



**improving
quality
of life**

**Neighborhood revitalization
annual update FY2017**

July 1, 2016 – June 30, 2017

About Habitat for Humanity

Driven by the vision that everyone needs a decent place to live, Habitat for Humanity began in 1976 as a grassroots effort on a community farm in southern Georgia. The Christian housing organization has since grown to become a leading global nonprofit working in more than 1,300 communities throughout the U.S. and in more than 70 countries. Families and individuals in need of a hand up partner with Habitat for Humanity to build or improve a place they can call home. Habitat homeowners help build their own homes alongside volunteers and pay an affordable mortgage. Through financial support, volunteering or adding a voice to support affordable housing, everyone can help families achieve the strength, stability and self-reliance they need to build better lives for themselves. Through shelter, we empower. To learn more, visit [habitat.org](https://www.habitat.org).

Neighborhood revitalization's mission

Habitat for Humanity responds to neighborhood aspirations by collaborating with residents and partners to improve quality of life.

ON THE COVER: Habitat homeowner Adilene lives in the Copper Vista neighborhood in Tucson, Arizona. Habitat for Humanity Tucson has been working with residents in the Copper Vista community since 2013.

neighborhood revitalization



Volunteers gather to paint a mural in Clarkston, Georgia, as a part of the Feedback Loop Program, funded by a grant from the Fund for Shared Insight. Residents of the neighborhood voted to use the funds to paint a mural to help beautify their community.

Contents

introduction	2
improving quality of life	3
affiliate map	16
survey data hold potential for change	18
afterword	19
appendix	21

Annual update FY2017

July 1, 2016 – June 30, 2017

Communities in focus:

Grand Rapids, Michigan
Tucson, Arizona
Orange County, California
Milwaukee, Wisconsin

introduction

We are very excited to see such measurable and positive results from our neighborhood revitalization efforts! The impact we have made in communities has resulted in residents feeling safer, more engaged and happier with the places they call home.

This is great news, because the ultimate goal of neighborhood revitalization is to create an improved quality of life for residents. We are grateful to the 246 Habitat affiliates across the U.S. that are officially involved in holistic community development efforts and for the work that many have done to gather data through multiple surveys of community residents. This feedback is so important and can be effectively used to constantly improve the process.

I have walked down numerous streets that have been amazingly transformed after neighborhood revitalization efforts, and I have talked with many residents who are excited about what is going on all around them. I hear how crime has decreased and how people are so happy once again to be able to sit on the porch and talk with their neighbors. Many people are taking pride in their communities and are envisioning wonderful new ways to make the places they love into thriving and inviting places to live. Indeed, residents are the driving force behind neighborhood revitalization and act as partners and advisers, rather than receivers of services.

I'm pleased to have this opportunity to share what we are accomplishing together. I hope you'll be inspired and touched by stories of safer, engaged communities and of better outcomes for residents. Our efforts are getting results, and we are encouraged to do more.

We want to continue to emphasize the long-term vision of community residents and focus on creating systemic and sustainable change in neighborhoods. Our neighborhood revitalization team has spent the past year in conversations with affiliate leaders to understand how and why neighborhoods change.



As a result of your input and that of other community development experts, we have created what we are calling a Quality of Life Framework — a road map for neighborhood revitalization. You can learn more about the framework within this report.

If you are new to neighborhood revitalization efforts, if you have just begun to make a deeper commitment into neighborhoods, or if you are working diligently every day with the many stakeholders needed to build strong communities, I invite you to come along with us on this journey.

In partnership,

A handwritten signature in black ink, which appears to read "Jonathan Reckford".

Jonathan T.M. Reckford

improving quality of life

Habitat for Humanity's neighborhood revitalization work is built on realizing not only physical results within communities, but also the changes that happen within the residents who live there.

We move from focusing on outputs — actions such as a park cleanup — that take place in a community, to focusing on the outcomes that are felt throughout a community, such as residents feeling safer about visiting the park. Through outcomes, we can measure Habitat's ability to help change communities. When residents have increased satisfaction about their neighborhood, feel closer to their neighbors, feel safer and believe they have good relationships with their public services, those outcomes lead to revitalized communities.

Each neighborhood and community is unique. Each has its own gifts and dreams for what it can become.

By engaging residents and asking questions about what they love about their communities and what they would love to improve, Habitat can collaborate with the people who live there and with willing partners to bring about lasting change in those neighborhoods. The neighborhoods become revitalized and empower residents to continue the mission.

Through resident surveys, we can measure the impact of our work, tracking the outcomes residents see and feel in their daily lives. That knowledge from engaging residents informs

Each neighborhood and community is unique. Each has its own gifts and dreams for what it can become.

future decisions and is one more tool to demonstrate to potential partners, donors and volunteers how we are affecting the quality of life in our communities.

The local Habitat organizations featured here have tracked the views of the residents through surveys, noting changes in their outlooks on a variety of topics. The results track the outcomes — those important changes in a community — and show a path forward.

IMPROVING QUALITY OF LIFE

Habitat Kent County • Grand Rapids, Michigan

working close to home

Plans for the Roosevelt Park neighborhood of Grand Rapids, Michigan, involved resident input.



The Roosevelt Park neighborhood in Grand Rapids, Michigan, has been home to Habitat Kent County for more than 20 years. Habitat Kent County has long built and renovated homes in the area, but about seven years ago, it changed its approach in Roosevelt Park.

"We began to understand that neighborhood revitalization and community development were about way more than building more houses and even the expanded tool of actually repairing homes," says Ivor Thomas, director of community development at Habitat Kent County. "And so we started doing the deeper dive into community engagements and really starting to get some buy-in in departments like community development. And then it disseminated throughout the local affiliate here that we're really missing the boat if we're not truly engaging residents in a conversation around what they see as priorities, what they see as the desired changes they would like to see effected in their neighborhood."

"It was pretty apparent quite quickly that if we wanted to have more sustainable outcomes in terms of neighborhood impact, that we needed to do this."

With the goal of building sustainable outcomes, Habitat Kent County set out to speak with Roosevelt Park residents about their views of the community. It surveyed residents in 2013 and again in 2016. Through those numbers, a picture came into focus.

The surveys showed resident satisfaction increasing, with the number of residents who said they were "very satisfied" or "satisfied" with the neighborhood jumping 14 percent.

"People weren't sitting around in that survey talking about how bad it was, or how badly they wanted to get out," Ivor says. "They actually talk about how much they love living here. They didn't want to leave. They wanted their friends and relatives to know what a great place it is, and come live here with them."

There also were concerns to be addressed. Residents said the traffic on Grandville Avenue, a major truck route that runs through the neighborhood, was a top concern. With schools in the area, parents didn't feel safe around the road, which the Michigan Department of Transportation and city of Grand Rapids shared control of.

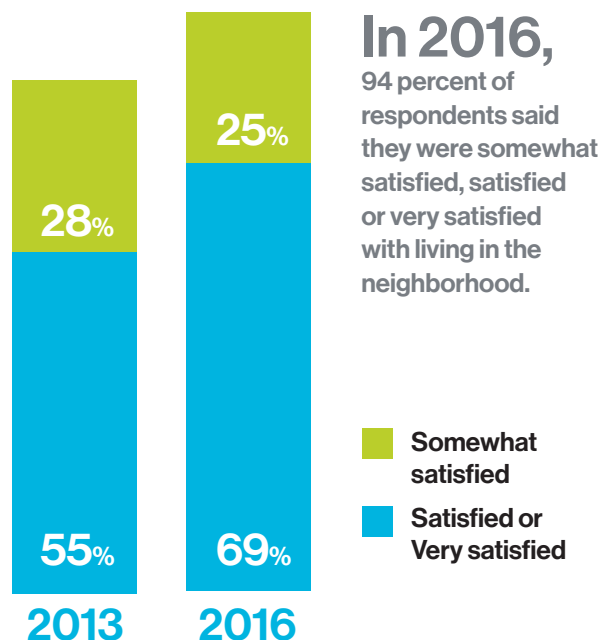
Armed with the survey data, Habitat began talking with the governments to see what could be done.

"The city is now going to take over that section of state-run truck route, and they're going to reroute the traffic," Ivor says.

The outcome is that parents will no longer worry about heavy truck traffic moving through their community.



Resident satisfaction in survey results from Roosevelt Park jumped from 2013 to 2016.



Results from 116 survey respondents in 2013 and 106 respondents in 2016.

SEEING THE CHANGE — RESIDENT VOICES

Roosevelt Park Neighborhood • Grand Rapids, Michigan

‘it’s about the people in this community’

“We’re continually gathering residents and community leaders to obtain ideas,” says Amy Brower, director of the Roosevelt Park Neighborhood Association in Grand Rapids, Michigan. “They’re defining what it is they actually want to see happen.”

The work to improve and revitalize neighborhoods is a multifaceted effort, and Habitat is just one part of the process. Amy’s organization is one of many partners working with the residents of the Roosevelt Park neighborhood. The neighborhood association connects community partners in order to develop the area. It has helped develop a library and an arts academy.

