An Appendix File, supporting the Work Project entitled presented as part of the requirements for the Award of a Master Degree in Management from NOVA – School of Business and Economics

SOCIAL IMPACT MEASUREMENT MODEL FOR JUST A CHANGE

APPENDIX FILE

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1. Literature Review

*Appendix 1* - The Results Staircase, by PHINEO

*Fig. 1:* The Results Staircase, defined by PHINEO
**Appendix 2 – The Social Impact Navigator framework, by EVPA**

I. **Planning Results** – a phase that refers not only to the beginning of a project but should be revisited regularly during the course of a project’s life, which includes:

1. Understanding Challenges and Needs – Drawing the *Problem Tree* can be very helpful in visualizing how and where the IV can contribute to a change.
2. Setting Project Objectives
3. Setting the Course – a *Logic Model* shows how the project functions or is intended to function, by illustrating the desired inputs, outputs, outcomes and impacts the project proposes to achieve.

II. **Analyzing Results** – after having formulated the IV’s objectives and a logic model, it is time to implement a monitoring and evaluation system, to collect data on the basis of indicators, to assess results and to derive recommendations from them. Thus, the following steps should be taken:

4. Preparing a Social Impact Analysis
5. Making Results Verifiable – Formulating Indicators
6. Collecting Data
7. Data Processing and Data Analysis

III. **Improving Results** – It is time to use the results

8. Learning and Improving
9. Report on Results
2. Case Study – Just a Change

Appendix 3 – JAC’s outputs, over its 7 years of activity (until the current date)

- More than **2000** young volunteers mobilized
- **70 Family Houses** rehabilitated
- More than **650** beneficiaries
- **17 Institutions** rehabilitated

*Fig. 2: The Outputs of JAC*
3. Benchmark

Appendix 4 – The benchmark of the Business Models

Habitat for Humanity (HFH)

HFH is a non-profit international organization founded in 1976 that has been addressing the issues of housing poverty all over the world. With the mission of “bringing people together to build homes, communities and hope”, HFH partners with people in communities to help them build or improve a place they can call home. HFH relies on partnerships to leverage community resources for positive impact on the lives of low-income families seeking to transition to homeownership. Moreover, HFH depends on individuals who volunteer their time and talents and who donate resources and materials to help transition Habitat’s partner families to affordable homeownership. Alongside volunteers, Habitat beneficiaries help building their own homes – with 450 hours of “sweat equity” – as a way of getting actively involved in the process of rehabilitating their future home. The house has a cost for the families – an affordable mortgage. Besides the rehabilitated house, HFH provides the families, their engagement in homeownership education courses, the ability to work with Habitat staff and mentor families and their participation in activities that are intended to improve their likelihood of being a successful homeowner. (Marron, 2012)

The Fuller Center for Housing (FCH)

The FCH is a US non-profit organization that works through strategic alliances inside one community in order to build and repair homes, at affordable prices for people who are not able to assure adequate housing conditions without external help. The homeowners work together with the volunteers to build their own homes and, at the end of the intervention they buy the house, at an affordable price, based on a no interest loan plan.

TECHO

_Un Techo para mi pais_, commonly known as _TECHO_, is a youth-led program which provides basic pre-fabricated houses to members of extremely poor population groups – the so-called slums – in
Latin America. The main objective of the program is to improve household well-being, while fighting against extreme poverty and exclusion. **Community development** is the most essential component of its intervention model, through which *TECHO* aims to break the poverty cycle experienced in slums and this way, to give **dignity** back to the ones living under such conditions. The collaborative work of families and young volunteers who work to produce concrete, lasting and sustainable solutions to the problems of poverty in slums is the key driver of these interventions. Such solutions include the regularization of property, access to basic services like clean water, sanitation and electricity, housing, social infrastructures, education, and job creation. Moreover, *TECHO* advocates for families living in slums by linking them with government institutions, so they can demand their rights.

One fundamental pillar of its business model is the **involvement of the families** from the very beginning of the intervention. By working along with the volunteers in the construction of their house, the beneficiaries feel directly responsible for the change they are producing in their own lives. Additionally, each family is responsible for the payment of **10%** of the house.

**Rebuilding Together (RT)**

RT is an IV that revitalizes neighborhoods through the rehabilitation of houses of people who live under housing poverty and are not financially able to move out of that situation. RT services have **no costs** for the beneficiaries and the target are not only **low-income families**: RT also repairs **community centers** and **non-profit institutions’ facilities** that are in need. Moreover, RT has some additional programs targeting specific needs, rather than an entire house rehabilitation, as it is the case of *Safe at Home*, which interventions may be small reparations of anything that represents a risk for the households, and *Critical Needs* that aims to provide basic needs like primarily accessibility ramps, assistance with roofs, heat/hot water. The beneficiaries of RT apply for themselves to the program and RT relies on partnerships to gather volunteers and donations.
Reparar

*Reparar* is a Portuguese IV that rehabilitates houses in poor conditions, that undermines the quality of life and health of its households, in the area of Lisbon. The beneficiaries are signalized by the Home Support Services’ coordinators and the interventions are conducted in two phases, each of them secured by different entities: a first phase, lasting for 3 days on average, conducted by a civil construction enterprise, in partnership with *Santa Casa da Misericórdia*, being responsible for the specialized reparation works; and a partner enterprise that works as a sponsor, covering all costs of intervention and gathering the collaborators as volunteers for a second phase of softer reparations like paintings, cleaning and decorations.

