



Repair the World Communities Program

Year 4 Evaluation

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INFORMING 
CHANGE

Prepared for
Repair the World

Prepared by
Informing Change

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Introduction

About Repair the World & the Repair the World Communities Program

ABOUT REPAIR THE WORLD

Repair the World (Repair) was founded in 2009 to make meaningful service a defining element of American Jewish life. It is the only organization devoted exclusively to mobilizing young Jews to volunteer in tackling pressing local needs in the United States. Repair helps people transform their neighborhoods, cities, and lives through meaningful service experiences, rooted in Jewish values, history, and heritage (Exhibit 1). Repair powers Jewish service both through national campaigns and through efforts on the grassroots, community level.

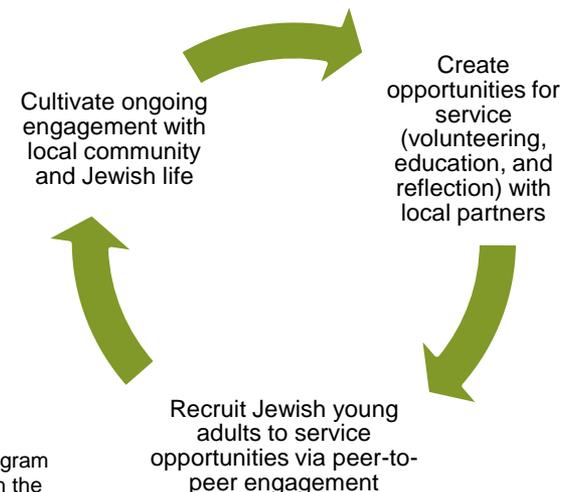
ABOUT THE REPAIR THE WORLD COMMUNITIES PROGRAM

The Repair the World Communities program—Repair’s signature initiative—completed its fourth program year in 2016–17. Currently in Baltimore, Detroit, New York City, Pittsburgh, and Philadelphia,* the program has a presence both city-wide and within specific neighborhoods with pressing social needs. As a place-based program, Repair partners with a local network of non-profits in each city to facilitate service opportunities for young local Jews. These opportunities have a particular focus on education and food justice—two compelling issues that millennials want to address.

Each city is staffed by a Director and up to two other staff members, supporting a small cohort of Fellows in a year-long experience of service, learning, and professional development. The Fellows are responsible for recruiting Jewish young adults to volunteer with local service partners, as well as hosting educational programs. In addition, each city has a storefront Workshop that serves as a community hub for programming and community building, where Fellows and partners host programs.

* Note that Repair was in Baltimore in Years 1 and 2, but not in Year 3. In June 2016, Repair re-launched the program in Baltimore with an adapted model of two full-time staff members instead of Fellows and in close partnership with the Jewish Volunteer Connection (JVC) in Baltimore. New York was brought on board for site development in Year 2, and hosted its first full cohort of Fellows in Year 3.

Exhibit 1
Repair’s Strategies for Integrating Meaningful Service into Jewish Life



Evaluation Overview

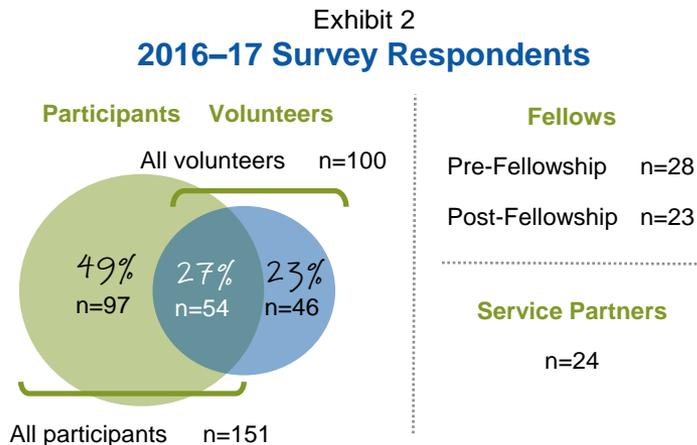
This report presents evaluation findings from the Repair the World Communities program's fourth program year, 2016–17. It builds from evaluations from the program's first three years, looking to see growth over time and validating the Repair the World Communities program's logic model.

These findings reflect analysis of data collected by Repair in 2016–17, including the following (Exhibit 2):

- Fellow pre-program and end-of-year surveys
- Volunteer and educational program participant end-of-year surveys
- Service partner mid-year surveys

There are several key issues to note regarding the evaluation methodology:

- Because of annual changes to the survey instruments—most notably between Year 2 and Year 3—some data from previous years do not align with data collected in the survey for Years 3 and 4. This limits the ability to make direct year-to-year comparisons.
- The survey respondent pool for volunteers and participants may not be fully representative of those involved with the Repair the World Communities program. While the program engaged more volunteers and participants in Year 4, the survey response rate was lower than the previous year and is not statistically representative. It is likely that the respondent pool skews somewhat older than participants overall, for example. These data, therefore, should be viewed with caution—as suggestive or directional, not representative, yet still providing useful insights and presenting important questions to explore in the future.
- The survey data are self-reported, which may present some bias.



Evaluation Highlights

Reach: Repair is engaging a growing number of young adults in service and learning each year.

- In Year 4, 25,703 unique individuals engaged with Repair the World Communities as volunteers, educational program participants, or both across five cities in the US. This represents 51% growth from Year 3.
- The number of Jewish young adults engaging with Repair is also growing, to approximately 15,000 in Year 4.

Quality: With its growth, Repair the World Communities did not compromise quality for quantity of service experiences. If anything, quality has increased, as multiple stakeholders report high-quality and engaging service experiences.

- Service partners find their partnership with Repair to increase their networks and elevate the caliber and consistency of volunteers who serve with them.
- Fellows are sensitive to communities' needs and bring quality, informed volunteers to their work with service partners. They facilitate meaningful Jewish service learning experiences for volunteers and participants.

Social Justice: Commitment to social justice is both a driver of and outcome from the Repair Communities Program.

- People are largely drawn to Repair to learn more about and pursue social justice and make a difference in people's lives.
- Through Repair, they deepen their knowledge and commitment to social justice, while also increasing their understanding of the connection between social justice and Jewish values.
- Fellows, volunteers, and participants feel they are helping local service partners and the people they serve. Similarly, service partners value the support they receive.
- While volunteers, participants, and especially Fellows are learning about systemic inequalities and injustices, they are less clear on whether their work with Repair is directly and actively addressing these issues.

Community: Building trust and bonding between the Jewish and other communities is happening at an individual level, not a community level.

- Beyond providing service and learning opportunities for Jewish young adults on an individual level, Fellows do not see that their work is significantly increasing the Jewish community's collective involvement in social justice work.

Participants

More people are engaging in volunteer and reflective learning opportunities through Repair the World Communities each year, though with less frequency than past years.

- Between August 2016 and July 2017, 25,703 unique individuals engaged with Repair the World Communities as volunteers, educational program participants, or both. This represents a 51% growth from Year 3 to 4 (Exhibit 3). About 60% of these volunteers and participants are involved in work that Fellows are directly engaged in, while the remaining are referred to as “reach” participants, meaning Repair the World Fellows or staff consulted on the program or supported it through use of space or other resources.
- In Year 4, 25% of those who volunteered did so 4 or more times—a level that is commonly understood to be ongoing as opposed to episodic (Exhibit 4). With a larger proportion volunteering four or more times in the previous two years, Repair can consider how to build in past learnings about how Fellows can motivate volunteers to engage more frequently.
- It is encouraging to see that those who engage more intensively with Repair also do so with greater frequency. Over half (55%) of the subset who both volunteered *and* participated in Repair educational programs (about one quarter of individuals who engaged with Repair) did so four or more times during the year, compared to 30% who just participated in educational programs and 33% who just volunteered (Exhibit 5).

Exhibit 3
Number of Unique Participants

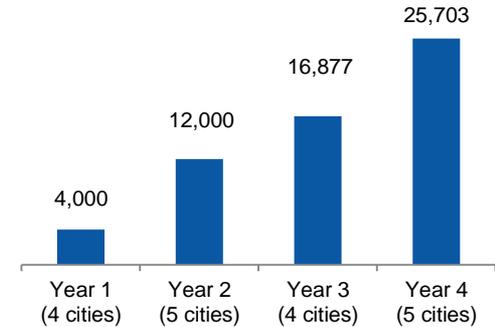


Exhibit 4
Percentage Volunteering 4 or More Times

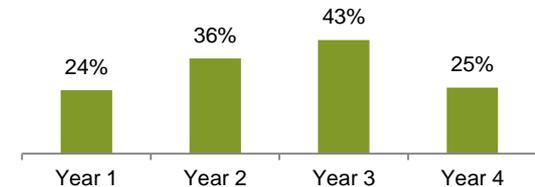
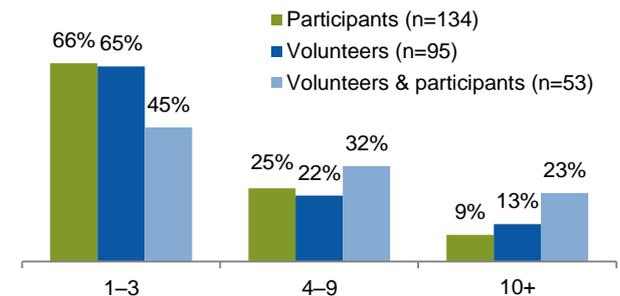
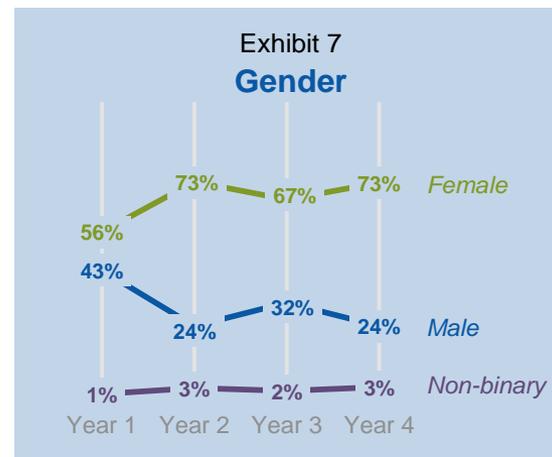
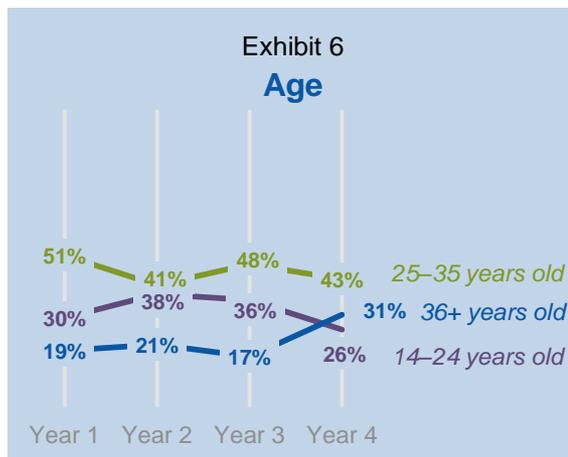


Exhibit 5
Number of Times People Engaged with Repair in Year 4



Repair the World Communities is recruiting an increasing number of Jewish young adults—estimated at nearly 15,000 in Year 4—to engage in volunteering, learning, and reflection activities.*

- According to survey results, adults who are 25–35-years old make up the primary base of volunteers and participants (43%). Year 4 saw an increase in volunteers and participants who are 36 and older, with fewer 14- to 24-year-olds and only a slight decrease in the number of 25- to 35-year-olds (Exhibit 6). Similar to Year 3, people who participate in educational programs are somewhat younger than volunteers (with 22% and 15%, respectively, between the ages of 14 and 24).
- There is a growing trend across the years for more women than men to participate and volunteer (Exhibit 7).
- More than half (58%) of volunteers and participants in Year 4 are Jewish—similar to Year 3 (53%). With the increase in overall numbers of volunteers and participants from Year 3 to Year 4, the estimated absolute number of Jewish young adults involved with Repair the World Communities has increased by about 22%.
- Many Fellows describe rallying people who are already oriented toward service and volunteering. Being Jewish is not a defining aspect of these recruits, especially given the many offerings available to Jewish young adults. In the words of one Fellow: “Many of our volunteers are not Jewish. I don’t feel like we effectively engage the Jewish community, especially because there are already so many competing events from other young adult-focused groups in the city.”