“The Roosevelt Park Neighborhood Association’s mission is to maintain the integrity of our neighborhood as a good place to live, work and do business by empowering our neighbors to improve the community and prevent crime,” Amy says. “We try to do that through some public safety/crime prevention training for neighborhood residents and also neighborhood improvement projects, cleanup projects or even providing leadership opportunities for neighborhood residents to get involved in projects that help beautify or improve the neighborhood.”

No matter the project, residents are providing guidance and input for the things

they would like to see in their community. Neighborhood survey results point to increases in resident satisfaction in the area and in the results they are seeing.

“There are different types of opportunities for the neighborhood to give their input, feedback, ideas, dreams, goals for what they want for the future of Roosevelt Park,” Amy says. “Especially how they want growth and development to happen. Our city is growing rapidly; we know it’s something we’re going to be seeing in our neighborhood. How do the residents want to manage it so that it is still something that maintains the neighborhood that they love?”

The neighborhood association worked alongside residents and Habitat to develop a plan for the area. It became known as “Viva la Avenida,” the area-specific plan for the Grandville Avenue corridor where Roosevelt Park is located.

Incorporating the results into the area-specific plan allowed the partners working with residents to consider “How can we make this the best project to talk about the physical, educational, health care and social environment of Roosevelt Park?” says Reggie Smith, president of the neighborhood association board.

“It’s not about us; it’s about the people in this community,” he says. “Residents have a say, so that their footprint is bigger than all the external entities.”



Volunteers from the Roosevelt Park Neighborhood Association in Grand Rapids, Michigan, work during a cleanup event in the community.

IMPROVING QUALITY OF LIFE
Habitat Orange County • California

leveraging resident leadership

The residents of the Woodcrest neighborhood in Orange County, California, and the local police have improved their communication with positive results.



Habitat Orange County in California heard from residents in 2013 and 2016 about their views of the Woodcrest community.

The numbers show a 7 percent increase in overall satisfaction in the neighborhood, the result of work by resident leaders in Woodcrest, says Leonel Talavera, manager of neighborhood revitalization at Habitat Orange County.

“It’s the questions that they’re asking and the relationships that they’re building,” he says. “They’re taking the time to listen to what their neighbors desire for the community to be. I think that’s why we’ve seen that dramatic jump in overall satisfaction, just someone asking you, ‘How can we help?’ or ‘What would you like to see your neighborhood be like?’”

When resident survey results showed concerns about safety or a desire to improve the community park, Habitat Orange County took the data to potential partners within the municipal government.

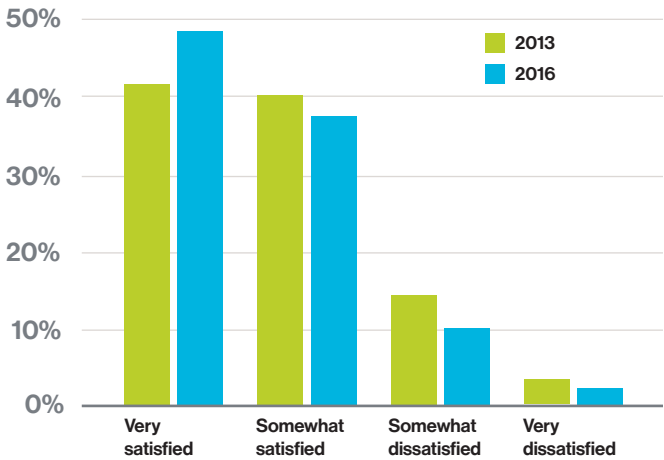
“We use it to shed light on the value of why we need someone on board,” Leonel says.

The Fullerton Parks and Recreation Department was on board. When resident input was presented to the department, it held community meetings about the park and made it a priority. A plan to renovate the park was approved, and work is scheduled to start in the spring.

The local police also responded to seeing the data by engaging the community through neighborhood events. Through this engagement, the police were able to develop relationships in the community, and survey results show an increase in satisfaction with police response.

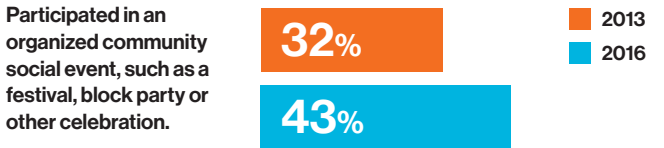
Engaging with neighbors leads to engagement by neighbors. The numbers also show an increase in Woodcrest residents participating in community events, getting out and meeting their neighbors socially. More events are happening, and residents feel more comfortable getting out and participating. Surveys showed an 11 percent jump in participation, due in part to things like family movie night, which Habitat helped facilitate. “We just provide them with the resources on how to get a permit to host a block party on special celebration days like Fourth of July,” Leonel says.

Overall satisfaction



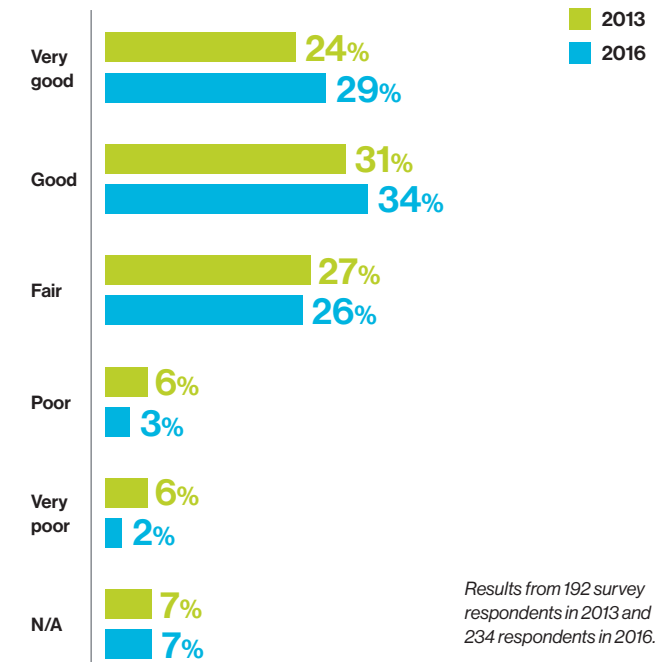
Results from 201 survey respondents in 2013 and 239 respondents in 2016.

Civic engagement



Results from 193 survey respondents in 2013 and 231 respondents in 2016.

Police response



Results from 192 survey respondents in 2013 and 234 respondents in 2016.

SEEING THE CHANGE — RESIDENT VOICES

Woodcrest Neighborhood • Orange County, California

coming together produces results

In Ilse's 27 years in the Woodcrest neighborhood of Orange County, California, she has seen plenty of things happen. And in the past few years, she has seen her neighbors drive some of the changes to positive outcomes.

Ilse saw Habitat's neighborhood revitalization work come to Woodcrest five years ago.

Neighbors decided to start meeting every Tuesday. It was "very informal," but an important step that started with the first meeting, she remembers.

"I remember we went door to door inviting residents, and about 70 people showed up to that meeting," she says.

Residents had concerns about safety, Ilse remembers. There were dark alleys in the area that attracted unfavorable behavior, and the neighborhood park was in need of attention.

Surveys conducted in the neighborhood showed those concerns, but also showed progress. With two surveys conducted, the residents know their outcomes.

"People have hope because they see something is in process," Ilse says. Residents can see the changes taking place, and that changes their outlooks.

"There were a lot of residents complaining about an alley," she says. "The alley used to be kind of like a dumpster.

People would go dump their old mattresses, couches or furniture, and it was very dark at night. It wasn't safe to be around there.

"Habitat ordered the dumpsters. We cleaned it up. We installed solar lights so it could be bright. When we go over there, it's nice and clean. Nothing like it was before."

The city of Fullerton has also agreed to move forward with renovating the park.

"We are so excited. Once that is done, it will be the biggest impact in our community," she says.

Now the Woodcrest community comes together for block parties and engages its residents. Ilse has seen the increase in engagement for herself. Her neighbors want to know how they can get involved in the community work.

"They want to be a part of it," she says.

The local police are also a key part of the work in the community, she says. The police cadets pass out popcorn at neighborhood movie nights. That increase in engagement with the police has grown into an increase in satisfaction with law enforcement.



Ilse says good communication with law enforcement has had a positive effect in her Woodcrest neighborhood in Orange County, California.

"We have better communication," Ilse says. "The chief, the lieutenant — we have their direct numbers. When you walk around the community, it feels safe. It feels like everyone is on the same page."

IMPROVING QUALITY OF LIFE
Milwaukee Habitat • Wisconsin

getting a good picture

Resident surveys paint a good picture of what homeowners like Tiffany enjoy about their community and what they hope to change.



Milwaukee Habitat in Wisconsin has been tracking resident feedback in Washington Park since 2012. The survey results helped direct the neighborhood revitalization work in the community.

