent Good Acceptable Poor Very Poor Unsure

4b. The information and instructions provided by your House Captain.

Excellent Good Acceptable Poor Very Poor Unsure

4c. The tasks/repairs that you completed throughout the day on National Rebuilding Day.

Excellent Good Acceptable Poor Very Poor Unsure

4d. Your interactions with your House Captain.

Excellent Good Acceptable Poor Very Poor Unsure

4e. Your interactions with other volunteers.

Excellent Good Acceptable Poor Very Poor Unsure

4f. Your interactions with the homeowner and his/her family members or friends.

Excellent Good Acceptable Poor Very Poor Unsure

4g. Your National Rebuilding Day volunteer experience overall.

Excellent Good Acceptable Poor Very Poor Unsure

The next set of questions relates to the volunteer work environment. Please indicate the degree to which you agree or disagree with the following statements.

5a. During National Rebuilding Day I used my skills and abilities to do meaningful work.

Strongly Agree Agree Disagree Strongly Disagree

5b. I am satisfied with the variety of project activities during National Rebuilding Day.

Strongly Agree Agree Disagree Strongly Disagree

5c. There was a positive environment of teamwork among the volunteers with whom I worked.

Strongly Agree Agree Disagree Strongly Disagree

5d. I have an increased understanding of some of the issues that homeowners and residents of the National Rebuilding Day neighborhood experience as a result of my National Rebuilding Day experience.

Strongly Agree Agree Disagree Strongly Disagree

The next questions relate to potential motivations for volunteering with National Rebuilding Day.

6. Considering your reasons to volunteer, on a scale of 1 to 6 (with 1 being “Not at All Important” and 6 being “Extremely Important”), please rate the factors that may or may not have motivated you to volunteer. Select the response that represents how you feel.

	Not at all Important	1	2	3	4	5	Extremely Important	N/A
		1	2	3	4	5	6	0
To utilize my skills in the area of home repairs or modifications.		1	2	3	4	5	6	0

To help homeowners in the communities that Rebuilding Together serves. 1 2 3 4 5 6 0

To meet new people and make new friends. 1 2 3 4 5 6 0

For professional networking. 1 2 3 4 5 6 0

To meet a service requirement for school, work or other. 1 2 3 4 5 6 0

Did you have any other reasons to volunteer? (If yes, indicate in the space following).
 No___ Yes_____

7. To what degree did you meet your goals for volunteering? On a scale of 1 – 10, where 1 is the lowest level of satisfaction and 10 is the highest level of satisfaction, please indicate your level of SATISFACTION below.

1 2 3 4 5 6 7 8 9 10
 Low Satisfaction High Satisfaction

Please explain your response _____

The next few questions relate to activities that you may have attended leading up to National Rebuilding Day.

8. Did you attend the House Selection Previews events during which homeowner applicants were interviewed? Yes No I was not aware of these activities.

9. Did you attend the Housewarming Party in the December prior to National Rebuilding Day? Yes No I was not aware of these activities.

10. How useful were the events that you attended leading up to National Rebuilding Day in preparing you for National Rebuilding Day? Please rate the usefulness of these pre-National Rebuilding Day events on a scale of 1 to 6, with 1 being “not at all useful” and 6 being “extremely useful.”

1 2 3 4 5 6
 Not at all Extremely Useful
 Useful Useful

What were the strengths of the pre-National Rebuilding Day events? _____

In what ways could the pre-National Rebuilding Day events be improved? _____

Considering your experience with National Rebuilding Day, the next few questions relate to future involvement.

11. Would you volunteer again for Rebuilding Together Metro Chicago? Would you definitely, probably, probably not, or definitely not? Or are you unsure? (*Interviewer circle correct response*)

Definitely Probably Unsure Probably Not Definitely Not

12. Have you volunteered a second time with Rebuilding Together Metro Chicago?
Yes___ No___ N/A___

13. Have you been involved with Rebuilding Together Metro Chicago in capacities in addition to being a project volunteer for National Rebuilding Day? Yes___ No___ N/A___

IF YES

How so? _____

14. Would you recommend Rebuilding Together Metro Chicago to your friends, family or neighbors? Would you definitely, probably, probably not, or definitely not? Or are you unsure? (*Interviewer circle correct response*)

Definitely Probably Unsure Probably Not Definitely Not

15. Have you recommended Rebuilding Together Metro Chicago to friends, family or neighbors as an opportunity to volunteer? Yes___ No___

Rebuilding Together Metro Chicago wants to ensure that volunteering with National Rebuilding Day is a positive experience. Your input is valuable. Through the next few questions, we would like to get your opinions about what worked well and what, if anything, you feel could be improved.

16. What were the strengths of your volunteer experience with National Rebuilding Day?

17. What were the challenges of the volunteer experience with National Rebuilding Day?

18. What suggestions do you have as to how to improve the National Rebuilding Day volunteer experience?

Finally, I would I like to know just a little information about you. Again, your responses are completely confidential.

