ReFrame Association
ANNUAL REPORT 2018

ReFrame Association is a national network of home repair organizations committed to providing occupants of substandard housing with safer, more livable shelter.

www.ReFrameAssociation.org
MESSAGE
from the association staff

We are proud of the good work accomplished by ReFrame members in 2018. Our home repair nonprofits made a significant impact in the lives of youth and adult volunteers, the homes repaired and the people who live in them, the communities served, and the staff who made everything possible. You are the reason ReFrame Association exists. Simply put – together we are stronger!

In 2018, we released our Best Practices Guide for home repair nonprofits, added several new membership benefits, and gained a sister organization, ReFrame Foundation. We also gained more new members than any previous year. It was a great year for ReFrame Association!

Thank you to our directors, members, conference presenters, exhibitors, and friends. Please take a moment to celebrate our collective achievements from the past year by reviewing this annual report.

Becca Davis
Executive Director
ReFrame Association 2018 by the numbers

59 member organizations . . .

Provided 8,644 low-income families with home repairs . . .

and gave 74,383 volunteers a service-learning experience . . .

in 43 states and Washington, D.C.
Tools for Home Repair Nonprofits

We released a Best Practices Guide; the 60-page report covers stewardship of volunteers, partnership with homeowners, home repair practices, temporary staff, community partnership, and assessment & evaluation. It contains links to over 100 additional resources, and includes a self-assessment. More than 25 ReFrame members from 16 organizations worked together for 2 years to create the guide. Thank you to the Best Practices Task Force, subcommittees, and everyone else who worked on this resource.

We hosted 7 highly rated webinars:
- Bringing Passion Into Donor Conversations
- Volunteer Coordinators’ Scrum
- Best Practices Guide Review
- Summer Debrief
- Accounting Best Practices
- Background Checks Best Practices
- Membership Benefits Review

We added new membership benefits:
- Free project management software through Procore
- Discounts on background checks through Verified Volunteers
- Video library with construction information and recordings of webinars and conference sessions

Our sister organization, ReFrame Foundation, launched. ReFrame Association is a 501(c)(6) nonprofit association. ReFrame Foundation is a 501(c)(3) that exists to promote affordable housing rehabilitation and repairs for low-income people. Unlike ReFrame Association, ReFrame Foundation can accept tax-deductible donations and apply for grants.
Highlights from the 8th annual national ReFrame Conference

◆ 5th anniversary celebration for ReFrame Association

◆ Three plenary speeches:
  – Reframing Home Repair Nonprofits for Philanthropy
  – Best Practices for Home Repair Programs - Where Do You Start?
  – Asset-Based Community Development for Home Repair

◆ Pre-conference workshops:
  – Mental Health First-Aid
  – Home Repair Field Trip
  – Great Marketing + Great Selling = More Volunteers

◆ Peer session topics included:
  – Zero Energy Modular Homes
  – Supporting Employees and Reducing Turnover
  – Methods for Engaging Volunteers with Local Cultures and Stories
  – Teaching Site Leaders to Lead Volunteers

145 conference attendees
30 sessions
9 sponsors/exhibitors

November 5-9, 2018
In Kingsport, Tennessee
Awards

Winners of our annual best practice awards were announced at the national conference in November. Each award included a plaque, $150 “ReFrame bucks” that can be used for membership renewal, and recognition on ReFrame’s website and in a newsletter.

Rebuild Upstate was the recipient of the “Stewardship of Volunteers” award for their focus on providing a great volunteer experience every time. Community Housing Coalition of Madison County received honorable mention for the skilled leadership they provide volunteers.

Good Neighbors Home Repair received the “Partnership with Homeowners” award for their outcomes report that shows homeowners experience real financial relief because of their home repairs. Reach Mission Trips received honorable mention for commemorating relationships built by giving families framed pictures of work crews.

Mountain T.O.P. was the recipient of the “Home Repair Practices” award for the state-of-the-art project & volunteer management system that they have developed using SalesForce. Good Works received honorable mention in this category for the new information system that they are developing and testing.

Appalachia Service Project received the “Temporary Staff” award for their robust strategies for hiring, training, and evaluating summer staff.

Alabama Rural Ministry was the recipient of the “Community Partnership” award for their innovative “Blueprint for Mission” volunteer curriculum.