"We did our first community resident survey in 2012," says Aaron Bergtrom, a research analyst with Milwaukee Habitat. "We got 230 surveys back — quite a decent response rate in that neighborhood. It gave us a good picture of what the need was and what we needed to work on: Access to amenities, resident engagement, where people got their information from.

"We asked again in 2014 and again in 2016. It shows a lot of the issues people were having with safety, especially concerning traffic and speeding vehicles. We've addressed that by helping the residents on blocks that complain about it the most petition the city to get speed bumps installed. We got some grant money to help pay for some of that ... That survey told us that was the biggest problem, even more than abandoned houses and vacant lots."

Milwaukee Habitat has been working on the vacant lots as well, Aaron says. "There has been a 10 percent reduction in vacant lots in that neighborhood because we've been filling the lots with new homes."

Residents can see the results from their front porches, he says.

"We're not trying to just create a better neighborhood for our Habitat homeowners, but we're trying to create a better neighborhood for everyone that lives in the neighborhood."

The residents will drive that change from within the community.

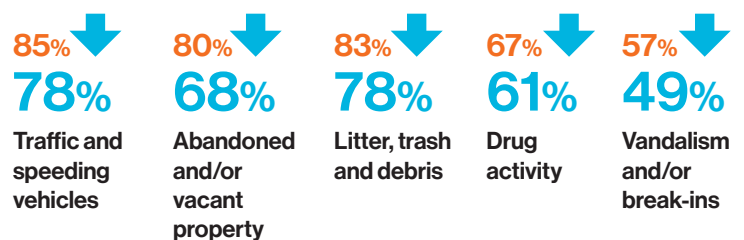
"They have strong people in them, potential leaders in them," Aaron says.



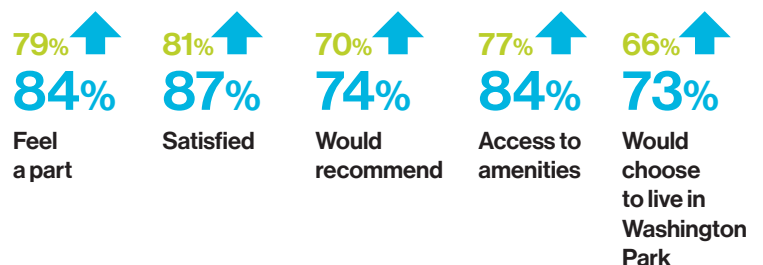
A coalition of area churches came together to sponsor this home in Milwaukee, Wisconsin. Together, members from their respective parishes raise the walls.

Washington Park

Neighborhood issues gradually decreasing



Things are looking up for neighborhood residents



SEEING THE CHANGE — RESIDENT VOICES

Washington Park Neighborhood • Milwaukee, Wisconsin

‘I feel like I’m part of this community’

Robert built his home with Habitat in the Washington Park neighborhood of Milwaukee, Wisconsin, and moved in a little over a year ago. Since moving in, he has seen plenty of changes in his neighborhood — and residents leading the way.

He can see the changes from his front porch, but Robert doesn’t just sit back and watch. He volunteers within the community, helping out at a recent block party and working to feed families at Christmas or gather school supplies for children.

“I feel like I’m part of this community,” Robert says.

He thinks his neighbors feel the same way, and resident surveys back up that belief.

Robert likes that organizations working in the community really listen to the residents and that he and others are involved in the plans.

It all starts with the homeowners, he says. The new construction taking place in Washington Park is bringing new life

into the community. Habitat’s work is key.

“Not only are they building in the community, they’re helping keep the community thriving,” he says.

“The police just did a block party for the area. They had the mobile command center out there; they had kids running in and out. It was pretty nice.”

Robert volunteered at the event and took his children so that they could enjoy the day and interact with their neighbors.

He feels better about their safety in the area, too. Resident feedback led to speed bumps being installed on a busy street, which Robert says added “some extra security” for pedestrians.

Robert has seen small and large changes so far, and he expects to see many more in the coming years. He plans to continue to offer his input and be a part of the changing Washington Park community, because it is his home.

“I’m trying to set a good example for my children and just make it a little better for them,” he says.



Robert says he expects his Washington Park community in Milwaukee, Wisconsin, to continue to change for the better in the coming years.

IMPROVING QUALITY OF LIFE
Habitat Tucson • Arizona

building a community

A survey of residents in Copper Vista showed an increase in their desire to continue to live in the Tucson, Arizona, community.



Habitat Tucson's focus on building communities in Arizona is ingrained in everything they do, says Chief Executive Officer T. VanHook.

"We see it as a systemwide and integrated part of what we are, not necessarily a program," she says.

In the Copper Vista community, Habitat Tucson's work, including building 61 new homes, has led to residents expressing a desire to stay in the neighborhood. Surveys from 2014 and 2016 show a 6 percent increase in residents who say that if they were given a choice, they would continue to live in Copper Vista. That outcome shows that the people who live there feel better about the results of the work.

"I think it's really been a transformation of the neighborhood and building of a community, not just houses," she says. "We're not coming in and building houses and leaving. We're working for a more just and compassionate world. ... They are vital families in vital communities, and they just need a little bit of a hand."

Residents see the results and see that they can affect outcomes on their own. Survey results show an increase in residents who voted in a recent election, taking part in the civic process.

T. says that seed is planted very early among future Habitat homeowners.

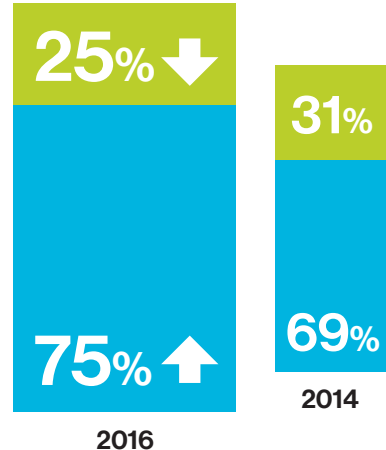
"I hope that when you're doing your sweat equity and you're building next to a congressional aide or a city council member or someone from the school district, and you have that opportunity to be one-on-one on the slab, to work together and discuss things — I'm hoping that when you see that they're human beings and it's someone you can call, they give you their business cards and you can talk and they listen."



Habitat Tucson homeowner Elizabeth and her daughter Awel are among the residents who have made their home in the Copper Vista community.

If you had a choice, would you continue to live in this neighborhood?

■ No
■ Yes

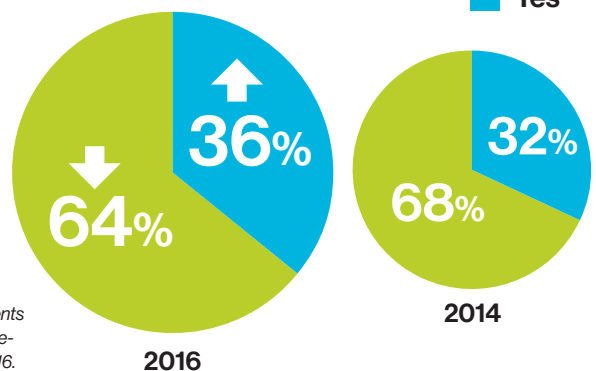


Results from 150 survey respondents in 2014 and 137 respondents in 2016.

Civic engagement

Voted in a local or national election.

■ No
■ Yes



Results from 148 survey respondents in 2014 and 133 respondents in 2016.

SEEING THE CHANGE — RESIDENT VOICES

Copper Vista Community • Tucson, Arizona

working together as a neighborhood

When Samuel built his home in the Copper Vista community with Habitat Tucson in Arizona and moved in during 2013, he saw a community in the making.

"I knew once the houses were built there, we'd have to work together as neighbors," he says. "I've found it's easier to accomplish my goals if I work side by side with others to accomplish theirs."

As neighbors grow closer together, he says, "It's nice to be able to see the families living their lives."

Samuel does his part by trimming the trees in his neighbors' yards. The children in the community help bring parents together, he says. In the nine homes around his, there are 26 children; that's a lot of play happening.

He's not surprised to hear that a survey of his neighbors shows an increase in satisfaction with the neighborhood. That outcome, that happiness in the community, stems from the families having a stable home and an affordable mortgage, Samuel says. Home values have increased and things are going their way; that's why his neighbors want to stay in Copper Vista.

"I think it's the manifestation of a dream or goal becoming a reality by way of homeownership," he says.

The dream progresses by working with police and city officials to continue to improve the community, he says.

No matter the community concern, Samuel sees the results of his neighbors' involvement. Those things don't just happen, he says. You have to know who to call and make the effort to follow through with city leaders.

"There's a sense of caring in the neighborhood. You can see real love," he says. "The collaborative effort to build community and in the end have results, have something to show more than just a row of houses. You've bettered the lives of these individuals and these families. And when you've done that enough times, that's a real strong foundation to build from, to duplicate it and actually reach farther into the community."

"It's a lot easier when we work together as neighbors, as a neighborhood."