* This estimate was calculated using the proportion of respondents to the survey who indicated that they are Jewish (58%) and the unique total volunteers and participants (25,703 individuals).

The Repair cities reach different demographic slices of participants and volunteers.*

- Across all cities, about a quarter of participants and volunteers are 14 to 24 years old, though cities vary widely in their concentrations of 25- to 35-year-olds and 36+-year-olds. For example, Baltimore had more 25- to 35-year-olds than any other city and fewer older participants.
- Detroit participants were older, perhaps because of the respondent pool for Detroit: participants in Detroit included parents of PeerCorps, a year-long mentorship for Bar and Bat Mitzvah-aged young people. These parents may have filled the survey out at a disproportionately high rate, skewing the age demographics older for this city.
- New York City also had higher proportions of participants aged 36 and older, perhaps a result of this community's first full year of family engagement programming. Through a grant from PJ Library, the New York City community planned events in which parents can volunteer with their young children.
- Baltimore and Detroit had a better balance between volunteers and participants who identify as male or as female than the other cities.
- The gender of Fellows may have some bearing on the gender distribution of volunteers and participants. In Pittsburgh, 5 of the 6 Fellows identify as female, and in Philadelphia, 7 of the 8 Fellows identify as female; these cities also had substantially more female-identified volunteers and participants. However, New York City had more female-identified participants and volunteers than men but a greater balance between male-identified (3) and female-identified (5) Fellows.

* The city-specific findings shared here and elsewhere in this report are based on the participant and volunteer survey sample per city. Given the small size of these sub-samples (18–47 respondents per city), the findings should be viewed as directional and not representative.

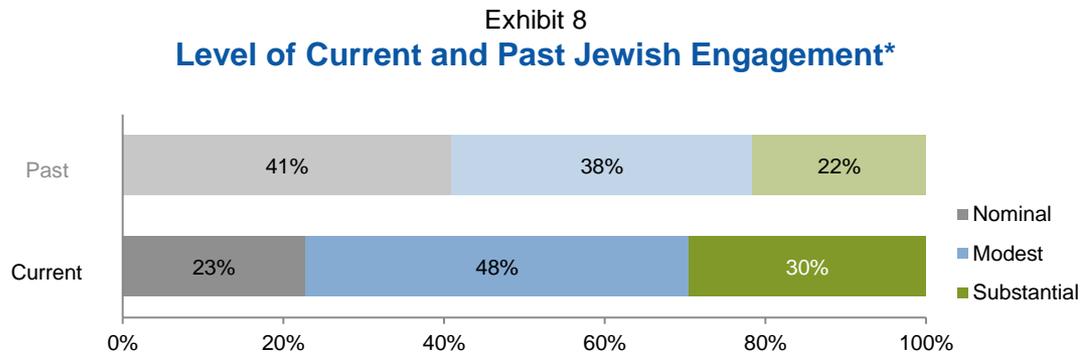
Cities' different methods for engaging the Jewish community, as well as each city's unique demographics and geography, influence the number of Jewish participants and volunteers who connect with Repair.

- The Baltimore model, consisting of primarily all Jewish participants and volunteers, is markedly different from the models in other cities. In Baltimore, full-time staff members, instead of Fellows, work in close partnership with the Jewish Volunteer Connection (JVC). This model draws on an established Jewish community of volunteers through JVC.
- New York City is unique in its focus on Crown Heights as its service community. Crown Heights has a majority Black population, though the neighborhood—as well as Brooklyn and New York more broadly—is also home to a large Jewish community, with a higher concentration of Hasidic Jews, in particular.* Accordingly, New York had more Orthodox volunteers and participants (approximately one in six) than any other city.
- Unlike New York City, the service community Repair works with in Detroit is not geographically similar to the Jewish community it draws on for volunteers and participants. Part of Repair's model in Detroit, then, is an intentional effort to bring volunteers and participants to the service community.
- Pittsburgh and Philadelphia had markedly more non-Jewish than Jewish participants, compared to other cities. Several factors could influence this. Both cities have smaller Jewish populations than New York City, for example, and there is less of an explicit effort (compared with Detroit) to bring in volunteers from outside the service community.

*King L, Hinterland K, Dragan KL, Driver CR, Harris TG, Gwynn RC, Linos N, Barbot O, Bassett MT. Community Health Profiles 2015, Brooklyn Community District 8: Crown Heights and Prospect Heights; 2015; 32(59):1–16.

Most Jewish volunteers and participants come from a moderately engaged Jewish background; they are likewise currently engaged, as well.

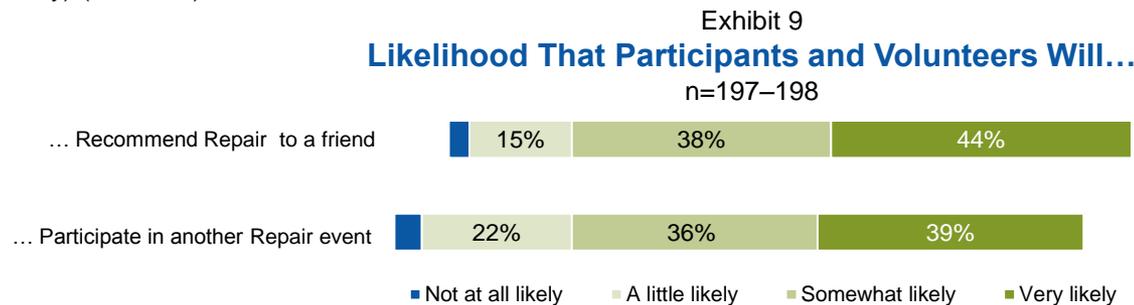
- Looking at the backgrounds of Jewish volunteers and participants (e.g., whether they attended Jewish camp or day school, participated in Jewish activities or trips while growing up, had a Bar or Bat Mitzvah), about equal proportions come from nominal (41%) or modest Jewish backgrounds (38%), and slightly less than one quarter (22%) had substantial Jewish backgrounds (Exhibit 8). Compared to Year 3 (26% nominal; 50% moderate; 24% substantial), the program is reaching more volunteers and participants with more nominal past Jewish engagement in Year 4.
- However, volunteers and participants report that their current involvement in the Jewish community (e.g., attending Jewish services, participating in activities with Jewish organizations, cooking traditionally Jewish foods) has increased. Almost half (48%) said they are moderately engaged in Jewish experiences, and about one third (30%) are currently highly engaged in Jewish experiences. Consistent with Year 3 findings, past and current Jewish engagement are not correlated, meaning that an individual might have a different level of past and current Jewish engagement.
- Jewish engagement trends among Jewish volunteers and participants are fairly consistent across the five cities.



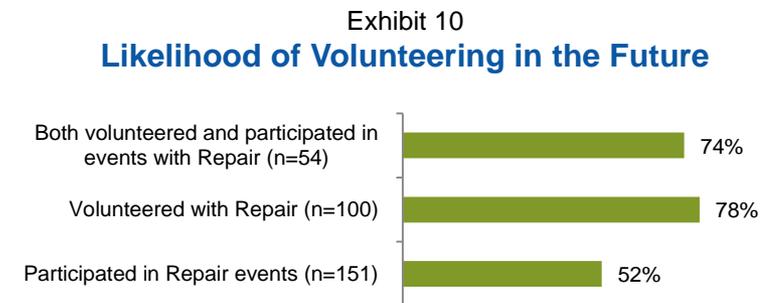
* See the Appendix for information on the calculations for past and current Jewish engagement.

Participants and volunteers have positive experiences with Repair the World Communities, which may inspire them to volunteer again in the future.

- Almost all (92%) participants and volunteers rate their experiences with Repair as “good” or “excellent,” on par with Year 3 (94%). Furthermore, 82% are somewhat or very likely to recommend Repair to a friend, and 75% to participate with Repair again in the future, further strong indicators of satisfaction with the Repair experience and consistent with Year 3 (86% and 74%, respectively) (Exhibit 9).



- Similar to Years 1, 2, and 3, the majority of respondents say they are likely to volunteer again in the future (Exhibit 10). Of those who say they are “very likely” to volunteer in the future, the majority are people who had volunteered or who had both volunteered and participated in one of its programs.



“I enjoyed my first event when my friend first told me about Repair the World. We went to an adult community and packed lunches with and for the residents. I kept coming back!”

– Volunteer

Fellows

The Fellows in Repair’s 2016–17 cohort...

- ... Are mostly all Jewish, though slightly more non-Jewish Fellows joined the cohort in Year 4 than in years past (21% non-Jewish in Year 4, compared with 15% in Year 3). Repair uses a Train-the-Trainer model with its Fellows, which requires Fellows to have a deeper level of prior Jewish engagement (Exhibit 11), compared with the participants Fellows work with.
- ... Focused their work roughly evenly between education justice (48%) and food justice (52%).
- ... Were involved civically before the Fellowship but in different ways from the previous cohorts (Exhibit 12). More Fellows in this year’s cohort had volunteered previously, compared to cohorts from Years 1–3.