*Appendix 5 – The Benchmark of the Practices that lead to high impact*

**Cooperation through Partnerships**
RT is a good example of how important partnerships are. Creating partnerships with companies working in the same field and willing to cooperate in a social cause, gives not only expertise to the IV, but also visibility in the market, allowing its impact to increase. RT, in partnership with the AOA (Administration on Aging) and the AOTA (American Occupation Therapy Association), focuses on small reparations that otherwise, would represent a risk for the safety and health of the inhabitants – it can be fixing the roof, the ceiling, installing a piping or an electricity system, repairing key locks, building access ramps – attaining this way a significant impact on people’s lives (*Appendix 5a*). TECHO, in partnership with HRS, provides additional related services to its core mission, like financial counselling related to loans, renting and mortgages in order to increase the social impact achieved.

**Providing free online information**
RT and *Home Repair Services (HRS)* have understood that providing *training lessons* and *online information* about safety at home increases the social impact and visibility of the organization.
HRS’s programs “Do-It-Yourself” and “Fix it School” – both free and online to everyone, aiming to teach people on simple repairs and safety at home – although indirect and hard to measure, allows the possibility of housing quality increase.

**Community Intervention**
Aiming to promote community development in slums, TECHO understands that its impact is higher when the intervention takes place over an entire community (a slum), rather than over one individual house of a neighborhood. This way, TECHO increases its social impact by empowering the community with a sense of belonging and mutual help.

**Gathering data to create Awareness**
TECHO denounces the exclusion and violation of rights that exist in slums, and works to ensure that these problems are recognized by society and become a priority of the political agenda. By accumulating relevant data about slums, TECHO seeks to be part of public policy decision-making, promoting lasting structural changes that will contribute to the eradication of poverty.

**Targeting people with physical special needs**
In Bulgaria, HFM dedicates its mission to the adaptation of houses of disabled children, in order to make it possible for them to move around the house in an easy way. It has a high social impact once it presents a big change in those children’s daily lives.

**Ecological Solutions**
HFH strives to increase its social impact by offering ecological solutions, in order to promote energy efficiency. Actually, HFM is involved in actions to increase housing’ thermic insulation in order to decrease the need of heat and cooling systems and therefore, of energy consumption. In turn, this represents not only a positive impact on the environment but also on the family’s budget.

**Sweat-Equity**
HFH, as well as the FCH uses “sweat-equity”, a term that is associated to the beneficiaries’ contribution to the organization with working hours. It is seen as a good practice for strengthening
the relationship between the organization and the beneficiaries as well as for giving them a sense of responsibility in the change they are producing for themselves.

Appendix 5a — Example of small reparations that can have a great impact, conducted by RT

Fig. 3: Check list of Rebuilding Together small reparations
Appendix 6 – Social Impact Study of HFHGI

HFHGI defines as its impact goal that Habitat homeowners achieve the strength, stability and independence they need to build a better life for themselves and for their families. It is important to mention that the solution implemented by HFHGI is more than just housing – it is about homeownership. Therefore, some of the impacts achieved by HFHGI are a consequence of “owning a home with good conditions” and not of “living in good housing conditions” alone, which is the solution presented by JAC to achieve its intended impact. Still, although in many ways the connections between observed positive outcomes are interrelated, which makes isolated study of any effect quite difficult, some of the outcomes mentioned in this study can be attributed, in part, to the change from poor housing conditions to dignified ones. Those outcomes are the ones that are interesting for JAC to look at and are the following:

A positive impact on health, especially on children: the homes of low-income families are more likely to have inadequate heating and cooling systems, be infested with bugs or rodents, and exposed to toxic materials. Any inhabitant of a substandard housing is at increased risk of negative health outcomes relating to their environment, being children more susceptible to such environmental hazards, for having their bodies still developing. Consequently, improving the quality of housing leads to better health levels, which in turn, brings countless positive outcomes for individuals, like wellness benefits, lifetime earnings, reduced social costs, increased life expectancy and improved quality of life. The reduction of lead paints is a great example of such benefits: Among others, the adverse health effects of lead include death, insanity, nervous system damage, and sterility and even low lead exposure affects children’s intellectual development and lifetime achievement\(^1\). (Lead Exposures in U.S. Children, 2008: Implications for Prevention, 2008). A study that followed toddlers through age five found that just having relatively modest

\(^1\) A study found that homes with low-income inhabitants were 72% more likely to have lead-based paint hazards relative to those that housed individuals not in poverty, suggesting low-income families have a much greater risk of lead poisoning than other families.
elevated lead levels reduced IQ test results in children by 7.4 points and additional research suggests a decline in one IQ point leads to a loss in lifetime earnings ranging from $18,470 (regardless of sex) to $23,085 for men and $20,606 for women (Muir & Zegarac, 2001). In addition to foregone lifetime earnings, research suggests that significant social costs\(^2\) accompany societal declines in IQ scores. Further, these estimates do not account for the value of increased life expectancy, wellness or improved quality of life, benefits that likely have considerable value to the individuals realizing them.

Mental Health benefits and lowered levels of psychological distress are among the outcomes of improved housing conditions: researchers examined the quality of housing relative to householders’ levels of psychological distress and mental health before and after moving into a new residence. In rural and urban areas, it was found that higher-quality housing lowered levels of psychological distress in non-clinical populations, which in turn determine mental health state. Moreover, in this research, the degree of housing improvement successfully predicted the degree of improvement in psychological distress levels (GW, NM, HY, & H, 2000) and that improvement lasts over time (Rohe, Zandt, & McCarthy, 2001). Therefore, the decreasing of psychological distress associated with moving householders into homeownership in safe housing leads not only to savings in terms of healthcare, but also to improved quality of life experienced by individuals with better psychological dispositions.

Lastly, the study showed that individuals show an average of 9% increase in the perception of their wellbeing, when moved to higher quality housing, with the highest improvements attributed to higher perceived privacy in the new homes and better indoor climatic conditions.