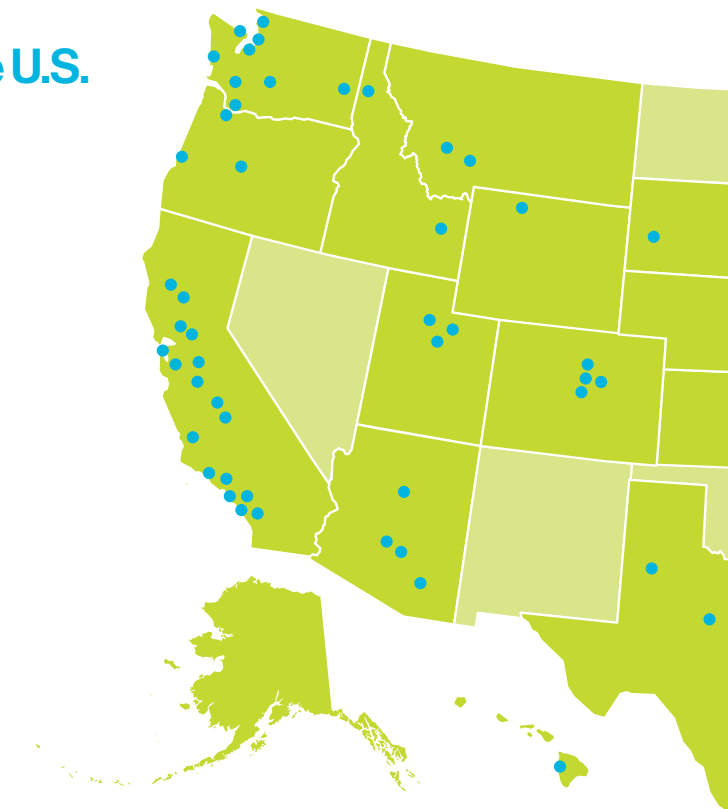


"I've found it's easier to accomplish my goals if I work side by side with others to accomplish theirs," says Samuel, a homeowner in the Copper Vista community in Tucson, Arizona.

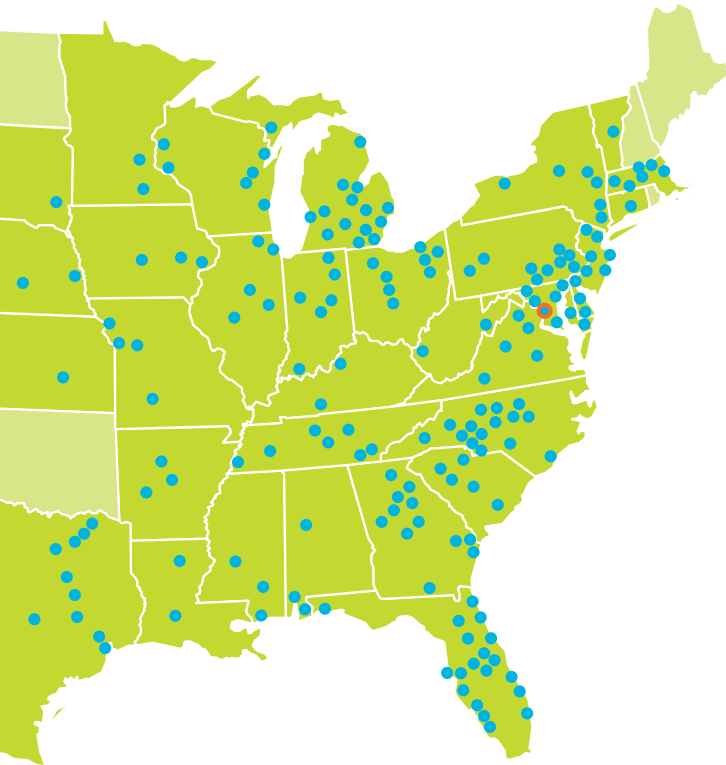
Neighborhood revitalization in the U.S.

In fiscal year 2017, 246 Habitat affiliates were involved in neighborhood revitalization.

Habitat for Humanity of Baldwin County	Summerdale	Alabama
Habitat for Humanity of Tuscaloosa	Tuscaloosa	Alabama
Southwest Alabama Habitat for Humanity	Mobile	Alabama
Habitat for Humanity Central Arizona	Peoria	Arizona
Habitat for Humanity of Northern Arizona	Flagstaff	Arizona
Habitat for Humanity Tucson	Tucson	Arizona
Prescott Area Habitat for Humanity	Prescott	Arizona
Garland County Habitat for Humanity	Hot Springs	Arkansas
Habitat for Humanity of Central Arkansas	Little Rock	Arkansas
Habitat for Humanity of Faulkner County	Conway	Arkansas
East Bay/Silicon Valley Habitat for Humanity	Oakland	California
Habitat for Humanity for San Luis Obispo County	San Luis Obispo	California
Habitat for Humanity Fresno	Fresno	California
Habitat for Humanity Greater San Francisco	San Francisco	California
Habitat for Humanity of Butte County	Chico	California
Habitat for Humanity of Greater Los Angeles	Bellflower	California
Habitat for Humanity of Greater Sacramento	Sacramento	California
Habitat for Humanity of Orange County	Santa Ana	California
Habitat for Humanity of Tulare/King Counties	Visalia	California
Habitat for Humanity of Ventura County	Oxnard	California
Inland Valley Habitat for Humanity	Temecula	California
Lake County Habitat for Humanity	Lower Lake	California
Riverside Habitat for Humanity	Riverside	California
San Diego Habitat for Humanity	San Diego	California
Stanislaus County Habitat for Humanity	Modesto	California
Westside Merced County Habitat for Humanity	Los Banos	California
Blue Spruce Habitat for Humanity	Evergreen	Colorado
Habitat for Humanity of Metro Denver	Denver	Colorado
Habitat for Humanity of Teller County	Woodland Park	Colorado
Habitat for Humanity of the St. Vrain Valley	Longmont	Colorado
Hartford Area Habitat For Humanity	Hartford	Connecticut
Middlesex Habitat for Humanity of Connecticut	Cromwell	Connecticut
Habitat for Humanity of Washington, D.C.	Washington	DC
Central Delaware Habitat for Humanity	Dover	Delaware
Habitat for Humanity of New Castle County	Wilmington	Delaware
Sussex County Habitat for Humanity	Georgetown	Delaware
Alachua Habitat for Humanity	Gainesville	Florida
Beaches Habitat for Humanity	Atlantic Beach	Florida
Charlotte County Habitat for Humanity	Punta Gorda	Florida
Flagler Habitat for Humanity	Bunnell	Florida
Habitat for Humanity of Collier County	Naples	Florida
Habitat for Humanity of Greater Orlando	Orlando	Florida
Habitat for Humanity of Hardee County	Bowling Green	Florida
Habitat for Humanity of Hillsborough County, Florida	Tampa	Florida
Habitat for Humanity of Jacksonville Inc.	Jacksonville	Florida
Habitat for Humanity of Lee and Hendry Counties	North Fort Myers	Florida
Habitat for Humanity of Marion County	Ocala	Florida
Habitat for Humanity of Martin County	Stuart	Florida
Habitat for Humanity of Osceola County	Kissimmee	Florida
Habitat for Humanity of Palm Beach County	West Palm Beach	Florida
Habitat for Humanity of Pinellas County	Clearwater	Florida
Habitat for Humanity of Seminole County & Greater Apopka	Casselberry	Florida
Habitat for Humanity of South Palm Beach County	Delray Beach	Florida
Indian River County Habitat for Humanity	Vero Beach	Florida
Lakeland Habitat for Humanity	Lakeland	Florida
Manatee County Habitat for Humanity	Bradenton	Florida
Pensacola Habitat for Humanity	Pensacola	Florida
Barrow County Habitat for Humanity	Winder	Georgia
Coastal Empire Habitat for Humanity	Savannah	Georgia
Habitat for Humanity DeKalb	Tucker	Georgia
Habitat for Humanity of Bulloch County	Statesboro	Georgia
Habitat for Humanity of Effingham County	Springfield	Georgia
Habitat for Humanity of Fannin & Gilmer County	Blue Ridge	Georgia
Habitat for Humanity of Milledgeville-Baldwin County	Milledgeville	Georgia
Jackson County Habitat for Humanity	Jefferson	Georgia
Macon Area Habitat for Humanity	Macon	Georgia
Newnan-Coweta Habitat for Humanity	Newnan	Georgia
Southern Crescent Habitat for Humanity	Jonesboro	Georgia
Valdosta-Lowndes County Habitat for Humanity	Valdosta	Georgia
Habitat for Humanity Hawai'i Island	Kailua Kona	Hawaii
Idaho Falls Area Habitat for Humanity	Idaho Falls	Idaho
North Idaho Habitat for Humanity	Hayden	Idaho