Exhibit 11
Fellows’ Prior Jewish Engagement
n=20

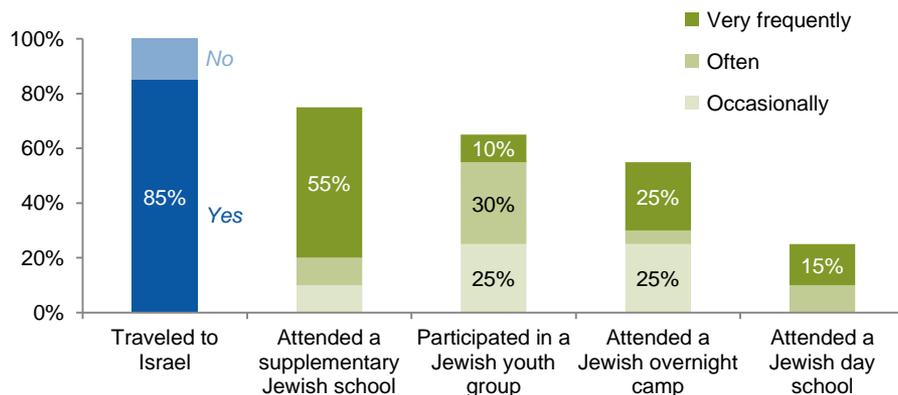


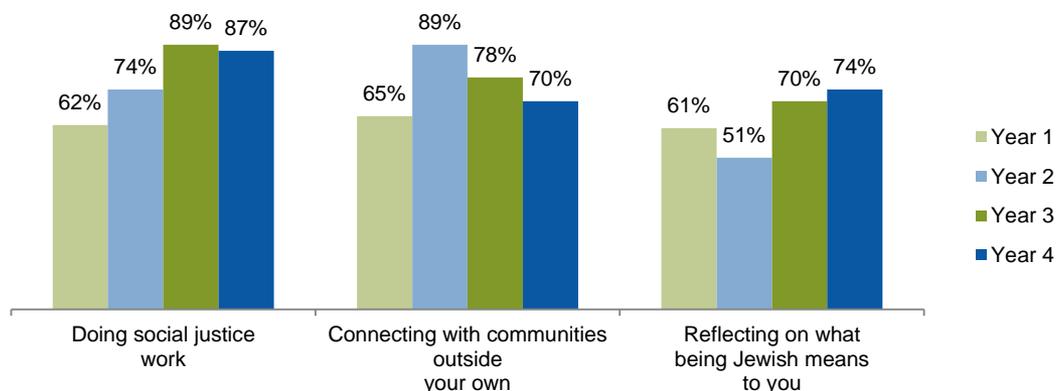
Exhibit 12
Fellows’ Previous Civic Experiences

	Year 1	Year 2	Year 3	Year 4
Volunteered through local organizations	N/A	65%	56%	73%
Based purchasing decisions on companies’ socio-political values	71%	56%	59%	63%
Donated money or food to an organization or cause	52%	56%	37%	59%
Signed written or emailed petitions	N/A	N/A	33%	43%
Worked with other people in their neighborhood to fix or improve something	58%	48%	44%	35%

Repair propels Fellows toward future engagement with social justice and service.

- The majority of Fellows are satisfied with the amount of time they currently spend engaging in social justice work, connecting to other communities, and reflecting on what it means to them to be Jewish (Exhibit 13). Over the course of the four years, more Fellows are feeling satisfied with the time they spend reflecting on being Jewish.
- At the same time, when asked to consider their lives before and after the Fellowship, most Fellows anticipate spending more time connecting with communities outside their own (65%) and engaging in social justice work (74%), while far fewer (35%) expect they will spend more time reflecting on being Jewish than they did before the Fellowship.
- It is important to note that Fellows answer this question upon exiting a program that had a specific Jewish and social justice focus. Having spent dedicated time in the Fellowship reflecting on their Jewish identities, some Fellows may feel compelled to pursue issues of social justice more urgently. Satisfaction with time spent exploring a Jewish identity is different in nature from satisfaction with time spent doing social justice work, in that more exposure to social justice work may cultivate a sense of urgency less present in pursuing a Jewish journey.
- Repair is also influencing Fellows' future career plans: 43% say that their career plans changed as a result of the Fellowship.

Exhibit 13
**Fellows' Satisfaction with
Time Spent ...**



Service Partners

As the number of service partners grows, the proportions of those that focus on education, food justice, or at the intersection of the two remains fairly consistent year to year.

- In Year 4, Repair has 73 service partners across its five cities, an increase from 44 partners in Year 3 across four cities.*
- One third (36%) of Repair's Year 4 service partners focus primarily on food justice, almost a quarter (23%) on education justice, and 41% identify their focus as "other." This is relatively consistent with previous years.
- The volunteer work done at these organizations varies widely, with administrative work, tutoring or teaching, and mentoring as some of the primary types of work. This differs from Year 3, when volunteer work was more exclusively education support, such as teaching and mentoring, and less frequently administrative support. This difference may result from service partners' interpretations of the survey question; they may perceive Repair's core value to them as the work that Fellows do directly, often administrative work, rather than the work of volunteers that Fellows recruit.
- Partners are fairly evenly distributed among those who have worked with Repair for one (29%), two (15%), three (30%), and four (26%) years.

"I had a great experience helping a community garden plant crops that will provide healthy food for the community."

– Volunteer

"We have benefited a great deal from the support and physical presence of Fellows. They bring another generation of experience and enthusiasm to our organization. They are respectful and committed to our organization, and our mission and focus uniquely parallels Repair—education and food justice."

– Service Partner

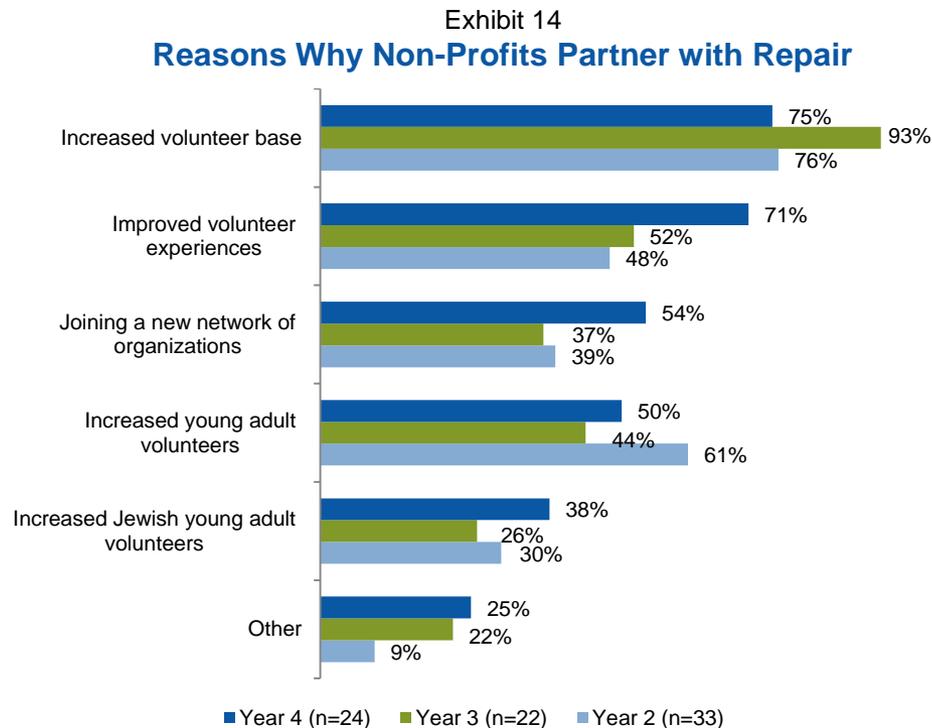
"It was significantly easier to rally our events around food justice, so I definitely spent most of my year doing that."

– Fellow

* Service partners from Baltimore did not respond to the partner survey.

Service partners find value in their partnership with Repair because of the quality, not just the quantity, of volunteers.

- Just as many service partners used the partnership to improve the volunteer experience as those who used it to increase their volunteer base (Exhibit 14). Growing their volunteer base was less of a motivator for more Year 4 service partners, compared with those in Year 3.
- Several service partners mention that having a consistent volunteer base that they can depend on has allowed them to move their programs forward in ways they could not have without Repair’s support.



“Those that have been recruited by Repair Fellows have a clearer understanding of urban cultures and social issues. They have gained a sense of belief and passion for service learning and can inspire others in ways that they were inspired.”

– Service Partner

“One of the volunteers recruited through Repair now volunteers at all of our events. The participants and partners are able to get to know him and he doesn’t need to be retrained every time. We appreciate this consistency.”

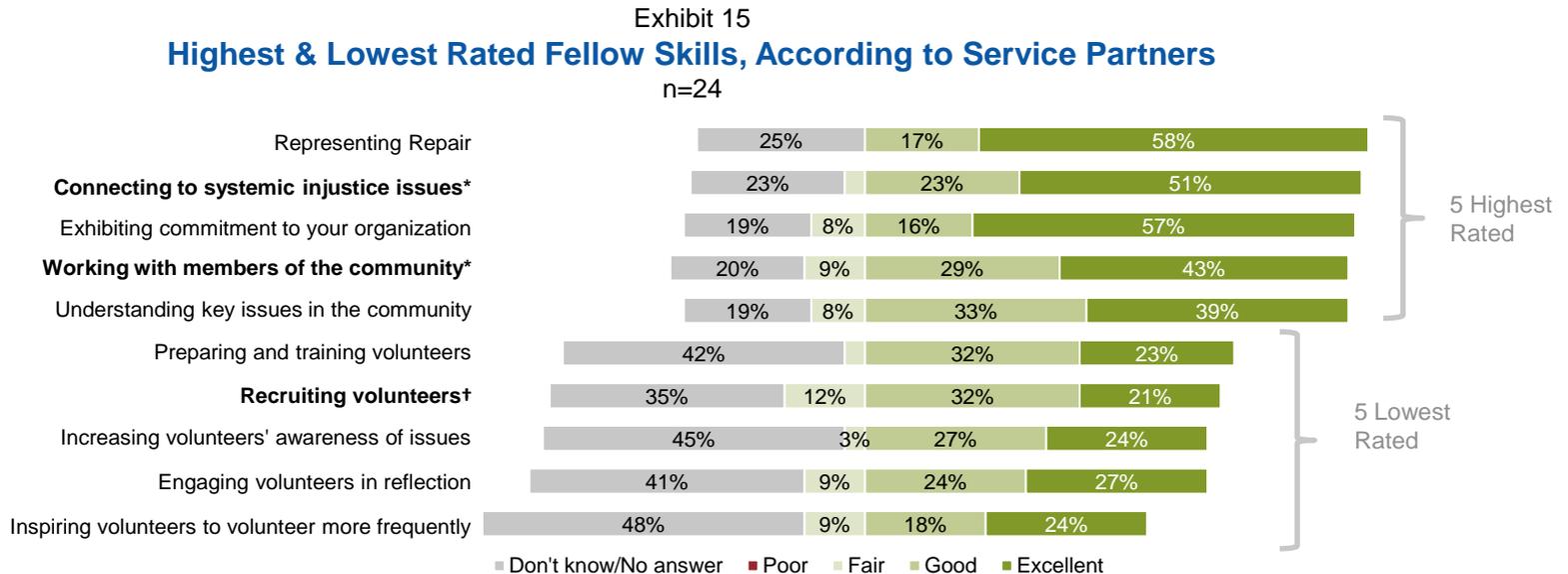
– Service Partner

Service partners see Fellows as having the community-oriented skills and contextual understanding of systemic issues but have less insight into their ability to recruit and train quality volunteers.