YouthWorks was the recipient of the “Master Builder” award for recruiting the most new association members.
2018 Financial Report

Total Revenue: $53,360
- Membership Dues: 42.9%
- Conference Registrations: 49.3%
- Exhibitor Fees: 7.4%
- Other*: 0.3%
* webinar registration and interest income

Total Expenses: $54,146
- Staff: 55.2%
- Conference: 33.5%
- Board: 10.1%
- Other*: 1.2%
* includes website hosting, accounting software, internet, postage, etc.
Organizational members:
AdventureServe Ministries, Wilmore, Kentucky
Alabama Rural Ministry, Auburn, Alabama
Appalachia Service Project *, Johnson City, Tennessee
Appalachia Service Project – College Programs *, Johnson City, Tennessee
Arizona Service Project, Avondale, Arizona
Bethlehem Farm, Talcott, West Virginia
Blount County Habitat for Humanity, Maryville, Tennessee
Blueprint Ministries +, San Antonio, Texas
Brothers Redevelopment *, Denver, Colorado
Builders of Hope +, Elkhart, Indiana
Catholic Diocese of Arlington Workcamp, Arlington, Virginia
Chesapeake Housing Mission, Salisbury, Maryland
Christian Appalachian Project #, Hager Hill, Kentucky
Coastal Carolina Rebuilding Ministry, Plymouth, North Carolina
Community Conservation Corps, Furman University, Greenville, South Carolina
Community Housing Coalition of Madison County, Marshall, North Carolina
COVER Home Repair, White River Junction, Vermont
Eastern Eight Community Development Corporation, Johnson City, Tennessee
Emmanuel's Hammer, Townville, South Carolina
Good Neighbors +, Staffordsville, Kentucky
Good Neighbors Home Repair, Kennett Square, Pennsylvania
Good Works, Coatesville, Pennsylvania
Hinton Rural Life Center, Hayesville, North Carolina
Holston Habitat for Humanity, Kingsport, Tennessee
Home Works of America, Columbia, South Carolina
HOPEBuilders Home Repair +, Overland Park, Kansas
Houston Responds, Houston, Texas
Mennonite Central Committee – Appalachia, Whitesburg, Kentucky
Metro Changers, Birmingham, Alabama
Milford Housing Development Corporation + #, Milford, Delaware
Mission at the Eastward, Farmington, Maine
Mission Serve, Alpharetta, Georgia
Mountain T.O.P. *, Altamont, Tennessee
Mustard Seeds and Mountains, Norfolk, West Virginia
Nazareth Farm, Salem, West Virginia
Nehemiah Mission +, Cleveland, Ohio
Nehemiah Projects, Knoxville, Tennessee
New York State Rural Housing Coalition, Albany, New York
Operation Home +, North Charleston, South Carolina
Ozark Mission Project, Little Rock, Arkansas
Raise the Roof Project, Mobile, Alabama
REACH, Roanoke, Virginia
Reach Mission Trips *, Galetton, Colorado
Rebuild Upstate #, Greenville, South Carolina
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2018 Membership Directory, continued

Rebuilding Together of the Triangle, Raleigh, North Carolina
Reelfoot Rural Ministries, Obion, Tennessee
Renovation Alliance, Roanoke, Virginia
Roots of Renewal, New Orleans, Louisiana
Rutherford County Habitat for Humanity, Rutherfordton, North Carolina
Rutherford Housing Partnership, Rutherfordton, North Carolina
Servants, Inc., Red Lion, Pennsylvania
Service Over Self, Memphis, Tennessee
Sierra Service Project *, Sacramento, California
The Shack Neighborhood House, Pursglove, West Virginia
U.M. ARMY +, College Station, Texas
Widow's Harvest Ministry, Chattanooga, Tennessee
Wilmington Area Rebuilding Ministry, Wilmington, North Carolina
York County Habitat for Humanity, Rock Hill, South Carolina
YouthWorks, Minneapolis, Minnesota

Individual members:
Sarah Burnett in St. Louis, Missouri
Becca Davis, Executive Director, ReFrame Association
Jim Garrett*, Volunteer and Donations Services Coordinator, Kentucky Emergency Management
Joey Lindstrom, Manager for Field Organizing, National Low Income Housing Coalition
Jeff Morgan in Crownsville, Maryland
David Knight+ & Nancy Knight+ in Kingsport, Tennessee

Business member:
Trinity/HPSI, free group purchasing network

Call to Action:

“Like” us on Facebook
Attend a webinar
Register for the 9th annual conference
Join the association