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\(^2\) Social costs attributable to increased poverty, increased likelihood of out-of-wedlock births, increased prevalence of low birth weight, increased likelihood of welfare services’ dependency, and increased likelihood of serving jail time (Muir & Zegarac, 2001)
Appendix 7 – The Total Estimated Impact per HFHGI Family Served

Fig. 4: Table on estimated impact of HMFGI, taken from the Social Impact Study on HFHGI

Note: Although, there is a part of these benefits that is directly attributable to the Habitat model regardless of the household composition of the partner family, there is an additional part of those benefits that is contingent—at least in part—on that composition. Also, the estimates outlined throughout the report are often conservative, and the actual benefits realized may exceed the estimates noted in the study. Actually there are innumerable outcomes that are not captured either because of the absent of sophisticated economic modeling exercises to derive them, or because of lack of information.
Appendix 8 – Social Impact Study of TECHO – El Salvador, Mexico and Uruguay

TECHO’s paper on impact, written in 2013, specifically studies the impact of providing better houses – prefabricated ones – to slum dwellers in El Salvador, Mexico and Uruguay. Through a randomized controlled experiment, TECHO uses a control and a treatment group to derive conclusions on impact. A regression model (Appendix 8a) is estimated to evaluate the effect of the program on several outcome variables, including satisfaction with the house and life satisfaction, security, assets, labor supply and child health. The information on each variable is gathered through surveys conducted to the families before and during the intervention – baseline and follow-up surveys.

Through the regression model, in this study TECHO identifies which of the expected outcomes are likely to succeed and the ones which evidence is not conclusive. The main findings show that better houses have a positive effect on overall housing conditions and general well-being, while it does not show statistically significant evidence of improved quality housing on the possession of durable goods, as it was reasonable to expect. In fact, there are two different ways in which housing conditions can be expected to influence the possession of durable goods: on one hand, if a better house provides security to those who live in it, then it will also provide more security for the assets inside it. (Galiani, Gertler, Cooper, Martinez, Ross, & Undurraga, 2013). Thus, dwellers could invest more in buying durable goods. On the other hand, having an improved house could also increase the valuation of some durable goods and, thus, stimulate their acquisition. However, at least during the period studied, there was not found evidence that the treated households have responded to the investment in their houses by increasing their own investments in supplementary durable goods. In terms of security, it could also be argued that providing a better house could potentially make people feel safer, once security is one of the most important concerns of urban slum dwellers. However, the estimations show that, only in El Salvador, all self-reported measures
of security improved substantially. No such effect is detected in Uruguay or Mexico. In what concerns labor outcomes and household structure, there was estimated whether, during that limited period of time, the improved housing has had any effect on the number of members residing in each house, on fertility and on labor supply and earnings. However, no significant effects on any of these outcomes were detected.

Nevertheless, the positive impact TECHO has on the quality of housing is unquestionable once the program has had the expected positive effect on quality of housing, which is the departure point for any other outcome to be released. The study also found that the improved housing conditions lead to large reductions in the incidence of diarrhea, at least in two of the three experiments. In turn, having a higher quality house, leads to the positive results that are verified in terms of satisfaction of house and quality of life.

Satisfaction and wellbeing are social dimensions that are often underestimated but that can be crucial to the “life experience” of poor people and, thus, should be taken into account whenever analyzing the outcome of housing programs. This finding highlights the importance of using subjective indicators to evaluate interventions, where the main objective is to facilitate the quality of family and social interactions (Galiani, Gertler, Cooper, Martinez, Ross, & Undurraga, 2013).

Appendix 8a - Regression Model used by TECHO to evaluate its impact

TECHO analyzes the effect of the program on a variable Y by estimating the following regression model:

\[ Y_{ij} = \alpha + \gamma \text{Intention to Treat}_{ij} + \beta X_{ij} + \mu_j + \epsilon_{ij} \]

Fig. 5: TECHO’s regression to evaluate impact
where $i$ indexes households or individuals, $j$ indexes settlements, $Y$ is any of the outcomes under study, and $\gamma$ is the parameter of interest (a dummy variable that equals 1 for the households or individuals that were experimentally allocated to treatment, and 0 otherwise) on the outcome under consideration. $X$ is a vector of pre-treatment characteristics measured at baseline, $\mu$ is a settlement fixed effect, and $\varepsilon$ is the error term. Given that randomization was conducted within each settlement, after controlling for settlement fixed effects, we assume that the error terms are independent. Thus, we report only robust standard errors throughout the empirical section of the analysis.

**Appendix 9 – Possible reasons for the lack of evidence on some TECHO’s intended outcomes**

The lack of evidence of some of the outcomes may be due to the transitional nature of the houses provided by TECHO, as well as to the limited and short time period – 1 year – on which effects were being studied. Also, it is important to recognize that this study takes place in three different Latin American countries, that have different contexts associated, which on one hand, makes the results unusually robust in terms of both internal and external validity, and on the other hand, may justify the different outcomes realized among the three places – it is the case of the diarrhea effect: the one case in which these improvements did not seem to have health effects was the one in which the experiment took place in a better, more urbanized environment in which services are more accessible.

Appendix 10 – Literature on the suggested impact of Housing in each of the outcomes JAC intends to produce on its targets – beneficiaries and volunteers

At the Beneficiaries’ level
The beneficiaries of JAC are the individuals that live in housing poor conditions. In order to the following outcomes verify, housing conditions have to suffer improvements. Therefore, the relationship being studied at the moment is to what extent housing leads to health and hygiene benefits, to safety and security improvements, to comfort and wellbeing, to social inclusion, reduced isolation and improved community environment, and finally, to empowerment.