Service partners have strong, positive experiences with Repair. In Year 4, more service partners rated Fellows as “excellent” on skill items focused on Fellows’ and volunteers’ community connections compared with Year 3. None of the service partners rated any of the Fellows’ skills as poor, however far more marked “don’t know” or did not answer these items compared with Year 3, indicating less familiarity with Fellows and their skill sets—particularly with regard to volunteer recruitment and training (Exhibit 15).

“Our Fellow had a deep understanding of systemic injustice and racism and how that then relates to food.”

– Service partner



* Indicates a skill that was not among the five highest rated skills in Year 3.

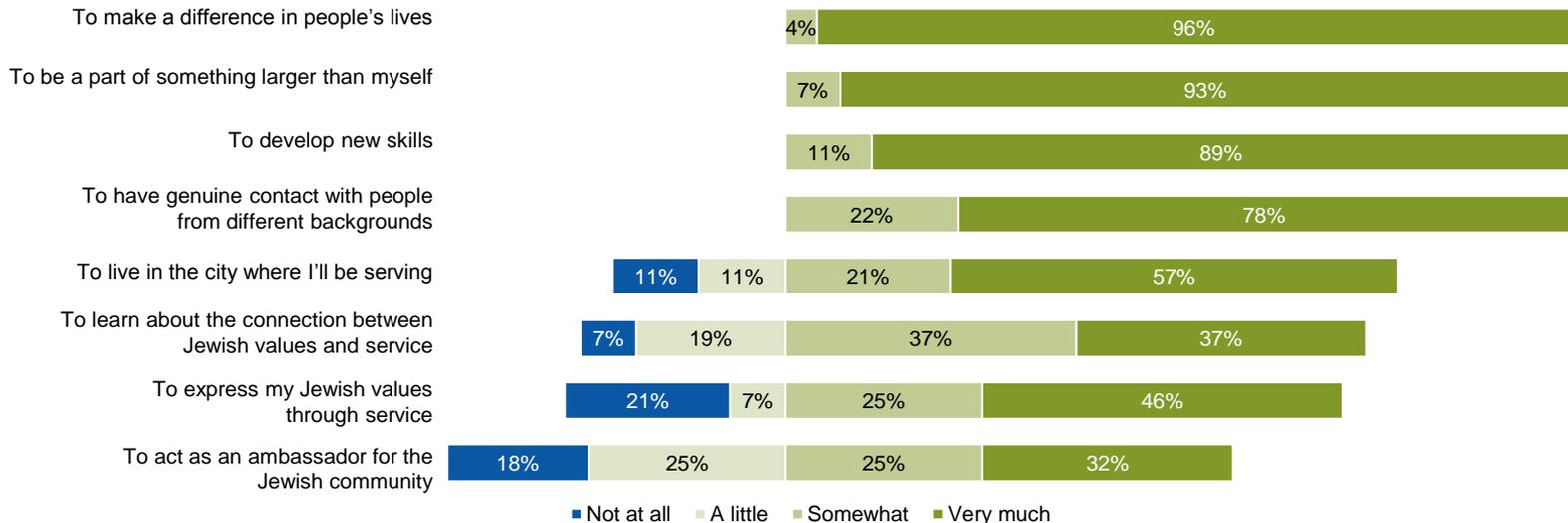
† Indicates a skill that was not among the five lowest rated skills in Year 3.

Jewish Community Impact

Fellows' motivations reveal they prioritize the work implicit in repairing the world—making a difference and being part of a larger cause—over explicitly Jewish values.

- Fellows' motivations to join Repair—primarily those connected to making a difference and connecting with communities where they work—align with service partners' perceptions of Fellows' skill sets (Exhibit 16). More Fellows felt strongly motivated by these factors than Fellows did in Year 3. These community-oriented outcomes outrank motivations related to their individual professional development, as well as those connected to their Jewish identities.
- Once in the program, Fellows found ongoing motivation in wanting to support their service partners, as well as their commitment to the communities where they worked. Some referenced their peers and Repair staff as additional sources of motivation.

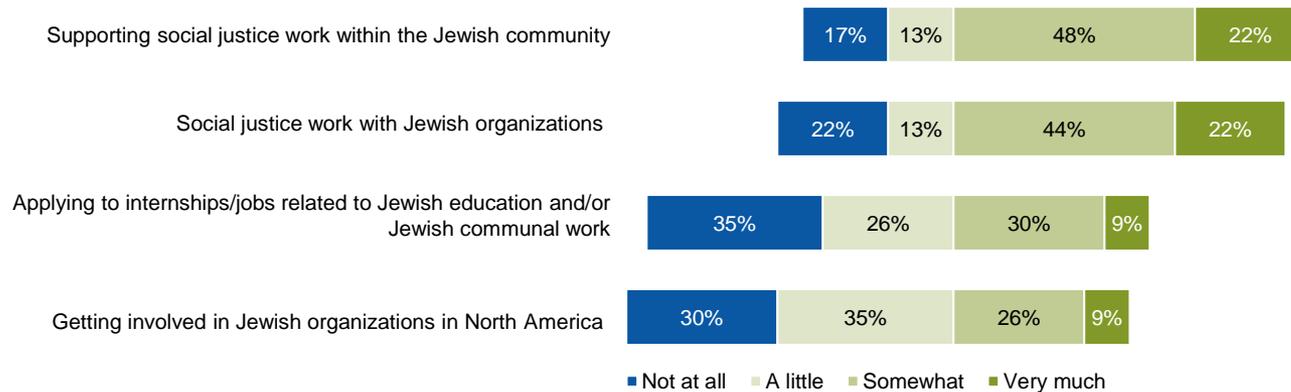
Exhibit 16
Why Fellows Participate in Repair the World Communities
 n=27–28



Most Fellows deepen their commitment to social justice work in a Jewish context because of Repair.

- Most Fellows say that, to some degree, being a Fellow strengthened their commitment to social justice work with Jewish organizations or within the Jewish community (Exhibit 17).
- Year 4 Fellows feel less strongly about Repair’s influence on their commitment to social justice work in the Jewish community, compared to Year 3; more indicated “somewhat” for these items than “very much.”

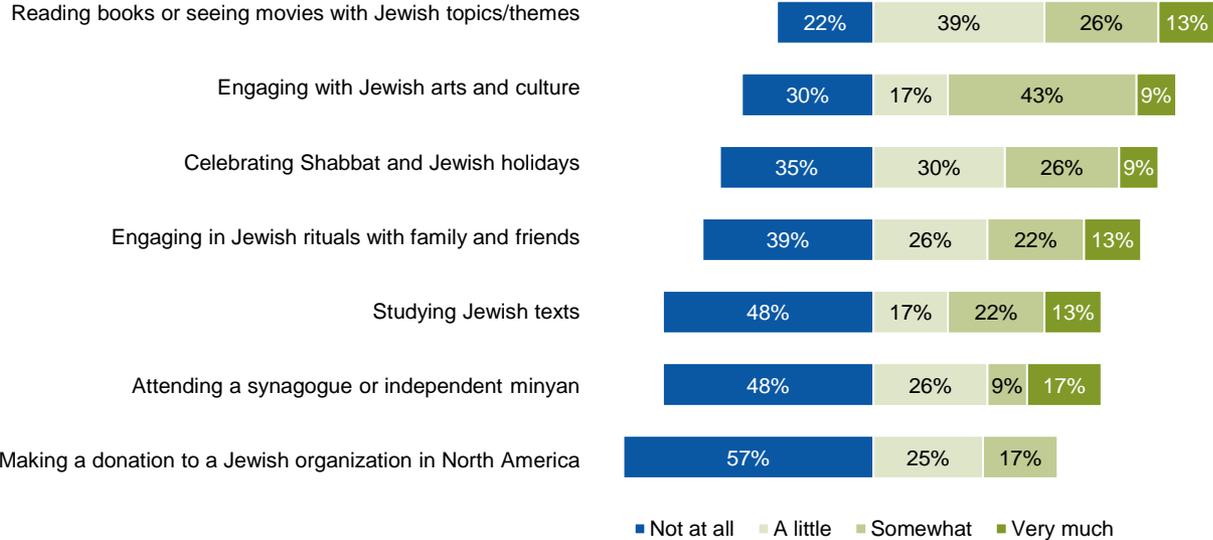
Exhibit 17
Influence of Repair on Fellows’ Commitment to Social Justice Work & the Jewish Community
 n=23



Repair influences Fellows' commitment to informal Jewish practices.

While it is expected that most Fellows come into the Repair the World Communities program with some involvement in Jewish life, almost all (91%) say that being a Fellow increased their commitment to at least one type of Jewish learning or practice. And in most cases, about half to two thirds are more likely to engage in any of these activities after being a Repair Fellow (Exhibit 18).

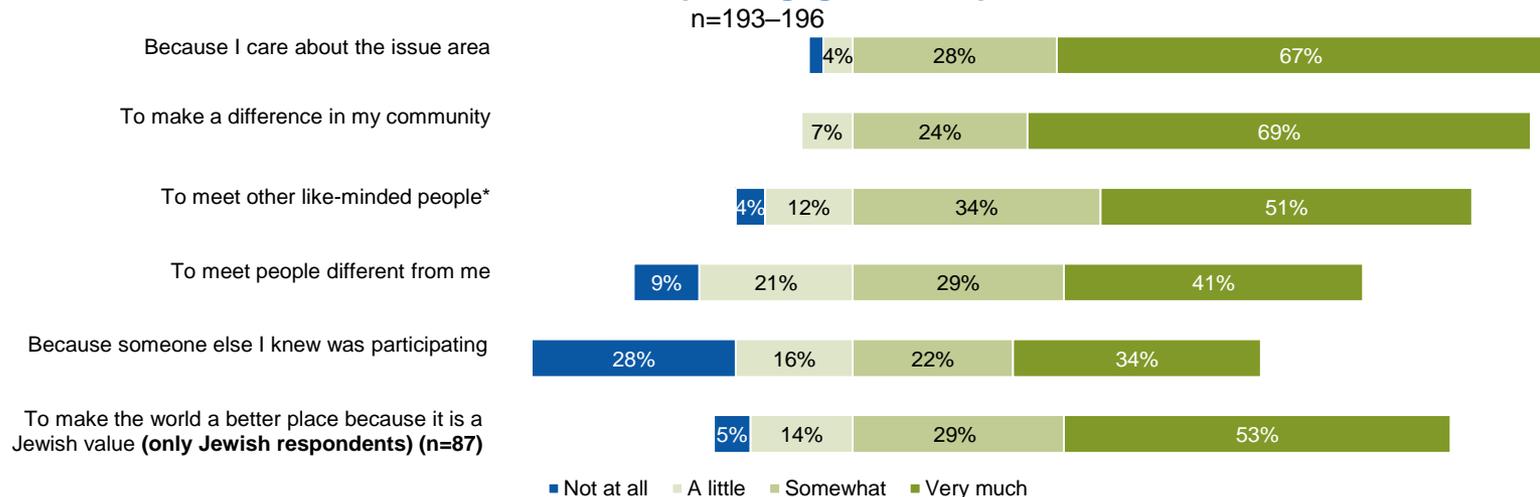
Exhibit 18
Influence of Repair on Fellows' Commitment to Jewish Activities
 n=23



As in previous years, volunteers and participants are initially internally motivated to engage with Repair.