DuPage Habitat for Humanity	Wheaton	Illinois
Habitat for Humanity Chicago	Chicago	Illinois
Habitat for Humanity Lake County, Illinois, Inc.	Waukegan	Illinois
Habitat for Humanity of Champaign County	Champaign	Illinois
Habitat for Humanity of McHenry County	McHenry	Illinois
Rockford Area Habitat for Humanity	Loves Park	Illinois
Sangamon County Habitat for Humanity	Springfield	Illinois
Will County Habitat for Humanity	Joliet	Illinois
Greater Muncie Indiana Habitat for Humanity	Muncie	Indiana
Habitat for Humanity of Evansville	Evansville	Indiana
Habitat for Humanity of Greater Indianapolis	Indianapolis	Indiana
Habitat for Humanity of Lafayette	Lafayette	Indiana
Habitat for Humanity of St. Joseph County	South Bend	Indiana
Wabash Valley Habitat for Humanity	Terre Haute	Indiana
Greater Des Moines Habitat for Humanity	Des Moines	Iowa
Iowa Valley Habitat for Humanity	Iowa City	Iowa
Quad Cities Habitat for Humanity	Davenport	Iowa
Wichita Habitat for Humanity	Wichita	Kansas
Habitat for Humanity of Metro Louisville	Louisville	Kentucky
Habitat for Humanity of Simpson County	Franklin	Kentucky
Habitat for Humanity of Ouachita	Monroe	Louisiana
Lafayette Habitat for Humanity	Lafayette	Louisiana
Choptank Habitat for Humanity	Easton	Maryland
Habitat for Humanity of Frederick County, Maryland	Frederick	Maryland
Habitat for Humanity of Metro Maryland	Silver Spring	Maryland
Habitat for Humanity of the Chesapeake	Baltimore	Maryland
Habitat for Humanity of Wicomico County	Salisbury	Maryland
Patuxent Habitat for Humanity	Lexington Park	Maryland
Susquehanna Habitat for Humanity	Bel Air	Maryland
Tuckahoe Habitat for Humanity	Denton	Maryland
Central Berkshire Habitat for Humanity	Pittsfield	Massachusetts
Greater Springfield Habitat for Humanity	West Springfield	Massachusetts
Habitat for Humanity Greater Boston	Boston	Massachusetts
Habitat for Humanity MetroWest/Greater Worcester	Worcester	Massachusetts
Habitat for Humanity North Central Massachusetts	Acton	Massachusetts
Habitat for Humanity of Greater Lowell	Westford	Massachusetts
Bay County Habitat for Humanity	Bay City	Michigan
Detroit Habitat for Humanity	Detroit	Michigan
Genesee County Habitat for Humanity	Flint	Michigan
Habitat for Humanity Capital Region	Lansing	Michigan
Habitat for Humanity Menominee River	Iron Mountain	Michigan
Habitat for Humanity Northeast Michigan	Alpena	Michigan
Habitat for Humanity of Kent County	Grand Rapids	Michigan
Habitat for Humanity of Lenawee County	Adrian	Michigan
Habitat for Humanity of Monroe County	Monroe	Michigan
Habitat for Humanity of Oakland County	Pontiac	Michigan
Huron Valley Habitat for Humanity	Ann Arbor	Michigan
Kalamazoo Valley Habitat for Humanity	Kalamazoo	Michigan



Lakeshore Habitat for Humanity	Holland	Michigan
Macomb County Habitat for Humanity	Clinton Township	Michigan
Midland County Habitat for Humanity	Midland	Michigan
Saginaw-Shiawassee Habitat for Humanity	Saginaw	Michigan

Habitat for Humanity Freeborn/Mower	Austin	Minnesota
Twin Cities Habitat for Humanity	St. Paul	Minnesota

Habitat for Humanity Bay-Waveland Area Inc.	Bay St. Louis	Mississippi
Habitat for Humanity Mississippi Capital Area	Jackson	Mississippi
Hattiesburg Area Habitat for Humanity	Hattiesburg	Mississippi

Habitat for Humanity of Kansas City	Kansas City	Missouri
Habitat for Humanity of Springfield, Missouri	Springfield	Missouri
St. Joseph Habitat for Humanity	St. Joseph	Missouri
Truman Heritage Habitat for Humanity	Independence	Missouri

Habitat for Humanity of Gallatin Valley	Belgrade	Montana
Habitat for Humanity of Southwest Montana	Butte	Montana

Grand Island Area Habitat for Humanity	Grand Island	Nebraska
Habitat for Humanity of Omaha	Omaha	Nebraska

Coastal Habitat for Humanity	Asbury Park	New Jersey
Habitat for Humanity in Monmouth County	Freehold	New Jersey
Habitat for Humanity of Greater Newark Inc.	Newark	New Jersey
Habitat for Humanity of Salem County New Jersey	Carneys Point	New Jersey
Metropolitan Camden Habitat for Humanity	Pennsauken	New Jersey
Morris Habitat for Humanity	Randolph	New Jersey
Northern Ocean Habitat for Humanity	Toms River	New Jersey
Paterson Habitat for Humanity	Paterson	New Jersey

Flower City Habitat for Humanity	Rochester	New York
Habitat for Humanity Capital District	Albany	New York
Habitat for Humanity of Dutchess County	Poughkeepsie	New York
Habitat for Humanity of Greater Newburgh	Newburgh	New York
Habitat for Humanity of Schenectady County	Schenectady	New York
Oneida County Habitat for Humanity	Utica	New York

Asheville Area Habitat for Humanity	Asheville	North Carolina
Cabarrus County Habitat for Humanity	Concord	North Carolina
Caldwell County Habitat for Humanity	Lenoir	North Carolina
Cape Fear Habitat for Humanity	Wilmington	North Carolina
Fayetteville Area Habitat for Humanity	Fayetteville	North Carolina
Greater Matthews Habitat for Humanity	Matthews	North Carolina
Habitat for Humanity of Charlotte	Charlotte	North Carolina
Habitat for Humanity of Durham	Durham	North Carolina
Habitat for Humanity of Forsyth County	Winston-Salem	North Carolina
Habitat for Humanity of Greater Greensboro	Greensboro	North Carolina
Habitat for Humanity of Lincoln County, North Carolina, Inc.	Lincolnton	North Carolina
Habitat for Humanity of Randolph County	Asheboro	North Carolina
Habitat for Humanity of the NC Sandhills	Aberdeen	North Carolina
Habitat for Humanity Orange County, North Carolina	Chapel Hill	North Carolina
Habitat for Humanity Wake County	Raleigh	North Carolina
Mitchell-Yancey Habitat for Humanity	Micaville	North Carolina
Our Towns of North Mecklenburg-Iredell Habitat for Humanity Inc.	Cornelius	North Carolina

Buckeye Ridge Habitat for Humanity	Marion	Ohio
Greater Cleveland Habitat for Humanity	Cleveland	Ohio
Habitat for Humanity Delaware & Union Counties	Delaware	Ohio
Habitat for Humanity East Central Ohio	Canton	Ohio
Habitat for Humanity of Findlay/Hancock County	Findlay	Ohio
Habitat for Humanity of Miami and Shelby Counties, Ohio, Inc.	Troy	Ohio
Habitat for Humanity of Summit County	Akron	Ohio
MidOhio Habitat for Humanity	Columbus	Ohio

Bend Area Habitat for Humanity	Bend	Oregon
Florence Habitat for Humanity	Florence	Oregon
Portland/Metro East Habitat for Humanity	Portland	Oregon

Armstrong Habitat for Humanity	Indiana	Pennsylvania
Habitat for Humanity of Bucks County	Chalfont	Pennsylvania
Habitat for Humanity of Greater Harrisburg Area	Harrisburg	Pennsylvania
Habitat for Humanity of Greater Pittsburgh	Pittsburgh	Pennsylvania
Habitat for Humanity of Montgomery and Delaware Counties	Eagleville	Pennsylvania
Habitat for Humanity of the Lehigh Valley	Allentown	Pennsylvania
Habitat for Humanity Philadelphia	Philadelphia	Pennsylvania
Lancaster Lebanon Habitat for Humanity	Lancaster	Pennsylvania
York Habitat for Humanity	York	Pennsylvania

Central South Carolina Habitat for Humanity	Columbia	South Carolina
Darlington County Habitat for Humanity	Hartsville	South Carolina
Greenwood Area Habitat for Humanity	Greenwood	South Carolina
Habitat for Humanity of Berkeley County	Goose Creek	South Carolina
Habitat for Humanity of Greenville County	Greenville	South Carolina
Habitat for Humanity of York County	Rock Hill	South Carolina

Black Hills Area Habitat for Humanity	Rapid City	South Dakota
Habitat for Humanity of Greater Sioux Falls	Sioux Falls	South Dakota

Habitat for Humanity Jackson, Tennessee, Area	Jackson	Tennessee
Habitat for Humanity of Cleveland	Cleveland	Tennessee
Habitat for Humanity of Greater Chattanooga Area	Chattanooga	Tennessee
Habitat for Humanity of Greater Memphis	Memphis	Tennessee
Habitat for Humanity of Greater Nashville	Nashville	Tennessee
Putnam County Habitat for Humanity	Cookeville	Tennessee
Rutherford County Area Habitat for Humanity	Murfreesboro	Tennessee