19. What is your current employment situation?

- | | |
|--|--|
| <input type="checkbox"/> Full-time | <input type="checkbox"/> Homemaker or other similar |
| <input type="checkbox"/> Part-time | <input type="checkbox"/> Unemployed |
| <input type="checkbox"/> Temporary | <input type="checkbox"/> Full-time student |
| <input type="checkbox"/> Retired and not working | <input type="checkbox"/> Part-time student |
| | <input type="checkbox"/> Other (please specify)_____ |

20. What is your age? _____

21. What is your gender? Male_____ Female_____

22. What is your marital status?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Married | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Single | <input type="checkbox"/> In a civil union |
| <input type="checkbox"/> Divorced | <input type="checkbox"/> Cohabiting with partner |
| <input type="checkbox"/> Separated | |

23. What is the highest degree or level of school you have completed?

- | | |
|--|--|
| <input type="checkbox"/> Less than 12 th grade (No GED) | <input type="checkbox"/> Associate's degree |
| <input type="checkbox"/> High school diploma / GED | <input type="checkbox"/> Bachelor's degree |
| <input type="checkbox"/> Trade/vocational school | <input type="checkbox"/> Graduate or professional degree |
| <input type="checkbox"/> Some college | |

24. What is your race/ethnic background? (Select one or more)

- | | |
|--|---|
| <input type="checkbox"/> White or Caucasian | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African-American | <input type="checkbox"/> American Indian or Native American |
| <input type="checkbox"/> Latino/Latina or Hispanic | <input type="checkbox"/> Other (specify)_____ |

Thank you for your participation!!!

Appendix I: Volunteer Survey Data

Table 1. Attendance at Pre-National Rebuilding Day Program Activities (n=85)⁶⁴

	Number	Percent
House Selection Previews		
Yes	5	5.9%
No	35	41.2%
I was not aware of activity	45	52.9%
Housewarming Party		
Yes	5	5.9%
No	33	38.8%
I was not aware of activity	47	55.3%

Table 2. Attitudes about the Quality of Aspects of National Rebuilding Day from Survey Respondents (N=85)⁶⁵

	Excellent	Good	Acceptable	Poor	Very Poor	Unsure
Quality of the information and instructions provided by Rebuilding Together staff leading up to and on National Rebuilding Day.	38.8% (33)	44.7% (38)	12.9% (11)	0% (0)	0% (0)	3.5% (3)
Quality of the information and instructions provided by the House Captain.	44.7% (38)	37.6% (32)	14.1% (12)	2.4% (2)	1.2% (1)	0% (0)
Quality of the tasks/repairs completed throughout the day on National Rebuilding Day.	29.4% (25)	52.9% (45)	16.5% (14)	1.2% (1)	0% (0)	0% (0)
Quality of interactions with other Volunteers	67.1% (57)	27.1% (23)	5.9% (5)	0% (0)	0% (0)	0% (0)
Quality of interactions with the Homeowners as well as his/her family members and/or friends.	47.1% (40)	29.4% (25)	14.1% (12)	8.2% (7)	0% (0)	0% (0)
Quality of interaction with House Captain.	56.5% (48)	31.8% (27)	9.4% (8)	1.2% (1)	0% (0)	1.2% (1)
Quality of over all National Rebuilding Day Volunteer experience.	51.8% (44)	40.0% (34)	7.1% (6)	1.2% (1)	0% (0)	0% (0)

⁶⁴ Source: RTMC Volunteer Survey

⁶⁵ Ibid.

Table 3. Volunteer Respondents' Rating of their National Rebuilding Day Work Environment (n=85)⁶⁶

	Strongly Agree	Agree	Dis-agree	Strongly Disagree
Used my skills and abilities to do meaningful work.	51.8% (44)	45.0% (39)	2.4% (2)	0% (0)
I was satisfied with the variety of project activities during NRD.	40.0% (34)	57.6% (49)	2.4% (2)	0% (0)
There was a positive environment of teamwork among Volunteers.	71.8% (61)	27.1% (23)	1.2% (1)	0% (0)
I increased my understanding of some of the issues that Homeowners and experience as a result of my experience with NRD.	49.4% (42)	47.1% (40)	3.5% (3)	0% (0)

Table 4. Reasons for Participating As a Volunteer for National Rebuilding Day (N= 85)⁶⁷

	Extremely	Quite	Moderately	Not Very	Not at all	N/A
To utilize my skills in the area of home repairs or modifications	14.1% (12)	25.9% (22)	21.2% (18)	22.4% (19)	10.6% (9)	5.9% (5)
To help Homeowners in the communities that RTMC serves	77.6% (66)	21.2% (18)	1.2% (1)	0% (0)	0% (0)	0% (0)
To meet new people and make new friends	8.2% (7)	21.2% (18)	32.9% (28)	30.6% (26)	4.7% (4)	1.2% (1)
For professional networking	2.4% (2)	11.8% (10)	14.1% (12)	25.9% (22)	41.2% (35)	3.5% (3)
To meet a service requirement for school, work, or other	1.2% (1)	3.5% (3)	3.5% (3)	9.4% (8)	50.6% (43)	0% (0)

⁶⁶ Ibid.

⁶⁷ Ibid.