- Service partners recognize the power of Fellows’ peer-to-peer networking, citing a more diverse and broader volunteer base because of the Fellows’ efforts. However, evidence of Repair’s peer-to-peer model as a mechanism for reaching more participants and volunteers is less apparent. More than a quarter of participants and volunteers said knowing someone was not at all a motivation for their engagement (Exhibit 19). While this provides some nuance in understanding how the peer-to-peer model works for Repair, it may also indicate some survey bias, as answer options related to altruistic motivations may resonate as more true to respondents than those related to practical motivations, such as joining a friend.
- The peer-to-peer model may be more effective in engaging repeat participants, rather than first-timers. Of participants and volunteers who came to four or more events, significantly more—65%—said they were motivated by the Fellow, compared with only 33% for those who attended fewer times.

Exhibit 19
Reasons People Engage with Repair

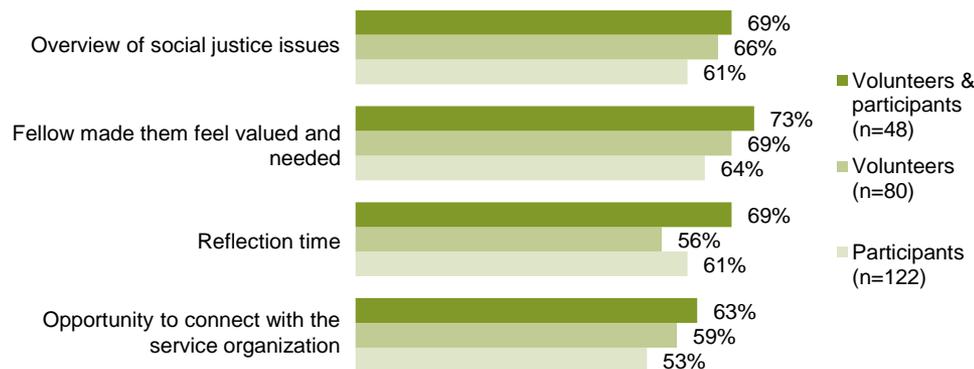


* Consistent with Year 3 finding, people with substantial levels of current Jewish engagement are more likely to express this sentiment than those with nominal levels of current Jewish engagement.

The experiences Fellows create for volunteers—and the work they do with those who participate in educational programming as well—are meaningful.

- Repair’s definition of meaningful Jewish service-learning enables individuals to experience authentic volunteering, feel valued while serving, understand the systemic causes of the issue being addressed, and have time to reflect on the connection between the service and Jewish values.
- Already, volunteers, most of whom are motivated by their concern for the issue area, are primed for engaging with their experience on a deep, meaningful level. Fellows seem to be capitalizing on this in incorporating reflection time, facilitating connections to the organization, engaging volunteers on broader social justice issues, and expressing volunteers’ value.
- At least to a small extent, those who both volunteer and participate in educational programs experience more elements of meaningful Jewish service learning (Exhibit 20).

Exhibit 20
Elements of Meaningful Jewish Service-Learning Experienced Through Repair



“Our reflection time at the end was very meaningful. It helped us to realize that our task had much value. I left wanting to do more.”

– Volunteer

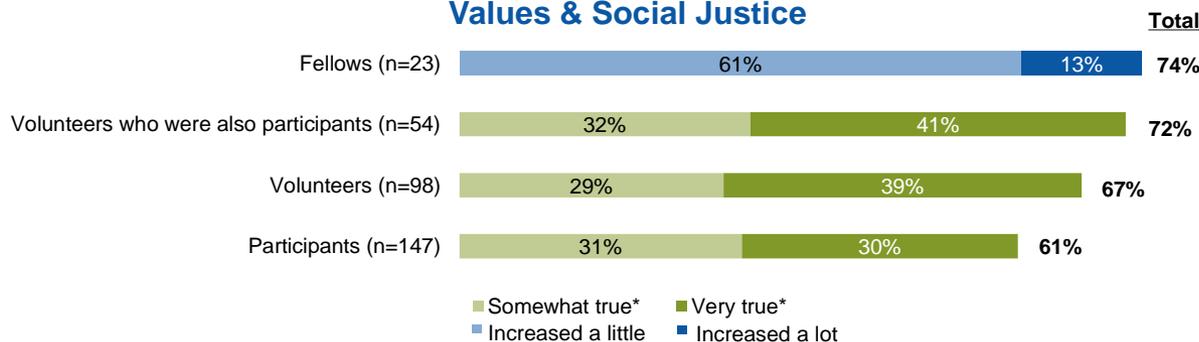
For many Fellows, volunteers, and participants, Repair is increasing people’s understanding of the connection between Jewish values and social justice.

- Fellows, with the most depth of exposure to Repair, have a stronger, more enhanced understanding of this connection, compared with their volunteer and program participants peers. Three quarters (74%) of Fellows say their appreciation of the connection between Jewish values and social justice increased a little or a lot as a result of the Fellowship—greater than for volunteers or program participants (Exhibit 21).
- However, more volunteers and participants are understanding this connection in Year 4, compared with Year 3 (41% for participants, 51% for volunteers, and 54% for those who did both).
- In Year 4, there were no statistically significant relationships between the items in Exhibit 21 and volunteers’ and participants’ levels of Jewish engagement, likely due to the much smaller sample size compared with previous years.
- Fellows overwhelmingly experience greater gains in understanding community issues—e.g., educational inequities, food justice, and the dynamics of power and privilege—than in understanding the connection between service and Jewish values.

“While weeding a bed, a volunteer was explaining to me why he doesn’t belong to a shul, has no desire to ever join one, and no longer connects with his Judaism. After talking about how I love the connection between agriculture and Judaism, he turned to me and said this was how he was going to reconnect with his faith.”

– Fellow

Exhibit 21
Growth in Understanding of the Connection Between Jewish Values & Social Justice



* The corresponding response options on the Fellows survey are “increased a little” and “increased a lot.”

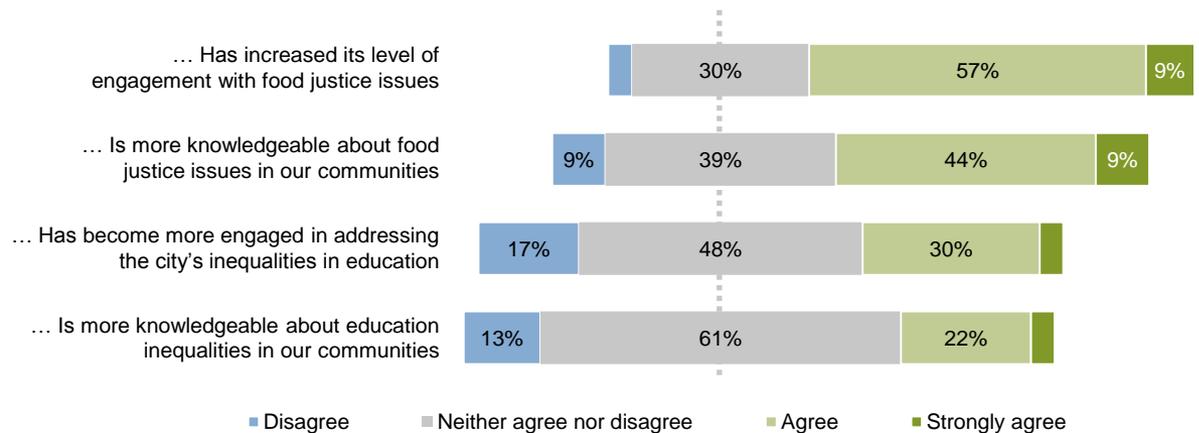
Fellows struggle with how to convert the energy they see in the Jewish community around food justice and addressing education inequalities into direct service with other communities.

- Fellows feel that the Jewish community has somewhat increased its involvement in social justice work with marginalized communities in their cities (35% say this is “somewhat true”; 35% say this is “true”). While Fellows believe that the Jewish community is more knowledgeable about and engaged in food justice issues, far fewer believe this is the case for education inequalities (Exhibit 22). This may reflect the distribution of Fellows working with service partners focused on food justice issues.

- About one third (35%) of Fellows feel the Fellowship is working to achieve its mission to mobilize the local Jewish community to volunteer with frequency and depth (compared with half in Year 3). A quarter (26%) are unsure. Several Fellows described challenges in working with other Jewish institutions, whose primary focus is driving Jewish engagement, not service learning. Others describe, among the Jewish communities in their cities, more concern for and understanding of systemic social issues, with less direct action in the form of volunteer service.

Exhibit 22
Fellows' Sense That the Jewish Community in Their Cities...

n=23



"We are definitely getting the Jewish community to come to events and learn about the social justice issues, but the conversion to direct service is not as high as I think it could be."

– Fellow

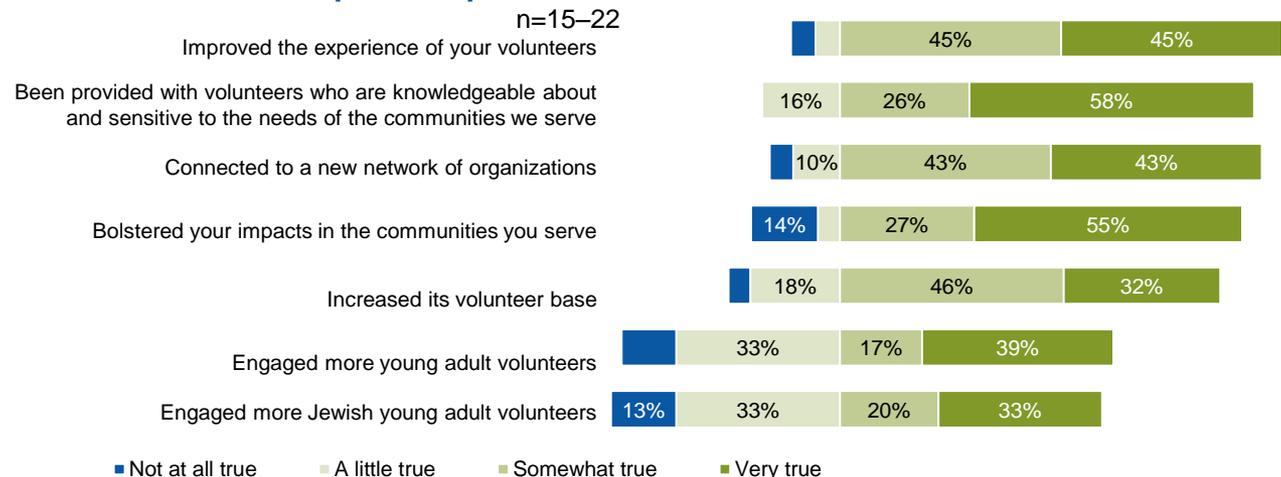
Local Community Impact

Service partners feel that Repair is creating a stronger, more connected, and informed volunteer experience.