Abilene Habitat for Humanity	Abilene	Texas
Austin Habitat for Humanity	Austin	Texas
Bay Area Habitat for Humanity-Houston	Dickinson	Texas
Comal County Habitat for Humanity	New Braunfels	Texas
Dallas Area Habitat for Humanity	Dallas	Texas
Fort Worth Area Habitat for Humanity Inc.	Fort Worth	Texas
Franklin Habitat for Humanity	Franklin	Texas
Habitat for Humanity of South Collin County, Texas	Plano	Texas
Houston Habitat for Humanity	Houston	Texas
Lubbock Habitat for Humanity	Lubbock	Texas
North Collin County Habitat for Humanity	McKinney	Texas
Waco Habitat for Humanity	Waco	Texas

Habitat for Humanity for Summit & Wasatch County, Utah	Park City	Utah
Habitat for Humanity of Utah County	Orem	Utah
Salt Lake Valley Habitat for Humanity	Salt Lake City	Utah

Habitat for Humanity of Rutland County Vermont	Rutland	Vermont
Upper Valley Habitat for Humanity	White River Junction	Vermont

Fauquier Habitat for Humanity	Warrenton	Virginia
Greater Charlottesville Habitat for Humanity	Charlottesville	Virginia
Habitat for Humanity in the Roanoke Valley	Roanoke	Virginia
Habitat for Humanity of Winchester-Frederick-Clarke Inc.	Winchester	Virginia
Habitat for Humanity Prince William County	Manassas	Virginia
Richmond Metropolitan Habitat for Humanity	Richmond	Virginia

Cowlitz County Habitat for Humanity	Longview	Washington
Evergreen Habitat for Humanity	Vancouver	Washington
Habitat for Humanity in Whatcom County	Bellingham	Washington
Habitat for Humanity of Clallam County	Port Angeles	Washington
Habitat for Humanity of East Jefferson County	Port Townsend	Washington
Habitat for Humanity of Grays Harbor	Hoquiam	Washington
Habitat for Humanity Seattle-King County	Renton	Washington
Spokane Habitat for Humanity	Spokane	Washington
Tacoma/Pierce County Habitat for Humanity	Tacoma	Washington
Yakima Valley Partners Habitat for Humanity	Yakima	Washington

Almost Heaven Habitat for Humanity	Lewisburg	West Virginia
Huntington, West Virginia, Area Habitat for Humanity	Huntington	West Virginia

Greater Fox Cities Area Habitat for Humanity	Menasha	Wisconsin
Habitat for Humanity La Crosse Area	La Crosse	Wisconsin
Habitat for Humanity of Fond du Lac County	Fond du Lac	Wisconsin
Habitat for Humanity of Oshkosh	Oshkosh	Wisconsin
Milwaukee Habitat for Humanity	Milwaukee	Wisconsin
St. Croix Valley Habitat for Humanity	Roberts	Wisconsin
Wild Rivers Habitat for Humanity	St. Croix Falls	Wisconsin

Mountain Spirit Habitat for Humanity	Powell	Wyoming
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survey data hold potential for change

Gathering input from community residents takes time, effort and a solid plan for getting it done. The affiliates in this report can look back at the process and look ahead at what the data hold.

"It's definitely challenging to get the community to see the value of surveying your community," says Leonel at Habitat Orange County. "It's challenging to get the residents to commit to try to meet a certain number of surveys."

It's challenging, but it's worth it.

"I think they see the value now," he says. "It significantly puts things into perspective."

Leonel says the point of having the information from resident surveys is to put that information to use.

When results deal with safety, transportation or any number of concerns, it pays to have a plan for using the survey results, which shed light on residents' investment in the community.

"We take that information, and we reach out to the people who are going to help us have a greater impact," Leonel says.

Habitat Orange County can approach a potential partner with the results, with proof of the outcomes in the neighborhood.

"We're doing really good work; we're not just here slapping some paint on some homes or doing community cleanups," Leonel says. "That is what the information is telling us. We're going to use that information to have greater impact in the future."

Ivor at Habitat Kent County agrees.

"Collective, quantifiable, indisputable data really holds a lot of potential for change," he says. "The return on investment on this kind of work is indisputable. There is immediate value in having that kind of data."

Having that information is valuable for all parties involved in neighborhood revitalization.

"It's a wonderful tool to have because it's a living collection of the community vision," says Amy Brower, director of the Roosevelt Park Neighborhood Association in Grand Rapids.

"It's what your community said," Leonel says, adding that residents helped gather information and heard the views and concerns of their neighbors. "When we're talking, they'll refer back to it."

The people who live here don't want change to happen to them; they want to be part of that change.

A local Habitat equipped with survey data about the changes taking place in a community has a great tool in its kit.

"For us, it's been a really powerful tool," says Susan Halteman, development director for Habitat Kent County. "When we show this data to our donors, they are impressed."

Habitat Kent County uses the data in its case for support, campaigns and in anything else used in communicating with a donor.

"It's been very helpful in bringing in new donors," she says of the survey data. The neighborhood work is attracting donors who may not traditionally be drawn to brick-and-mortar funding. "It's also helped existing donors look at the evolution of Habitat."

The survey data show "this is not an investment a donor is making on their own," Susan says. "The people who live here don't want change to happen to them; they want to be part of that change."

"You talk about what government funders want to see, what individual philanthropists want to see — this is what they want to see," Ivor says.



afterword

I hope you have been encouraged by the great work happening in the neighborhoods of Washington Park, Woodcrest, Copper Vista and Roosevelt Park. These wonderful neighborhood examples demonstrate how neighborhood revitalization is moving from an emphasis on outputs to focusing on outcomes, so that quality of life is measurably improved.

While increasing quality of life has always been our ultimate outcome, we want to challenge affiliates and their neighborhood partners to be one of 10 measurably improved neighborhoods by the end of fiscal year 2021.

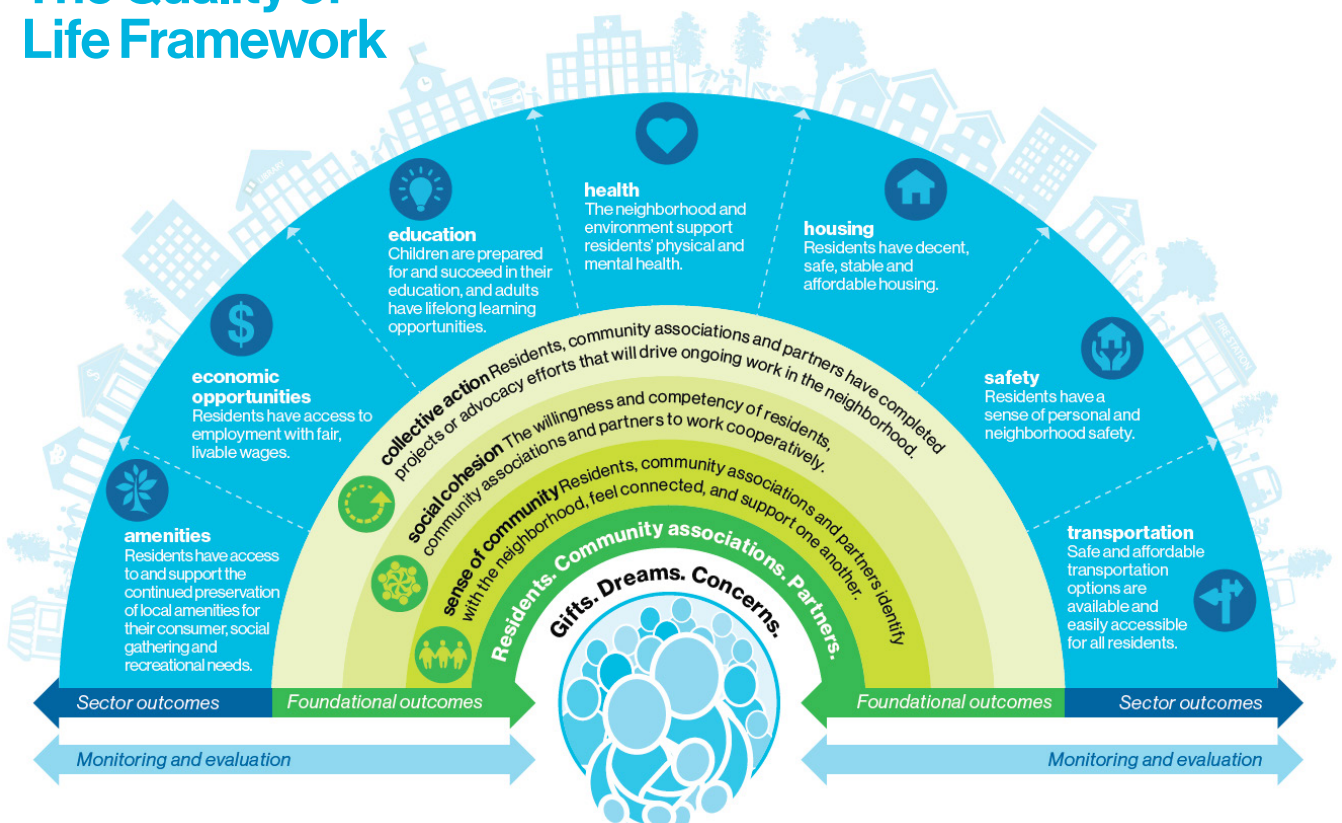
Do you think there could be systemic and sustainable change in your partner neighborhood in the next three years? Are you not sure how to do it, but you want to learn more? Would you like to collaborate with one of our neighborhood revitalization consultants on what it would take to get to this audacious goal?

