This report represents Rebuilding Together Tulsa, A Nonprofit Organization's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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Mission:
To bring volunteers and communities together to improve the lives of low-income homeowners.
1. What are we aiming to accomplish?

Rebuilding Together Tulsa (RTT) has a comprehensive approach to measure impact for all of its programs and continuously looks for ways to ensure that the services being offered are making a real impact on the lives of those served. RTT evaluates results the following ways: Outputs Do outputs (number of homes repaired) reflect the proven need in the community? Proven need can be measured by the number of homeowners in the waiting pool and statistics (i.e. number of low-income homeowners in Tulsa, number of sub-standard houses in Tulsa). Outcomes The following outcomes are tracked related to home repair programs: a. Short-Term Measurement: making sure that homes are made safer, more secure and weatherproof for the homeowner; improve neighborhoods b. Mid-Term Measurement: the homeowner is able to remain living in their home for at least five years c. Long-Term Measurement: End sub-standard housing Efficiency To ensure the best use of resources available, RTT uses volunteer labor and donated or discounted materials when possible. Efficiency is measured by comparing the value to the community compared to dollars spent. On average, RTT puts $2 back into the community for every $1 spent.

2. What are our strategies for making this happen?

RTT’s meets annually to assess and update its strategic plan, created by the board of directors. Strategies, goals and objectives are adjusted, as needed. Internal and external data is considered when determining strategic vision. Each indicator has specific strategies as detailed below: Outputs RTT partners with community organizations serving Tulsans living at or below poverty level to reach clients in need. RTT also utilizes media opportunities, such as local news outlets and social media, to recruit clients in need of our services. Outcomes a. Short-Term Measurement: Program staff strategically previews each home and creates a detailed scope of repair work to ensure repairs are prioritized to make the home safer, more secure and weatherproof. b. Mid-Term Measurement: Repairs focus on allowing the homeowner to remain living in their home. Strategies include interviewing the homeowner before repairs are made to determine lifestyle needs, such as limited mobility. Repairs can be prioritized to ensure the homeowner can remain living in the home. c. Long-Term Measurement: RTT strategically partners with other nonprofit, corporations and community organizations who are focused on ending sub-standard housing in Tulsa. Partnerships can include referring clients, partnering in neighborhoods for maximum impact and resource sharing. Efficiency To ensure the best use of resources available, RTT uses volunteer labor and donated or discounted materials when possible. Efficiency is measured by comparing the value to the community compared to dollars spent. RTT strategically recruits construction companies and individuals who provide high-quality workmanship to donate or discount their services.

3. What are our organization's capabilities for doing this?

Knowledge: Since 1997, Rebuilding Together Tulsa (RTT) has worked to improve programs, operations and efficiency to provide maximum impact for its clients. Through strategic planning, outcome measurement and strong leadership, RTT is continuously evaluating the best way to utilize resources available to fulfill its mission. Knowledge to carry out each of these is gathered from a diversified pool of information including: a diversified board with various skill sets; a dedicated staff with knowledge and history of the organization; returning and new volunteers from different sectors of the community; new and repeating funders; various groups, including government and other nonprofits in the Tulsa community; other housing organizations throughout the United States; and most importantly, gathered information from the clients we serve. Skills: The staff, board and volunteers each possess varied skills critical to carrying out RTT’s mission. RTT ensures its staff has access to important training. Previously, program staff were certified as Lead Renovators, as required by the Environmental Protection Agency (EPA). Most recently, program staff became BPI certified and can now perform blower door tests and evaluate quantitative data related to energy efficiency of the home. This is important to our clients living on limited incomes because it saves them money on their monthly energy bills. Volunteers are provided various trainings, including safety trainings on the worksite. Board and staff are provided trainings both internally and through outside sources. Finances:
Rebuilding Together Tulsa (RTT) works to ensure strong community support and diverse funding streams from foundations, corporations, individuals, and other community organizations. The board and staff ensure sound management and fiscal oversight. New funding partners, that share the same focus as RTT's mission, are always being sought to help achieve the mission. Leadership: RTT has dedicated board and staff leadership. The strategically recruited board of directors has worked to put the right people in leadership positions to ensure the long-term sustainability of RTT. RTT also has a dedicated staff. The CEO is committed to the organization and has been with it since 2004. The COO has been with the organization since 2001 and the CPO has been with RTT since 2006. RTT has very low staff turnover. Comparative Positioning: RTT’s leadership, experience and depth of knowledge allows RTT to provide the best home repair programs in Tulsa for homeowners living on limited incomes. The Tulsa affiliate is one of the largest of all 200 Rebuilding together affiliates nationally and is often looked to from other affiliates as a model for implementing programs and operations. Locally, corporations, civic organizations, religious organizations, government entities and other nonprofits have sought out RTT as a partner to provide service in the Tulsa community.

4. How will we know if we're making progress?

Outcomes The following outcomes are tracked related to home repair programs: a. Short-Term Measurement: making sure that homes are made safer, more secure and weatherproof for the homeowner; improve neighborhoods b. Mid-Term Measurement: the homeowner is able to remain living in their home for at least five years c. Long-Term Measurement: End sub-standard housing (Tracking Outcomes) a. Both qualitative and quantitative information is collected. • All programs are measured through qualitative data collected in client satisfaction surveys and client interviews. • All repairs are measured quantitatively and qualitatively through data collected on site visits by trained volunteers and program staff. • Energy efficiency repairs have quantitative data collected through blower door tests and energy bill comparisons. • Lead based paint is determined through lead paint testing in compliance with EPA regulations effective April 22, 2010. b. Measured through annual follow-up surveys to the homeowner. c. Measured using Census data or other data available and reviewed every five years with strategic planning Efficiency To ensure the best use of resources available, RTT uses volunteer labor and donated or discounted materials when possible. Efficiency is measured by comparing the value to the community compared to dollars spent. On average, RTT puts $2 back into the community for every $1 spent.

5. What have and haven't we accomplished so far?

Results FYE 2016: I. Outputs 153 clients served Total units of service 260 Roof Program-48 Energy Efficiency Program-73 Safe at Home Program -69 R.O.O.T-31 II. Outcomes A. Quantitative a. All Programs -- Through homeowner feedback surveys: • 100% of the homes have been made safer • 100% of the homes are more weatherproof • 100% of the homes are more secure • 100% of the homeowners state they have seen neighborhood improvement b. Energy Efficiency - Average savings of almost $300 for each homeowner on their electricity bill, which is 2% of the average income for RTT clients. B. Qualitative a. Client Satisfaction - Homeowner satisfaction is tracked through the collection of qualitative data. The following quotes are from various homeowners whom have received home repair services: “My heart is overwhelmed with gratitude.” “It’s unbelievable that there are such nice people in the world as these people that are helping.” “The roof was leaking but not anymore. Not at all!” “I've been over pleased with it really. They have done more than I ever expected.” “The house was warmer. It's secure. We can lock our doors. We feel safe. We just can't say enough.” III. Efficiency Charity Watch gives a good rating for organizations that spend less than 25% of their budget on operations. General and operating expenses for Rebuilding Together Tulsa are 9% of the overall budget.