- The vast majority of service partners (92%) plan to continue their partnership with Repair. A similar proportion (83%) would recommend Repair to another organization; those who would not cited the reason as their own lack of a network or their belief that Repair’s model would be incompatible with the organizations they know.
- Repair broadened and diversified service partners’ networks. Many found the Repair staff—including the City Director and the Fellows—to be useful connectors to other organizations, as well as to volunteers.
- Service partners felt Repair’s impact more in the quality, rather than the quantity, of volunteers (Exhibit 23). Significantly fewer service partners (with 32% reporting “very true”) saw Repair’s value in increasing their volunteer base in Year 4, compared with Year 3. At the same time, more service partners (with 58% reporting “very true”) found Year 4’s volunteers to be knowledgeable and sensitive to their communities’ needs than those in Year 3 (with 32% reporting “very true”).

“It’s an overall great partnership. We engage with Repair on multiple fronts. It expands our sense of community. Beyond having Fellows work with us, Repair feels like part of our family.”
 – Service Partner

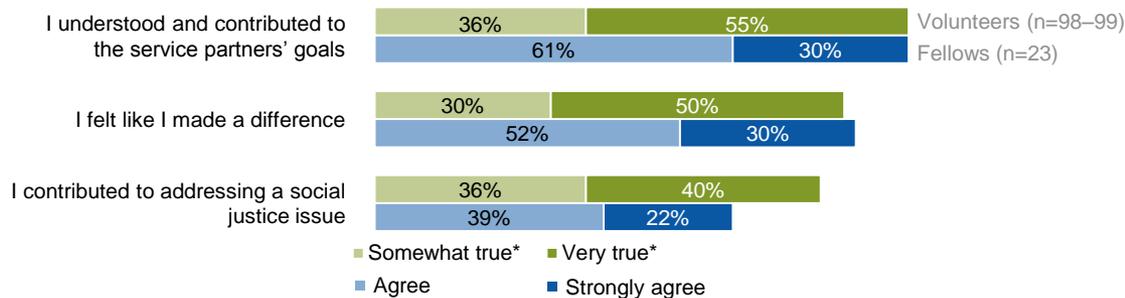
Exhibit 23
Repair’s Impact on Service Partners



Fellows, volunteers, and participants feel they are supporting the work of local service partners and the people they serve; however, fewer feel they have contributed to systemic change (Exhibit 24).

- In Year 4, slightly more volunteers (76%) feel they contributed to addressing issues related to social justice, compared with Years 3 (65%) and 2 (66%). Volunteers are also increasingly understanding and contributing to service partners' goals (91% in Year 4, compared with 85% in Year 3). Given the setup of the Communities program, it makes sense that a higher proportion of people feel they contributed to service partners' goals, compared with those who feel they addressed social justice issues—the experience, for participants, is a short-term volunteer engagement with an educational framing, and service partners' goals are more immediate and tangible than broader, intractable-seeming systemic issues.
- Fellows feel they made greater contributions to service partner goals in Year 4 (90% “agree”) compared with Year 3 (81% “agree”).
- Respondents from Detroit feel they contributed to the community more strongly than participants from other cities, and to an even greater extent than last year: seven in ten say they understand and contributed to their service partners' goals, compared with about half in other cities; eight in ten feel they made a difference, compared with roughly half in other cities, and six in ten feel they contributed to addressing a social justice issue, compared with slightly more than a third in other cities.

Exhibit 24
Contributions to the Local Community Because of Repair



“Some of our neighbors have expressed how encouraging it is to know there are young people not from the city who care about making our communities look and feel more vibrant and active.”

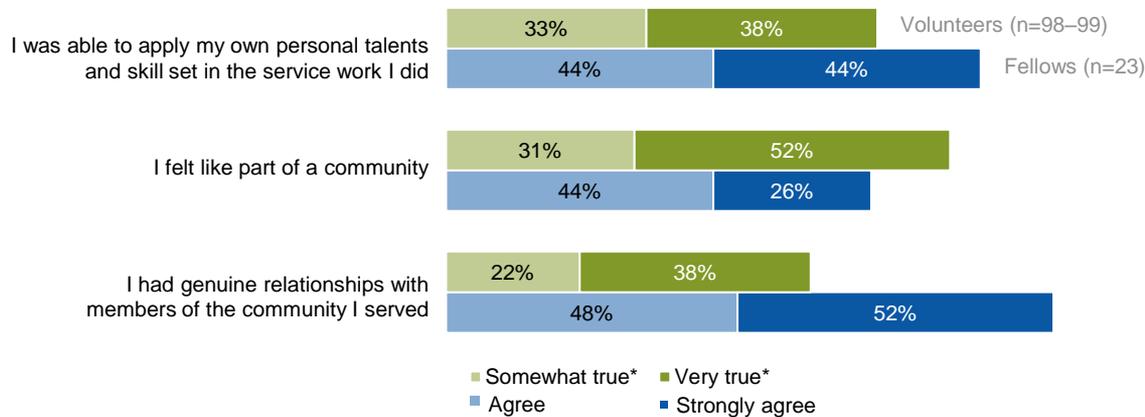
* The corresponding response options used on the Fellows survey are “agree” and “strongly agree.”

– Service Partner

Building relationships with the service community continues to be the most meaningful aspect of Repair experiences.

- All Year 4 Fellows agree that they formed meaningful relationships with members of the community where they served (Exhibit 25), an increase from Year 3 (86% “agree”).
- Once again, a higher proportion of Detroit volunteers cultivated these community connections: almost three quarters felt like part of the community and felt they had the opportunity to build a genuine relationship with members of non-Jewish communities, compared with an average of about half and a third, respectively, in other cities.
- Unlike Year 3, the level of Jewish involvement among Year 4 volunteers and participants does not correlate to connecting with a community.

Exhibit 25
Connections to Community Because of Repair



“My first volunteer experience, nearly two years ago, I met such a great group of volunteers and we made strong connections with each other. We gained friends and got a lot of work done.”

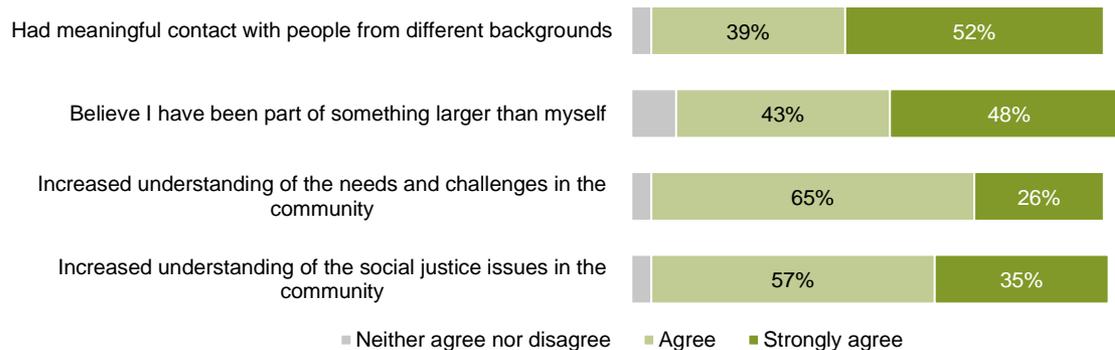
– Volunteer

* The corresponding response options used on the Fellows survey are “agree” and “strongly agree.”

Through their Repair experience, every Fellow learned more about issues of systemic inequality, both in general and in the context of their service city.

- Additionally, every Fellow says that to some extent, their Repair experience has made them aware of the dynamics of power and privilege. Fellows also believe that their year with Repair helped them to meet and interact with people from different backgrounds and, perhaps in a related way, to develop a good understanding of the needs and challenges in the local communities where the Fellows worked (Exhibit 26).
- However, many Fellows report wishing they had learned more or engaged more deeply in issues of education justice and racial inequality.

Exhibit 26
Fellows' Growth During the Fellowship
n=23



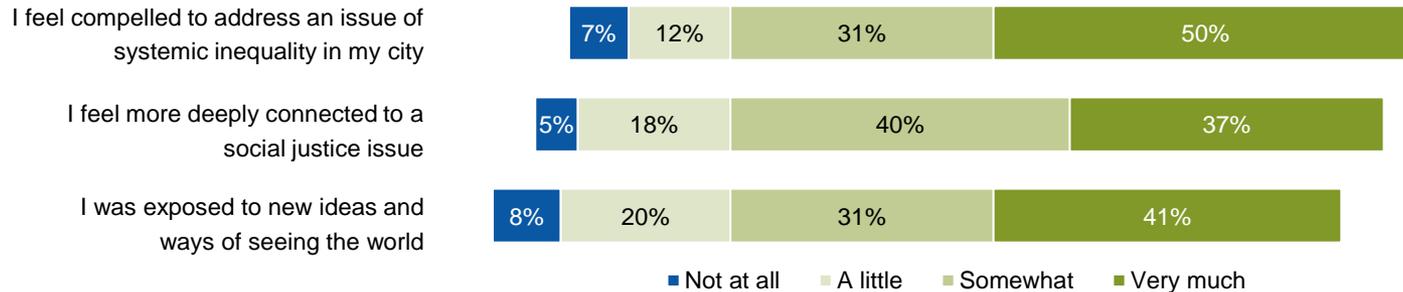
"I had hoped to explore the intersection of racial inequality and inequality in education but we mostly focused on social class and food justice."

– Fellow

Repair participants and volunteers are also increasing their awareness and understanding of the needs addressed by the organizations where they serve, at rates similar to Year 3 (Exhibit 27).

Interestingly, all of the participants and volunteers in Year 4 experienced some growth in feeling compelled to address an issue of systemic inequality in their city because of Repair; this held true regardless of whether or not they identified as Jewish, or for those who are Jewish, their level of prior or current Jewish involvement. This is in contrast to Year 3, when those from more substantial Jewish backgrounds experienced greater change in this area, and those with more substantial current Jewish involvement were more likely to say Repair exposed them to new ideas and ways of seeing the world than those more tangentially involved in Jewish life.

Exhibit 27
Volunteers' and Participants' Growth from Their Repair Experience
 n=98-194



“The most memorable moment from my experience with Repair was learning so much about the historical and social context of justice efforts in Detroit.”