If your affiliate and partner neighborhood are interested in rising to this challenge — in finding a way to have a measurably improved quality of life — we would love to see you raise your hand for this challenge. If you want to learn more about what it means to raise your hand, please email nr@habitat.org. ➔

Ultimate outcome: Improved quality of life

Quality of life is the sense of well-being and happiness experienced by individuals, groups and communities.

The Quality of Life Framework



← Continued from previous page.

While increasing quality of life has always been our ultimate outcome, we want to challenge affiliates and their neighborhood partners to be one of 10 measurably improved neighborhoods by the end of fiscal year 2021.

We believe measurably improved neighborhoods will result from this shift from outputs to outcomes, as we learned from the neighborhood stories in this report. In order to support neighborhoods in having a measurably improved quality of life, we are pleased to announce that we have gotten input from many of you and from outside community development experts to create a Quality of Life Framework. This framework explains how and why neighborhoods change. It provides a road map for holistic change in a neighborhood while remaining flexible enough to honor the gifts, dreams and concerns of individual, unique neighborhoods.

The Quality of Life Framework is the future of neighborhood revitalization. It will undergird the way we talk, plan, organize, fundraise and report. It will provide guidance and raise questions about how change — systemic and sustainable

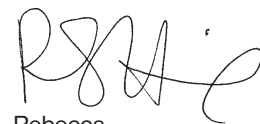
change — can happen. It's not a checklist of once-and-done activities, but rather a guiding strategy to stimulate the conversation and then the action and the measurement of change. This framework is for those whose vision — and might I say call — is to see neighborhoods are not just a little bit better, but actually become the Kingdom of Heaven on Earth.

Do you want to be Kingdom builders? Are the residents' aspirations calling for a new Kingdom? If so, please join us in this challenge to have measurably improved qualities of life throughout the United States.

Many resources about this are available on My.Habitat, so visit the neighborhood revitalization page and click on the "About Neighborhood Revitalization" button.

On behalf of my colleagues at Habitat for Humanity International, please know how inspiring you are and how we celebrate with you the change that is happening in neighborhoods across the United States. Thanks be to God for you!

Peace,



Rebecca

Donor recognition

Habitat for Humanity International wishes to thank the following donors who have contributed to neighborhood revitalization during FY2017. Your support has been invaluable in so many neighborhoods.

Bank of the West

Fund for Shared Insight

Lowe's

Quicken Loans

Republic Services

Wells Fargo Housing Foundation

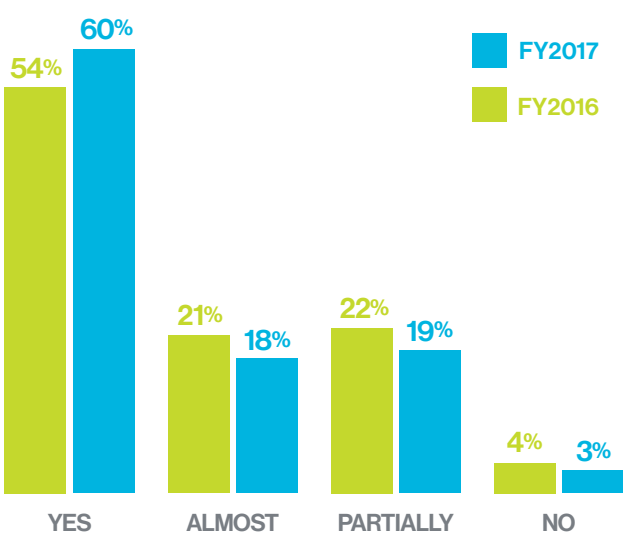
appendix: FY2017 numbers

Affiliates doing
neighborhood revitalization
served a total of **6,629** families

	FY2017	FY2016	FY2015	FY2014	FY2013	FY2012
Total families	6,629	6,245	5,427	4,911	5,135	3,789
Repair	4,734	4,129	3,544	2,942	2,936	1,711
New	1,459	1,595	1,355	1,272	1,528	1,501
Rehab	275	312	358	517	555	423
Recycle	161	209	170	180	116	154

Data from Annual Statistical Report, represents a total of 246 affiliates doing neighborhood revitalization in FY2017, 246 in FY2016, 241 in FY2015, 226 in FY2014, 215 in FY2013, and 192 in FY2012. Please note: Repairs include critical home repair, home preservation and weatherization.

Do you feel that
neighborhood revitalization
is in your affiliate's DNA?



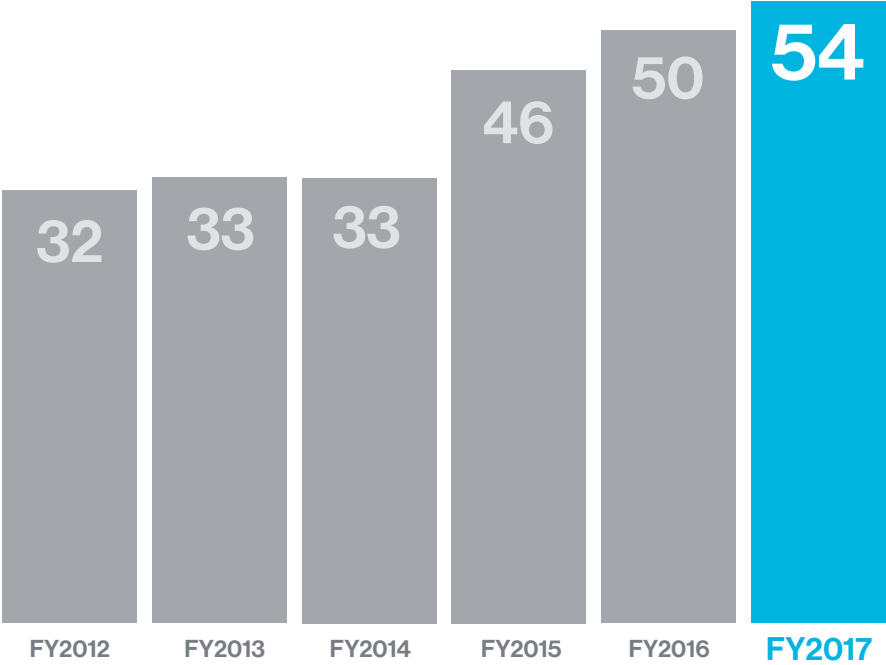
In FY2017, a total of 192 affiliates responded.
In FY2016, a total of 175 affiliates responded.

Funding for neighborhood
revitalization continues
to be strong


















In FY2017, a total of 192 affiliates responded.
In FY2016, a total of 174 affiliates responded.
In FY2015, a total of 184 affiliates responded.
In FY2014, a total of 197 affiliates responded.
In FY2013, a total of 142 affiliates responded.
In FY2012, a total of 171 affiliates responded.

169
affiliates are
working in
268
neighborhoods



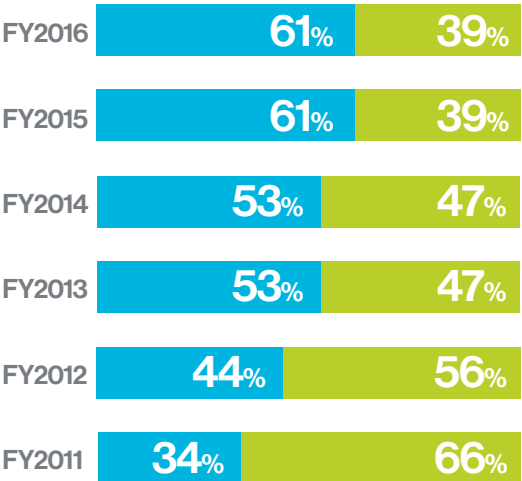
Number of affiliates working in two neighborhoods

Number of neighborhoods	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
	90	102	114	88	95	97
 	32	33	33	46	50	54
  	10	4	12	21	12	13
   	2	1	3	3	2	2
    	2	2	1	2	1	3

In FY2017, a total of 169 affiliate respondents worked in a total of 268 neighborhoods.
In FY2016, a total of 160 affiliate respondents worked in a total of 244 neighborhoods.
In FY2015, a total of 160 affiliate respondents worked in a total of 265 neighborhoods.
In FY2014, a total of 163 affiliate respondents worked in a total of 233 neighborhoods.
In FY2013, a total of 142 affiliate respondents worked in a total of 194 neighborhoods.
In FY2012, a total of 171 affiliate respondents worked in a total of 202 neighborhoods.