Health Benefits & Personal Hygiene
The scientific evidence on the many links between housing and health – both physical and mental – has grown substantially in recent decades. In fact, good-quality housing is a key element for ensuring a healthy family and neighborhood since poor housing can lead to many health problems associated with infectious diseases, stress and depression. Although the pathway between a housing hazard and a physical health impact might easily identifiable, there is also evidence of links between poor housing conditions and mental health outcomes – living in poverty is associated with increased stress and reduced empowerment and control, each of which have clear links with mental health outcomes (CIEW). According to the World Health Organization, key housing-related health risks’ examples include: respiratory and cardiovascular diseases from indoor air pollution; illnesses and deaths caused by extreme temperatures felt at home; home injuries caused by insecurity at home; infectious diseases spread because of poor living conditions, bad hygiene habits and inadequate ventilation that leads to the development of allergies and asthma; high stress levels, commonly felt by individuals living at poverty.
Also, there is strong evidence about the impact poor housing has on hygiene levels, being inadequate sanitation a major cause of disease world-wide. Improving sanitation is known to have a significant beneficial impact on hygiene levels and consequently on health, both in households and across communities. Other than sanitation facilities, cramped and crowded housing conditions give rise to poor hygiene by providing places for vermin to breed and transmit diseases via fleas, ticks and other vectors. Therefore, it is crucial to assure minimum levels of hygiene at the household level, in order to avoid contaminations and infections to spread.

**Safety & Security**
International human rights law recognizes everyone’s right to an adequate standard of living, including adequate housing. According to the UN, the right to adequate housing should be seen as the right to live in security, peace and dignity. In fact, adequate housing must provide more than four walls and a roof. However, in Portugal, hundreds live in life threatening conditions, which do not uphold their human rights and their dignity. According to the UN, for housing to be adequate, it must, at a minimum, meet the following criteria: security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability; accessibility; location; and cultural adequacy. However, not all these aspects are covered by JAC’s scope of action, and therefore it does not make sense to include those in the measuring process – it is the case of affordability, security of tenure and location. Nevertheless, it is good to bear them in mind for a possible broad scope in the future. For the remaining aspects, indicators should be created in order to measure impact accordingly.

**Comfort and Well-being**
The word *comfort* is hard to define and is full of subjectivity. It is related to the sense of well-being, which is also difficult to define objectively since it varies in each cultural environment and according to each individual. The attainment of comfort in the home environment is rooted in the notion of *habitability*, mentioned before, which, refers to aspects like being a refuge from the outside world; having space dimensioned according to the needs of whoever will inhabit it; having
furniture that adequately fills that space; experiencing thermal comfort; expressing the identity of whoever inhabits it, and lastly being the family dwelling. (Silva & Santos, 2011)

**Social Inclusion, Reduced Isolation and Community Environment**

There is a vast literature on social inclusion and exclusion and how housing impacts it. Simply putting it, social exclusion is associated to a circumstance of multiple forms of disadvantage or deprivation experienced by individuals, while social inclusion, naturally, is referred to the situation where social exclusion does not exist. The EU recognizes housing as a significant aspect of inclusion/exclusion – most obviously through homelessness, but equally through bad housing and living in deprived areas. The simplest and most central link between housing and deprivation is that bad housing is itself a form of deprivation (Spicker, 1998) and can be a cause of disadvantage, once it is linked with poor employment prospects and limited educational opportunities, which refers to limited empowerment. In turn, associated to housing conditions and also to social exclusion, increased loneliness tends to verify. This is because individuals living in deprived houses tend to feel ashamed of that situation and therefore, to isolate themselves from others. Also, when people feel deprived from any service or care, they tend to get angry and to revolt against the system, the community and their neighbors, contributing not only to a bad community environment but also to their own exclusion and isolation. Therefore, a great impact can be achieved on these marginalized people by improving their house and simply showing them commitment and care, through bonds creation between the beneficiaries and the volunteers, improving this way the community environment and reduced loneliness.

**Self-confidence, Self-esteem & Empowerment**

The concept of empowerment is totally related to social inclusion once it is generally intended in the more practical sense, as involving a process by which people, who are somehow disadvantaged or excluded, acquire something of the character of citizens (Harrison, 1995). In turn, together with empowerment, there is self-confidence and self-esteem acting as a starting point for an individual to aspire something big and to develop competences to achieve such aspirations. Indeed, being
housing quality at the basis of an individual’s needs, whenever it is assured, it acts as a base for other kinds of personal care and personal development to verify. Therefore, there is reason to believe that housing improvements lead to the inclusion and empowerment of individuals in the sense that, by leaving a situation of disadvantage or exclusion an individual acquires a citizen character that allows him/her to aspire bigger and to be leveraged to the next level.

**At the Volunteers’ level**

The volunteers of JAC are the ones that, together with an expert constructor, work at the house rehabilitations, in groups of 4 to 5 people. JAC expects that from the volunteering experience, the following outcomes verify at the volunteers’ level: increased solidarity; empowerment; friendship bonds creation; and wellbeing. The reasons to expect the realization of such outcomes as a consequence of the young people volunteering at JAC urges as follows.

**Solidarity**

Practicing volunteering is an indicator of solidarity in the sense that someone who volunteers is expected to be someone solidary – someone who cares about the problems of others and therefore, is willing to contribute to an available solution.

**Empowerment**

JAC can also be a driver of empowerment in the sense that it may happen that people are available and willing to help, but not aware of the societal needs nor on the existing possibilities to volunteer. Therefore, by raising awareness on a specific societal problem and on the need of being solidary, as well as by being an option for people to volunteer their time and skills, any volunteering program works as an empowerment tool.

**Friendship Bonds**

At volunteering programs there is usually a bond creation between volunteers, driven by the fact that different people, all of about the same age, are gathered together on the activities’ implementation. At JAC, depending on the program the volunteer chooses, the volunteers work in the beneficiaries’ dwellings in teams of four to six people, once every two weeks, during one
semester (*Reabilitar a Cidade*) or at a daily basis during 10 days (*Portugal Rural* program), which allows new friendships to be built, not only among volunteers but also between volunteers and the beneficiaries.