– Volunteer

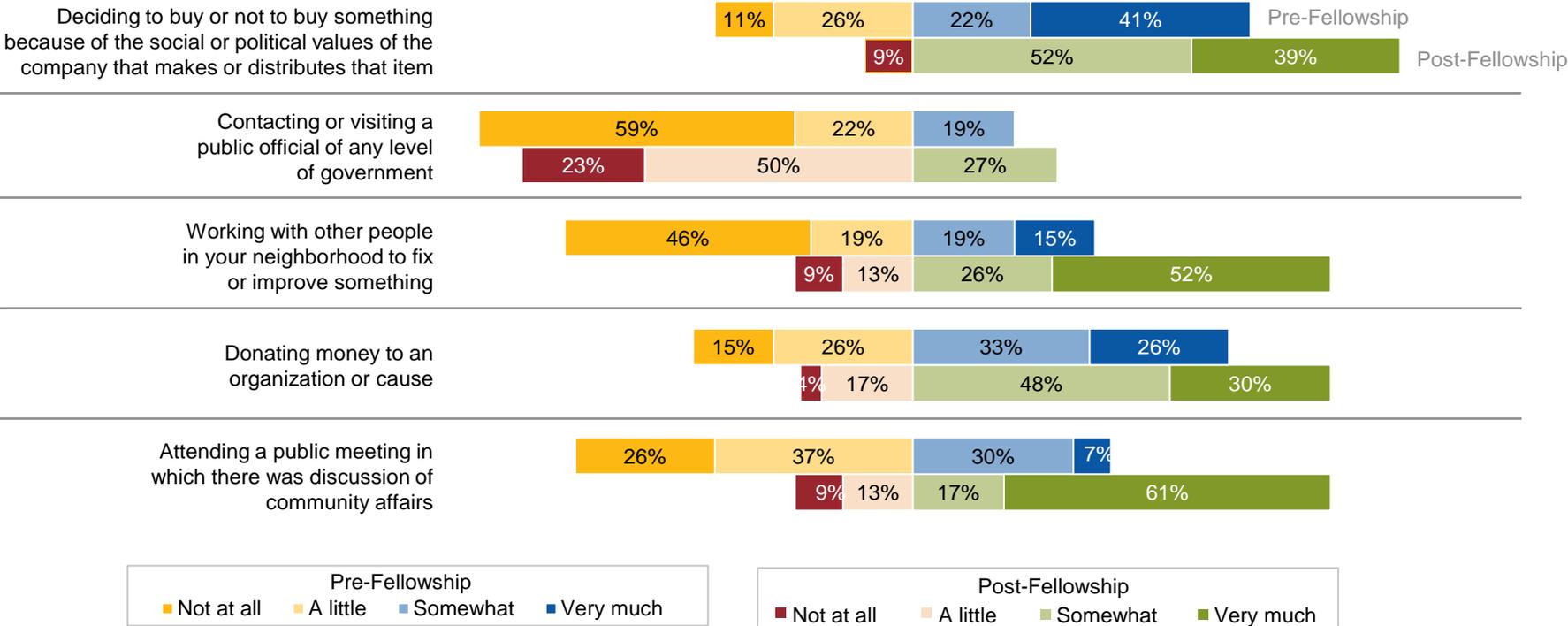
“I got to hear others tell their views on important issues. I’m not often in this position, so it was interesting and invigorating.”

– Volunteer

Fellows increased their level of civic engagement over the course of the Fellowship—beyond the specific service work with their partners (Exhibit 28).

- Fellows’ pre- and post-Fellowship changes are similar to Fellows in Year 3, though Year 4 Fellows, in their responses post-Fellowship, responded with greater intensity, with higher proportions responding “very much” across all items.

Exhibit 28
Influence of Repair on Fellows’ Level of Civic Engagement Before & After the Fellowship
 n=23–27

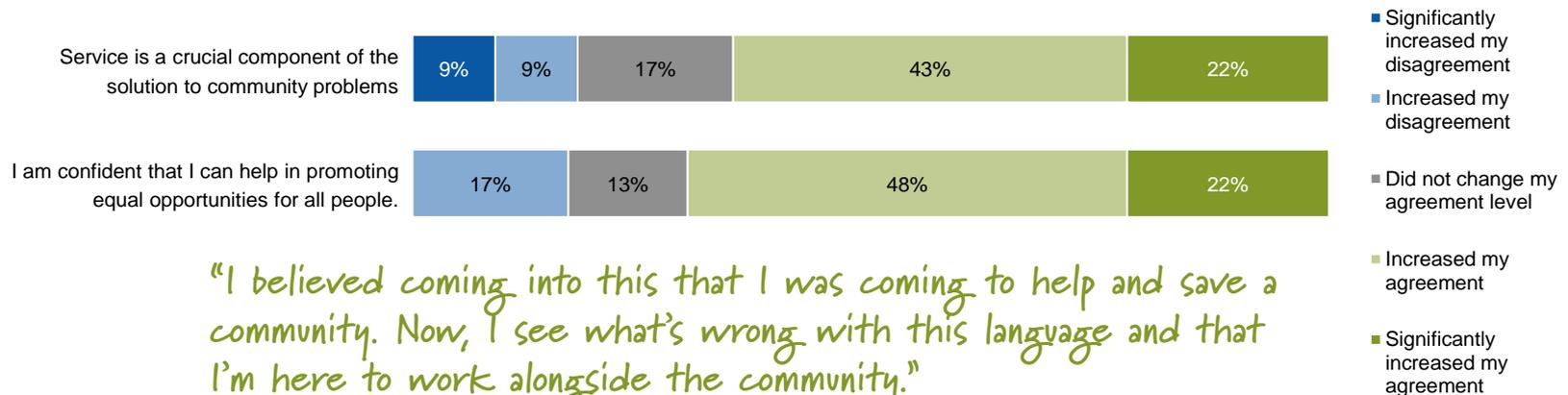


Through their Repair Fellowship, Fellows deepen their understanding of issues of systemic inequality while, for some, simultaneously increasing their skepticism about the ability of service to address them.

- The Fellowship has called into question some Fellows' beliefs that service, and their individual contributions, can promote equal opportunities and solve community problems (Exhibit 29). While discouraging at first glance, qualitative data explaining these responses indicate that Fellows see their work in the context of deeply entrenched systemic issues. Their work with Repair helps them understand those issues and their roles within them in deeper, more humbling ways. Though the vastness of societal inequalities has some Fellows feeling less confident in their own ability to adequately address these issues, their uncertainty is a promising sign that they understand the gravity of these problems.
- While Fellows see service as valuable, they are somewhat mixed on how critical they think it is to ultimately solve community problems. Instead, they see service as a way to help people today, but that it may not change the systemic inequalities that underlie the presenting problems.

Exhibit 29
The Extent to Which the Fellowship Shifted Fellows' Views on Effecting Change

n=23



"I believed coming into this that I was coming to help and save a community. Now, I see what's wrong with this language and that I'm here to work alongside the community."

– Fellow

The Repair the World Communities program model sheds light on the difficult task of increasing trust and understanding between the Jewish and other communities.

- Fellows report that because of Repair's programming, community organizations and civic leaders are only somewhat (43%) or a little (39%) inclined to seek out the Jewish community to participate in social change and volunteer efforts. Some (39%) feel that their work has helped to deepen the relationship between the Jewish community and low-income or marginalized neighborhoods.
- Service partners feel they have increased their knowledge of the Jewish community through the work with Repair somewhat (25%) or very much (29%), which still leaves almost half who do not have an enhanced understanding. This could be explained in part by already high levels of knowledge of the Jewish community that give little room for growth, but that is unlikely the full explanation.
- Because of how the program works, with Fellows seeking and then supporting service partners focusing largely on the needs of those organizations, the connection to the Jewish community is more implicit than explicit. This is not necessarily negative, as the primary intention is to serve the local community through the partner. However, it calls into question the extent to which increasing trust and understanding between the Jewish community and other communities, and having other communities more deliberately seeking out Jewish communities to support social change, can or should indeed be part of Repair's ultimate aim.

"Most of my volunteer contacts were outside of the Jewish community. The Jewish community in my city region doesn't generally volunteer frequently, and if they do there is often very little depth."

– Fellow

"There seems to be little organized response [from the Jewish community] to our calls to action. I wish shuls were more engaged on a level greater than canned food drives."

– Fellow

Through its Fellows, Repair is producing a group of Jewish leaders who understand the complex and difficult work of pursuing social justice through a Jewish lens.

- The investment Repair is making in Fellows—who are growing Jewishly and implicitly living Jewish values in their pursuits of social justice and *tikkun olam*—is helping to cultivate Repair’s vision of a Jewish community that is actively addressing social justice issues. These Fellows are better positioned to become tomorrow’s leaders who can bring forth their passion for social justice and understanding of how Judaism informs and enhances that passion.
- While Repair may not be revolutionizing the way the Jewish community as a whole currently sees itself in relationship to addressing systemic issues of inequality and injustice, Fellows, and the young people they are working with, are, in fact, engaging with social justice issues through Repair.
- Fellows also see some challenges in the organized Jewish community’s engagement in issues of addressing social inequities. While the Jewish value of *tikkun olam* is strong, organizations in the Jewish community also have priorities to build and strengthen connections within the Jewish community. Doing this while also building connections with and serving alongside other communities holds powerful potential for everyone involved—Jewish or otherwise—but it is equally challenging to balance these priorities.

“I feel like Jewish communal organizations are not very interested in engaging in communities other than the Jewish community in the way that we do, but more in a ‘checking the box’ and ‘white savior’ kind of way. In contrast, I think Repair does more critical thinking around social justice and volunteering, which the broader Jewish community here just doesn’t do very much.”

– Fellow

“I think it is difficult to access parts of the Jewish community in [city] without really doing a lot of Jewish-based programming and finding people actually interested in volunteering consistently.”

– Fellow

Reflections & Recommendations

The following recommendations build from the evaluation findings and are offered to help support Repair in achieving its intended impacts.

Build on past successes to mobilize people to volunteer with greater frequency.

- In Year 4, 25% of people volunteered with Repair in an ongoing way (4 or more times during the year) down from 43% in Year 3 and 36% in Year 2.
- Given these higher rates in earlier years, Repair may benefit from circling back to previous strategies from Years 1–3 or program shifts in Year 4—such as different approaches in different cities—that either facilitate or hinder repeat participation. For example, the evaluation data confirm that volunteers create connections and relationships with the people and places where they serve. With the growth of service partners in Year 4, are there adequate opportunities for volunteers to repeat at the same service site, thereby continuing to build those connections, rather than moving on to another organization?

Focus recruitment efforts on engaging more young adults in Repair’s work.

- Repair’s base of volunteers and participants in Year 4 is somewhat older than in past years; almost a third (31%) are 36 and older.
- If the young adult age group remains the primary audience for Repair, Fellows need to focus greater effort on recruiting young adults under the age of 35. This could require encouraging greater outreach from existing volunteers and participants to their peers, beyond the Fellows’ outreach. Repair might also consider whether there are structural shifts to the program that might encourage greater participation from young adults. Learning more about the interests of this group may help inform other ideas.

Recommendations (continued)

Better articulate how service relates to other ways of addressing broader, systemic issues of inequality.

- Fellows are grappling with questions about positioning service vis-à-vis other ways of repairing the world. When the work raises more questions than answers about how service affects a community, Fellows may not feel as confident motivating others.
- To better empower Fellows among their young adult peers, Repair could benefit from clarifying in greater detail its own position on the relationship between service and addressing entrenched social inequities. What does it mean for service to play a “crucial role”? What role does service play in relation to other activities such as advocacy, community mobilization, philanthropy, and policy change? What types of connections are needed between service and other actions to maximize the opportunity to make systemic change?
- Clarifying Repair’s role—and the role of service—in the context of other strategies for addressing systemic issues of inequality may reveal the potential for Repair to partner with organizations using these different mechanisms.