Affiliates doing neighborhood revitalization served **61%** of the total families served in the U.S.

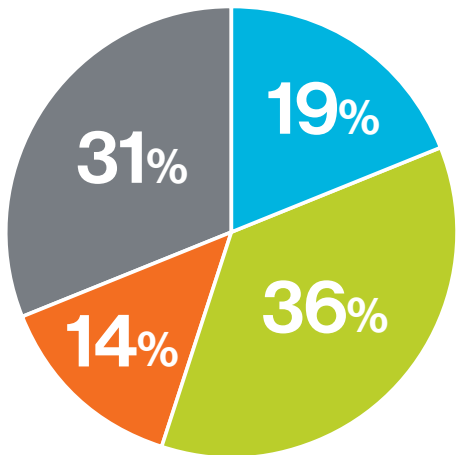
■ Neighborhood revitalization affiliates
■ Non-neighborhood revitalization affiliates



Data from Annual Statistical Report, represents a total of 246 affiliates doing neighborhood revitalization in FY2017, 246 in FY2016, 241 in FY2015, 226 in FY2014, 215 in FY2013, 192 in FY2012 and 123 in FY2011. Habitat affiliates doing neighborhood revitalization served a total of 5,135 families in FY2013, 4,911 families in FY2014, 5,427 families in FY2015, 6,245 families in FY2016, and 6,629 families in FY2017.

Affiliates work in a variety of neighborhoods

What type of area is the focus neighborhood in?

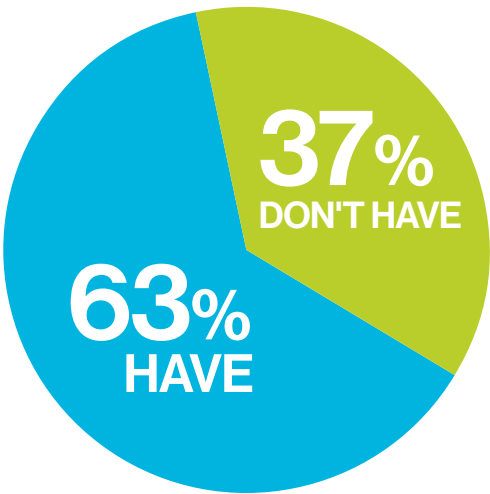


- **19%**
Rural or small town
- **36%**
Medium or small metro area
- **14%**
Suburb of a large metro area
- **31%**
Center of a large metro area

In FY2017, a total of 169 affiliate respondents worked in a total of 268 neighborhoods.

63% of focus neighborhoods have coalitions

A focus neighborhood is a neighborhood where a Habitat affiliate is doing neighborhood revitalization work in partnership with residents and other organizations.

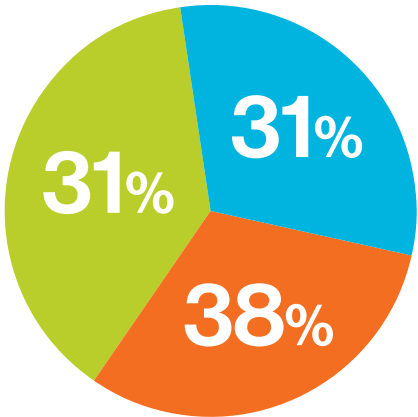


FY2016
61% HAVE
39% DON'T HAVE

In FY2017, a total of 169 affiliate respondents worked in a total of 268 neighborhoods.
In FY2016, a total of 160 affiliate respondents worked in a total of 244 neighborhoods.

Leading organization in the coalition

- Affiliate
- Other agency
- Resident organization



In FY2017, a total of 169 affiliate respondents worked in a total of 268 neighborhoods.

Focus neighborhoods engaged in outcome evaluation

Is the affiliate or coalition engaged in outcome evaluation?



Of those engaged in outcome evaluation, 70% are being led by the affiliate.

In FY2017, 169 affiliate respondents reported on 268 neighborhoods.

Focus neighborhoods with a neighborhood plan



FY2016

50% YES • 50% NO

In FY2017, a total of 169 affiliate respondents worked in a total of 268 neighborhoods. In FY2016, a total of 160 affiliate respondents worked in a total of 244 neighborhoods.

Sectors addressed in the plan:

Housing 96%

Safety 83%

Economics 73%

Amenities 60%

Education 58%

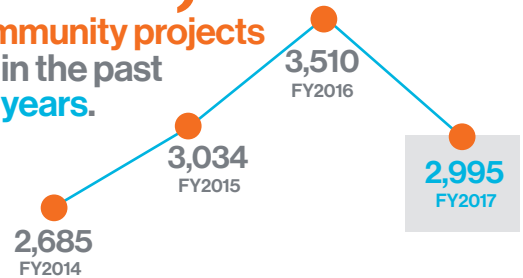
Health 51%

Transportation 48%

In FY2017, 139 neighborhoods had plans.

Affiliates doing neighborhood revitalization have participated in over

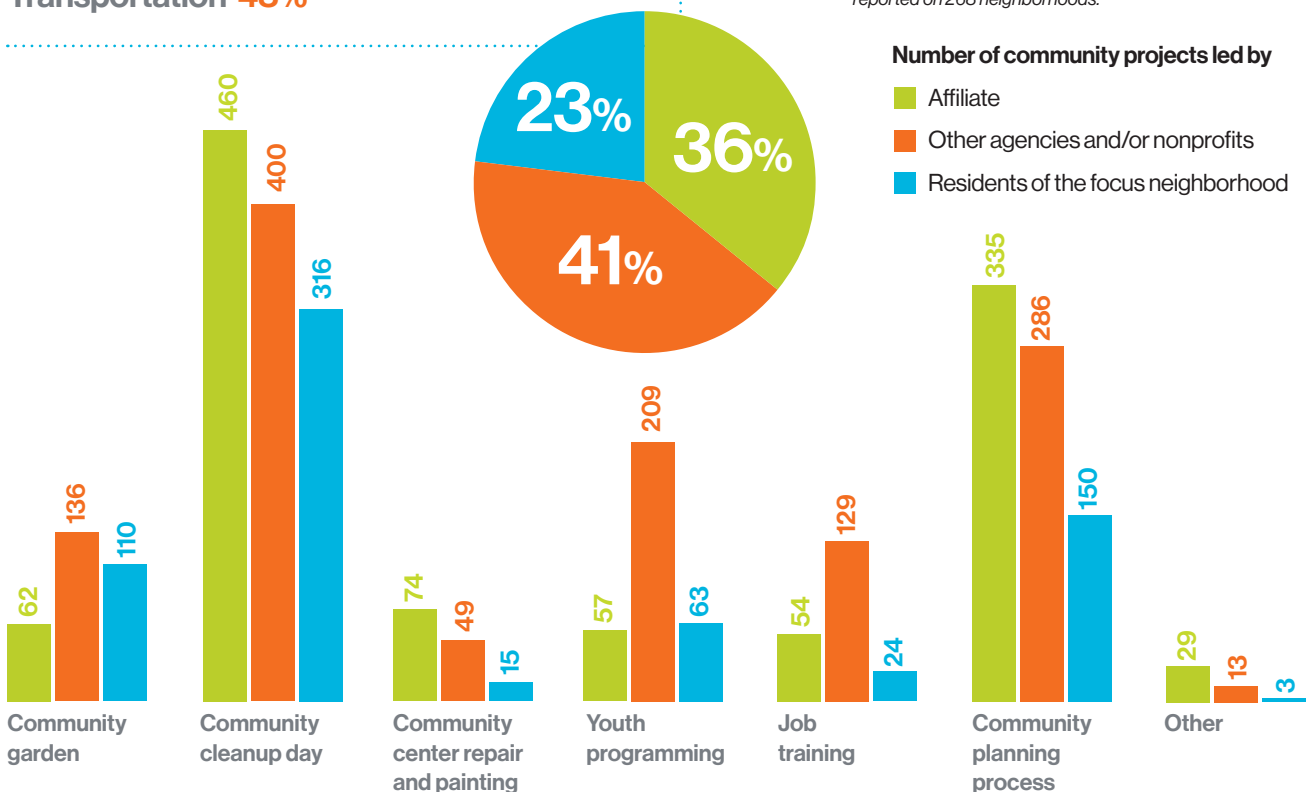
12,000
community projects
in the past
4 years.



In FY2017, 169 affiliate respondents worked on 2,995 projects. In FY2016, 160 affiliate respondents worked on 3,510 projects. In FY2015, 184 affiliate respondents worked on 3,034 projects. In FY2014, 197 affiliate respondents worked on 2,685 projects.

Residents led **23%** of
2,995
community projects

In FY2017, 169 affiliate respondents reported on 268 neighborhoods.



every hand

makes a difference



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(229) 924-6935 (800) HABITAT fax (229) 928-8811 publicinfo@habitat.org habitat.org