**Well-being**
One of the goals of *JAC* is to offer volunteers a fun, dynamic and original volunteer work, which is about producing satisfaction on volunteers. However, there is reason to believe that *JAC* can produce more than satisfaction on volunteers – it can produce well-being, not only through satisfaction but also through the promotion of a prosocial behavior. In fact, recent studies have documented the power of prosocial behavior, showing that providing help to others is often accompanied by enhanced moods and greater subjective well-being.*Invalid source specified.*
Appendix 11 – Survey to the Beneficiaries (before and after)

The aim of the current survey is to understand to what extent housing conditions contribute to the improvement of a number of aspects in an individual’s life, such as health, comfort, social inclusion, self-esteem, empowerment, hygiene, well-being and others. It is being developed as a Working Project of a Master Thesis in Management, at NOVA School of Business and Economics, in order to measure the social impact of Just a Change.

All the answers of this current survey are confidential and will be used only for study purposes.

All the following questions are to be answered according to the correct info of the exact day the survey is being answered, which should be mentioned at the end of this page.

The respondent should be the person responsible for the household or a household member aged over 16 whom would be the best positioned to provide the information.

Quick tips, before starting to reply to the survey:

Anytime a question presents with duplicated rows in the answer’s field – numbered from 1 to 5 – it is because the question asks information about all the specific members of the household being tackled on the specific question/set of questions. Whenever this happens, make sure you always attribute the same number to the same person in each set of questions.

(For instance, if you have 2 children, Maria and Francisco, and in one question you consider Maria to be number 1 and Francisco number 2, please be coherent with that choice along the remaining set of questions. Also, in that case, if you only have 2 children, please answer only to the first 2 rows, leaving the remaining 3 rows in blank.) The survey is built considering that there will not be more than 5 household members at each of the situation being addressed. However, if it happens that more than 5 people are in that situation, please include by yourself the number of additional rows needed, following the exact same procedure being applied.

Please answer the questions with a circle around the option you choose. Whenever the answer is “more” and “other”, please specify in the blank space in front of the answer.

Thank you so much.

Date: ___________
Respondent information

1. What is your age?
   - 16 – 25
   - 26 – 35
   - 36 – 45
   - 46 – 55
   - 56 – 65
   - 66 – 75
   - Older

2. What is your sex?
   - M
   - F

3. Were you born in Portugal?
   - Yes
   - No
   a) If no, where were you born? ______________________

4. What is your religion? ______________________

Household level

5. Household composition
   a) How many people live in the dwelling?
      - 1
      - 2
      - 3
      - 4
      - 5
      - more____
   b) How many children (until 16) live in the dwelling?
      - 0
      - 1
      - 2
      - 3
      - 4
      - more____
   c) If there are any children, how many of them are at school?
      - 0
      - 1
      - 2
      - 3
      - 4
      - more____
   d) How many elder (over 65) live in the dwelling?
      - 0
      - 1
      - 2
      - 3
      - 4
      - more____

6. Do you own or rent the house where you live?
   - Own
   - Rent
   - I don’t own it but I don’t have to pay any rent over it

7. What is the typology of your house?
   - T0
   - T1
   - T2
   - T3
   - T4
   - T4+

8. What is the monthly total average housing cost of your household? (You should consider all costs connected with the household’s right to live in the accommodation – rent/mortgage, water, electricity, gas and heating)
   ______________________

9. What is the total income of your household? (You should consider not only the salaries of your household, but all kinds of income you may receive – dividends, rents, retirements, allowances, social transfers, transfers from family members…)
   ______________________

10. During the last year, did your household receive any social benefits – like old-age pensions, family benefits, disability pension, unemployment benefits…?
    - Yes
    - No

11. Do you receive any transfers from family members?
    - Yes
    - No

12. Is there anyone suffering from any chronic (long-standing) illness condition in your household?
    - Yes
    - No

13. Is there anyone suffering from any respiratory or cardiovascular disease in your household?
    - Yes
    - No

14. Is there anyone suffering from a psychological condition in your household?
    - Yes
    - No
The following section – from question 10 to 13 – should concern the information of each member of the household aged over 16 years old. (Each line corresponds to each household aged over 16, including you – you should be row number 1. If at your household, there are only 2 members aged over 16 years old – you and another one – please fill only row number 1 and number 2). Please write down the name of the household member aged over 16 years old that you will associate to each number:
1. ______________________
2. ______________________
3. ______________________
4. ______________________
5. ______________________

15. Age

16. Sex
1. M F
2. M F
3. M F
4. M F
5. M F

17. What is the highest degree or level of school each member of the household aged over 16 years old has completed? (If anyone is currently enrolled, answer with the highest degree received)
1. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent
2. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent
3. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent
4. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent
5. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent
18. Is any member of the household aged over 16 years old employed at the moment?
1. Yes  No
2. Yes  No
3. Yes  No
4. Yes  No
5. Yes  No
a) If yes, are you/is he/she...
   1. Self-employed with employees  Self-employed without employees
      Employee  Family Worker
   2. Self-employed with employees  Self-employed without employees
      Employee  Family Worker
   3. Self-employed with employees  Self-employed without employees
      Employee  Family Worker
   4. Self-employed with employees  Self-employed without employees
      Employee  Family Worker
   5. Self-employed with employees  Self-employed without employees
      Employee  Family Worker
b) If no, did you/he/she have any job during the last 6 months?
1. Yes  No
2. Yes  No
3. Yes  No
4. Yes  No
5. Yes  No
c) If no, have you/he/she ever worked before?
1. Yes  No
2. Yes  No
3. Yes  No
4. Yes  No
5. Yes  No
d) If no, are you/he/she actively looking for a job?
1. Yes  No
2. Yes  No
3. Yes  No
4. Yes  No
5. Yes  No