Review and update the Repair the World Communities Logic Model.

- With four years of evaluation results that illustrate the types of short-term outcomes that Repair’s work is achieving, it would be useful to revisit the Repair Communities logic model in light of these findings alongside Repair’s articulation of the role of service in systems change. What outcomes are being achieved? If outcomes are not being met, should the outcome or the strategy to achieve the outcome shift?
- In particular, the Communities program is seeing less success in building bonds between the Jewish and other communities at the community level, beyond individuals. Is this an explicit goal of Repair’s work, or should it be considered an added benefit when it happens? Similarly, Repair needs to consider the extent to which it sees this program as a systems change effort.

Recommendations (continued)

Strengthen partnerships between the Jewish community and service partners.

- The Repair the World Communities program is built on the concept of partnership—Fellows partnering with non-profits to leverage Fellows' ability to mobilize volunteers to serve local community needs. To the extent that Repair's intention, in the long term, is to increase the connections between the Jewish and other communities and ensure a mutual understanding of the struggles of vulnerable and marginalized populations, maximizing this commitment to partnership may be key.
- Are there opportunities for Fellows to build stronger partnerships not just between service partners and Repair, but also between the service partners and other organizations or groups in the Jewish community? What might enhanced partnership between these two groups look like? Are there common interests beyond service that could be leveraged, such as a passion for arts and culture? Could Repair facilitate bonds beyond a service giver/service receiver frame? In other words, what could authentic partnerships look like that serve mutual aims?

Refine the evaluation tools and process in light of the logic model and realistic data collection possibilities.

- For its evaluation efforts, Repair has been utilizing a similar set of tools for the past four years, with revisions in Year 3 to streamline the tools to reduce respondent burden. Data collection from participants and volunteers has been particularly challenging, however, with a low annual survey response rate considering such a large population. Repair, with technical assistance from Informing Change, enhanced survey outreach methods in Year 4, to little effect. There were timing issues with the Year 4 survey which could be mitigated in subsequent years, but this may not adequately address the persistent challenges.
- Before embarking on data collection in Year 5, we encourage Repair to reconsider its evaluation process. Any shifts in the program's logic model will necessitate reviewing the evaluation tools to ensure that they are capturing information that will speak to their proposed outcomes. In addition, with the challenge of an annual survey of volunteers and participants, it is worth considering if there are alternate strategies to collect information from this group, for example, other survey techniques, additional tracking mechanisms, and/or more qualitative data collection.

Appendix

Volunteers

Exhibit A1
Number of Unique Volunteers

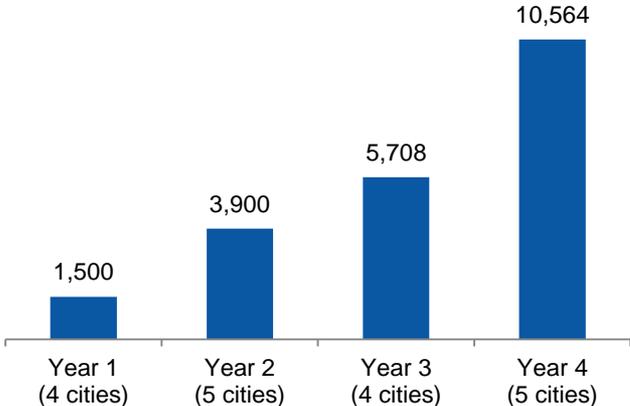


Exhibit A2
Number of Times Volunteers Engaged with Repair in Year 4

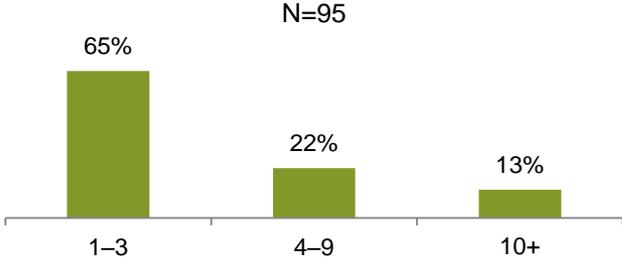


Exhibit A3

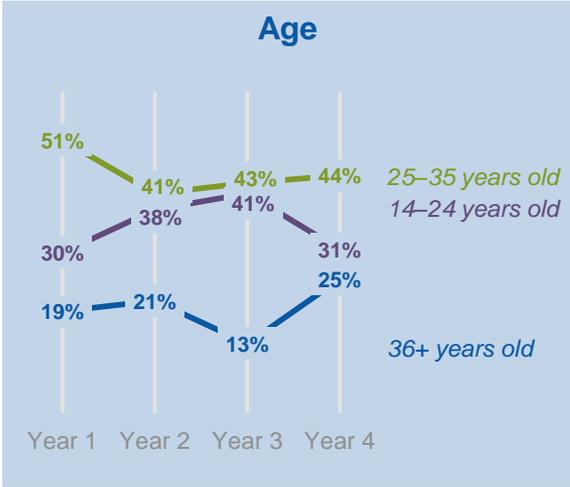
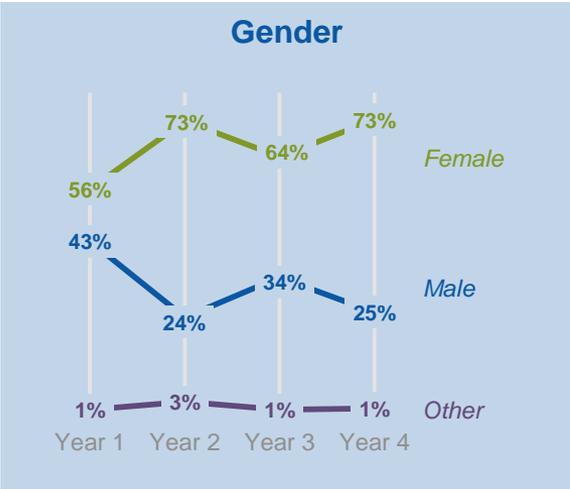


Exhibit A4



Program Participants

Exhibit A5
Number of Unique Participants

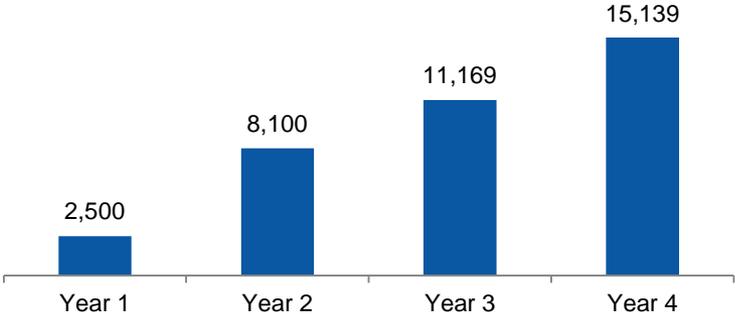


Exhibit A6
Number of Times Participants Engaged with Repair
n=134

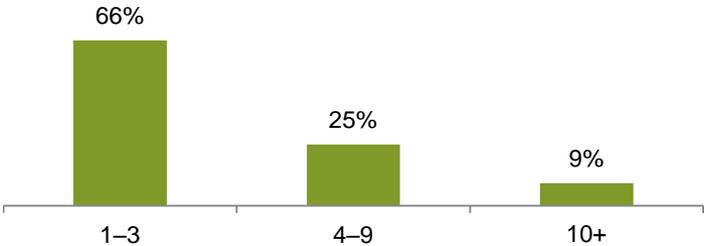


Exhibit A7

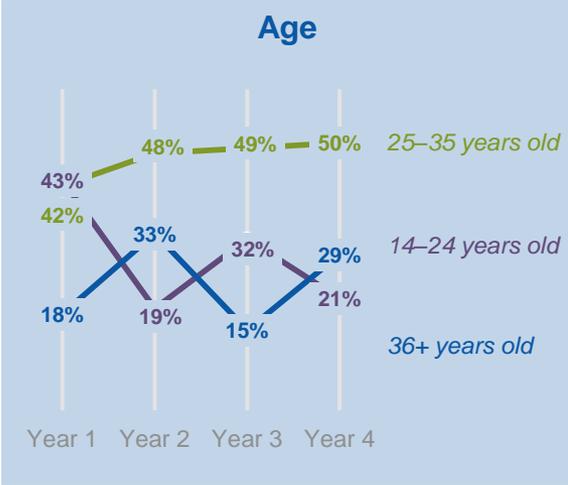
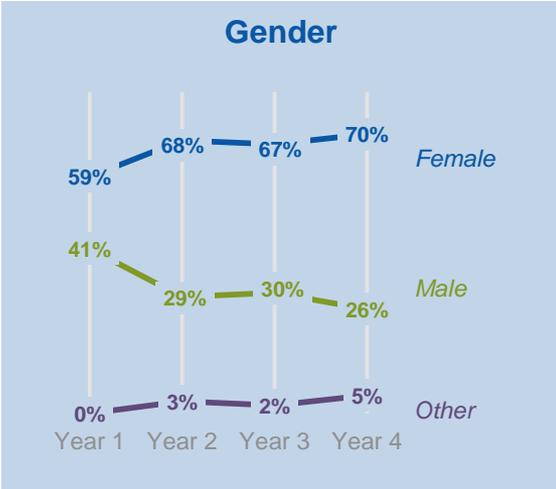


Exhibit A8



Jewish Engagement Scales

To better understand the Jewish experiences of volunteers and participants, Informing Change, with input from Repair staff, developed composite scores for past and current levels of Jewish engagement based on responses to the items listed below. Respondents were then grouped into three categories based on their total scores: nominal (0–2.25); modest (2.5–5.25); and substantial (5.5–10). These scales draw upon the work done by Steven M. Cohen but have been updated in accordance with scales currently being used in other Jewish engagement evaluations to distinguish between past and current activities and to incorporate more ways in which young adults engage in a Jewish way.

Exhibit A9
Past Jewish Engagement Values

Survey item	Response			
	Never	Occasionally: 1–3 years/ summers/trips	Often: 4–6 years/ summers/trips	Very frequently: 7+ years/ summers/trips
Attended a Jewish overnight camp	0	0.75	1.0	1.25
Attended a Jewish day school	0	1.0	1.25	1.5
Participated in a Jewish youth group	0	0.75	1.0	1.25
Attended a supplementary Jewish school, like Hebrew or Sunday school	0	0.75	1.0	1.25
Participated in an Israel high school trip or teen travel program	0	1	1.25	1.5
Participated in the Taglit-Birthright program	0	1	1.25	1.5
Yeshiva or other Jewish studies program in Israel	0	1.25	1.5	1.75

Exhibit A10
Current Jewish Engagement Values

Survey item	Response	
	No	Yes
Attend synagogue	0	Regular - 1 Sporadic - .5
Moishe House-sponsored events	0	1
JCC-sponsored events	0	1
Hillel activities on a university campus	0	1
Chabad activities or services	0	1
Educational classes sponsored by a Jewish organization	0	1
Online Jewish community engagement	0	1
Independent Jewish learning	0	1
Cooking traditionally Jewish foods	0	1
Observing Jewish holidays	0	1