Housing Conditions

19. From 1 to 6, how cold do you feel at home, during winter?
   (1- “extremely cold”; 6 – “I don’t feel cold at all”)
   1  2  3  4  5  6

20. Does it rain inside of your house?
   Yes  No
21. Do you feel wind coming from window frames/doors/wholes on the walls?
   Yes  No

22. Are all the divisions of your house accessible to all house members?
   Yes  No

23. Do you feel that your door lock is safe?
   Yes  No

Access to energy – Indoor Air Pollution

24. Do you have access to electricity?
   Yes  No

25. What type of fuel do you use for lighting?
   None  Electricity  Other_________

26. What type of fuel do you use for heating?
   None  Electricity  Gas  Wood  Other________

27. What type of fuel does your household mainly use for cooking?
   None  Electricity  Gas  Wood  Other________

28. Is the cooking usually made in the house, in a separate building, or outdoors?
   In the house  In a separate building  Outdoors

29. Do you have a separate room that is used as a kitchen?
   Yes  No

Infrastructure

30. Do you have…
   a) an indoor flushing toilet?
      Yes  No
   b) a bath/toilet in the dwelling?
      Yes  No

31. At your dwelling, do you have access to…
   a) Water?
      Yes  No
   b) Drinking water?
      Yes  No
   c) Hot water?
      Yes  No

32. Does it smell bad at your dwelling?
   Yes  No
   a) if yes, does the odor come from inside the dwelling?
      Yes  No

Furniture

33. Do you have…
   a) a bed for each of the members of the household – excluding couples?
Yes  No
b) a table to eat?
Yes  No
c) a couch to sit?
Yes  No
d) a TV?
Yes  No
e) a refrigerator?
Yes  No
f) a computer?
Yes  No

34. Do you have worn-out furniture – objects such as tables, couches, beds, desks – at your dwelling?
Yes  No
a) if yes, from 1 to 6, how worn-out, in general, would you rank your furniture?
(1 – “really bad”; 6 – “not that bad”)
1  2  3  4  5  6

35. How comfortable do you consider your bed to be?
(1 – “not comfortable at all”; 6 – “really comfortable”)
1  2  3  4  5  6

36. Is your dwelling too dark, meaning that there is not enough day-light coming through the windows?
Yes  No

37. Do you hear a lot of noise coming from outside – from neighbors, traffic, factories, businesses…?
Yes  No
a) If yes, how much does it bother you?
(1 – “It bothers me to a certain context”; 6 – “it’s extremely annoying”)
1  2  3  4  5  6

38. During the last 3 months, how many bugs’ contaminations did you have inside your dwelling?
I always have bugs at my dwelling  3 or more  2  1  0

39. From 1 to 6, how comfortable do you feel at home?
(1 – “not comfortable at all”; 6 – “extremely comfortable”)
1  2  3  4  5

40. Compare yourself with your neighbors. How would you describe you in terms of comfort?
Much less comfortable than my neighbors  Less comfortable than my neighbors
As comfortable as my neighbors  More comfortable than my neighbors
Much more comfortable than my neighbors

Dimensions

41. Do you consider the size of your dwelling to be adequate given your household composition (number of people living in the house)?
Yes  No
42. How would you rate the size of your dwelling?
   Very small    Small    Regular    Big    Very big

43. Comparing to your neighbors, how would you rank the dimensions of your dwelling?
   Much smaller    Smaller    About the same    Bigger    Much Bigger

44. Do you consider the number of divisions to be adequate for your household composition?
   Yes    No

45. Rank your level of satisfaction from 1 to 6, with the overall dimensions and disposition of your dwelling? (1 – “very unsatisfied”; 6 – “very satisfied”)
   1    2    3    4    5    6

Health

46. How is your health in general?
   Very bad    Bad    Fair    Good    Very good

47. During the last 3 months, how many times were you ill? (Do not consider any minor illness condition that does not affect your daily activity – consider instead, how many times you were not able to do your routine or you were less productive on doing it because of an illness condition)
   0    1    2    3    Between 3 and 6    More

48. Was there any time during the past 12 months when you really needed to consult a specialist but did not?
   Yes, there was at least one occasion    No, there was no occasion
   a) If yes, what was the main reason for not consulting a specialist?
      Could not afford to    Waiting list, don’t have the referral letter
      Too far to travel/no means for transportation    Did not know any good specialist
      Wanted to wait and see whether the problem got better on its own    Other reason
      Did not have time due to work, taking care of children or others

49. During the past 6 months, did you have any limitation in activities because of health problems?
   Yes, I felt severely limited    Yes, limited but not severely    Not limited at all

50. How would you rank your stress/anxiety level?
   No stress    Mild    Average    Above average    Hard core

51. How often have you been bothered by feeling down, depressed, irritable, or hopeless over the last two weeks?
   Nearly every day    More than half the days    Several days    Few days    Never

Personal Hygiene

52. In a week, how many times do you take a shower?
   I don’t shower every week    Once    Twice
   No more than 4 times    More often

53. In a week, how often do you brush your teeth?
   I don’t wash my teeth    No more than twice    At least 5 times
   Every day    More than once a day

54. Do you wash your hands before having a meal?
   Yes    No
55. Do you wash your hands after going to the toilet?
   Yes  No
56. Do you wash the fruit and vegetables you eat?
   Yes  No
57. In one month, how frequently do you clean your dwelling?
   I don’t do cleaning  Once  At least twice  Every week  More often
58. Do you wear at least 2 pieces of washed clothes every day?
   Yes  No

Perceived Security & Safety

Think about the structural hazards of your dwelling.
59. From 1 to 6, how safe do you feel at home?
   (1 – “not safe at all”; 6 – “couldn’t feel safer”)
   1  2  3  4  5  6
60. If you compare your dwelling to your neighbors’ in terms of safety, how do you consider your dwelling to be?
   Less Safe than my neighbors’  As safe as my neighbors’  Safer than my neighbors’
   I don’t know
61. How deprived do you consider yourself to be?
   A lot  A bit  Not at all

Comfort & Wellbeing

62. How do you consider your income to be relatively to the average of your neighborhood?
   Much lower than the average  Under the average  In the average
   Above the average  Much higher than the average
63. Imagine a 6-step ladder where on the bottom – the first step – stand the poorest people, and on the highest step – the sixth – stand the richest. On which step are you today?
   1  2  3  4  5  6
Consider a range from 1 to 6, where 1 stands for “extremely bad” and 6 stands for “extremely good”.
64. Think about the last month. How would you rate your …
   a) level of tolerance
   1  2  3  4  5  6
   b) level of anxiety/stress
   1  2  3  4  5  6
   c) ability to concentrate
   1  2  3  4  5  6
   d) level of privacy
   1  2  3  4  5  6
   e) level of sleep disorders
   1  2  3  4  5  6
65. How often do you play indoor activities/games?
   Never  A few times in the year  No more than once a month
   No more than once a week  More than once a week

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66. How often do you invite friends/family home to play, chat or eat?
   Never                     A few times in the year       No more than once a month
   No more than once a week  More than once a week

67. Do you celebrate special occasions (like birthdays) with friends/family?
   Yes   No

68. How regularly do you participate in a leisure activity – indoors or outdoors? (For instance, reading a book at home, going to the cinema, going to the park, playing cards with friends…)
   Never                     A few times in the year       No more than once a month
   No more than once a week  More than once a week

69. Do you get-together with friends/family for a drink/meal at least once a month?
   Yes   No, I cannot afford it   No, I am ashamed
   No, I don’t have friends/family

70. How many times during the last 2 weeks did you go outdoors for more than 10 minutes?
   0               At least twice       At least 7 times
   Every day       More than once a day

71. Have you ever experienced a family break-up (excluding deaths), in an unexpected way, due to personal conflicts – divorce or break up with another family member?
   Yes   No

72. Do you feel ashamed about your house?
   A lot   A bit   Not at all

Empowerment

73. Is there any suitable place to study/do homework/work at home?
   Yes   No

74. Is there anyone at the household enrolled in any formal type of education?
   Yes   No
   If yes, write down their names, attributing a number for each of them – including yourself, if it is the case, as number 1:
   1. ______________________
   2. ______________________
   3. ______________________
   4. ______________________
   5. ______________________

75. If yes, how would you rank, from 1 to 6, their academic achievement?
   (1 – “extremely low”; 6 – “extremely high”)
   1:  1  2  3  4  5  6
   2:  1  2  3  4  5  6
   3:  1  2  3  4  5  6
   4:  1  2  3  4  5  6
   5:  1  2  3  4  5  6
The **next 7 questions** (from 75 to 82) **are only applicable if there is any child** (younger than 16) in the household:

If yes, write down their names, attributing a number for each of them:

1. ______________________
2. ______________________
3. ______________________
4. ______________________
5. ______________________

76. Compare each of your children with a group of children of their age. How do you consider each of them in terms of height?

1. Much smaller  Smaller  As tall as  Taller  Much taller
2. Much smaller  Smaller  As tall as  Taller  Much taller
3. Much smaller  Smaller  As tall as  Taller  Much taller
4. Much smaller  Smaller  As tall as  Taller  Much taller
5. Much smaller  Smaller  As tall as  Taller  Much taller

77. Compare each of your children with a group of children of their age. How do you consider each of them in terms of health?

1. More frequently ill  As frequent as his/her peers  Less frequently ill
2. More frequently ill  As frequent as his/her peers  Less frequently ill
3. More frequently ill  As frequent as his/her peers  Less frequently ill
4. More frequently ill  As frequent as his/her peers  Less frequently ill
5. More frequently ill  As frequent as his/her peers  Less frequently ill

78. Compare each of your children with a group of children of their age. How do you consider each of them in terms of achievement at school?

1. Lower than average  Average  Higher than average
2. Lower than average  Average  Higher than average
3. Lower than average  Average  Higher than average
4. Lower than average  Average  Higher than average
5. Lower than average  Average  Higher than average

79. Do you consider each of your children to be obese?

1. Yes  No
2. Yes  No
3. Yes  No
4. Yes  No
5. Yes  No
80. From 1 to 6, how do you rate the ability/easiness of your child to learn a new asset at school?
(1 – “extremely hard for him/her”; 6 – “extremely easy for him/her”)

1. 1 2 3 4 5 6
2. 1 2 3 4 5 6
3. 1 2 3 4 5 6
4. 1 2 3 4 5 6
5. 1 2 3 4 5 6

81. Have any of your children ever failed a school year?
1. Yes No
2. Yes No
3. Yes No
4. Yes No
5. Yes No

82. At up to what level would you like each of your children to study?

1. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent

2. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent

3. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent

4. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent

5. Never attended School Pre-primary education Primary education
Secondary education High-school education Vocational education
Bachelor or equivalent Master or equivalent Doctorate or equivalent

83. How many hours a day does each of your children spend doing homework/studying?

1. Less than ½ hour Between ½ and 1 hour Between 1 and 2 hours More than 2 hours
2. Less than ½ hour Between ½ and 1 hour Between 1 and 2 hours More than 2 hours
3. Less than ½ hour Between ½ and 1 hour Between 1 and 2 hours More than 2 hours
4. Less than ½ hour Between ½ and 1 hour Between 1 and 2 hours More than 2 hours
5. Less than ½ hour Between ½ and 1 hour Between 1 and 2 hours More than 2 hours
Social Inclusion, isolation, community environment

84. From 1 to 6 – where 1 stands for “not at all” and 6 for “totally” – at the moment, how much do you feel…
   a) That your neighbors like you?
      1  2  3  4  5  6
   b) Included in your neighborhood?
      1  2  3  4  5  6
   c) Lonely?
      1  2  3  4  5  6
   d) Ashamed?
      1  2  3  4  5  6
   e) Inferior to others?
      1  2  3  4  5  6

85. During the last 12 months how many times did you participate in a community activity? (You can consider attending Mass, playing cards with friends, participating in community sports…)
   |   |   |   |   |   |
   | Never | No more than twice | Once in every 3 months
   | At least once a month | At least every 2 weeks | Every week

Self-esteem

86. Do you consider having a healthy diet?
   Yes  No

87. From 1 to 6, how do you rate your concern about having a balanced diet?
   (1 – “I don’t care”; 6 – “I take it very seriously”)  
   1  2  3  4  5  6

88. From 1 to 6, how do you rate your concern about your health in general?
   (1 – “I don’t care”; 6 – “I take it very seriously”)  
   1  2  3  4  5  6

Thank you very much for your time!
**Appendix 12 – Survey to the Volunteers – “Just before starting”**

The current survey applies to all volunteers who were selected to participate in any JAC program **for the first time**, **before** their actual start as volunteers. The main goal of the survey is to understand the volunteers’ expectations and motivations when enrolling as volunteers at JAC. For study purposes, please, answer honestly to all the questions.

Thank you for your participation 😊

1. Age
   - 17 – 19
   - 20 – 22
   - 23 – 25
   - 26 – 30
   - Older

2. Sex
   - M
   - F

3. Why do you want to volunteer at JAC?
   (Pick the one(s) you find appropriate – more than one, if it is the case)
   - 1. Because I like to do home repairs
   - 2. Because my friends are volunteering at JAC
   - 3. Because I feel good when I give myself (my time, my care, my help...) to others
   - 4. Because I consider volunteering an ethical/moral obligation
   - 5. Because housing poverty is an issue that I specially care/worry about
   - 6. Because I was required to volunteer, by a specific entity
   - 7. Because I see it as a possibility of meeting new people and building friendships
   - 8. I don’t know why, but I just think I will enjoy
   - 9. Other __________________________________________________________

4. What do you expect to give?

5. What do you expect to receive?

6. From 1 to 6, how excited do you feel about volunteering at JAC?
   (1 – “Let’s try…”; 6 – “It’s going to be great!”)
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6

7. How familiar are you with the problem of housing poverty?
   (1 – “I know nothing about it”; 6 – “I know a lot about it”)
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6

8. At the moment, are you volunteering anywhere else?
   - Yes
   - No
   a) If yes, where? ___________________________________________
   b) If no, why did you choose JAC instead of other volunteering program?
Appendix 13 – Survey to the Volunteers – “Just after evaluation”

The current survey applies to all volunteers who just finished one experience of volunteering at JAC. The main goal of the survey is to collect volunteers’ feedback in order to understand whether the volunteers’ initial expectations are met and drive conclusions on impact. For study purposes, please, answer honestly to all the questions.

Thank you for your participation 😊

1. Pick the volunteering program you just participated at:
   Reabilitar a Cidade – Lisboa  Reabilitar a Cidade – Porto  Bootcamp  Portugal Rural

2. Age
   17 – 19  20 – 22  23 – 25  26 – 30  Older

3. Sex
   M   F

4. Was it the first time you volunteered at JAC?
   Yes   No

5. From 1 to 6, how satisfied are you with your overall experience at JAC?
   (1 –“I’m not satisfied at all”; 6 – “I couldn’t be more satisfied”)
   1  2  3  4  5  6

6. Compared to your expectations, how was your overall experience at JAC?
   Worse than what I expected  As I expected  Better than what I expected

7. Are you willing to volunteer at JAC again?
   Yes   No
   a) If no, are you willing to volunteer anywhere else?
   Yes   No

8. What did you receive from the volunteering experience at JAC?
   (Pick more than one, if it is the case)
   1. New friends
   2. An opportunity to fulfill my willingness to volunteer
   3. A sense of “mission accomplished”
   4. Satisfaction
   5. Awareness to the housing poverty problem
   6. An opportunity to have a fun volunteering experience
   7. Other _______________________________________

9. Signal whether you agree or not with the following sentences:
   1. I find it difficult to find volunteering experiences that are suitable for me to enroll in during the academic year (not during holidays). AGREE? _____
   2. JAC appeared as a good choice of having a volunteering experience. AGREE? _____
   3. JAC appeared as an easy choice of volunteering to enroll in. AGREE? _____

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4. If I was not volunteering at JAC (during the period I was at JAC), I would not have been volunteering anywhere else. AGREE? ______
5. My perception of “volunteering” changed for better. AGREE? ______

10. Answer with YES or NO the following questions:
1. Did you like the work – house rehabilitations – you were asked to do?
   Yes  No
2. Did you feel that, through your volunteering, you were really helping someone to have a better life?
   Yes  No
3. Did you feel you could be more useful somewhere else?
   Yes  No
4. Did you get to know the beneficiaries?
   Yes  No
   a) if yes, do you feel you created any bonds with any of them?
      Yes  No
   a1) do you feel that the bonds created between you and the beneficiaries were important for them?
      Yes  No
   a2) If yes, do you feel that the bonds created were important for you?
      Yes  No
5. Did you build new friendships - with other volunteers, beneficiaries, staff?
   Yes  No
6. Did you get a deeper knowledge about the problem of housing poverty – its context, causes and overall consequences on people’s lives?
   Yes  No
7. Were you aware of the dimension of this problem – housing poverty – in Portugal?
   Yes  No
8. Do you feel empowered and willing to fight against such problem – housing poverty – in the future?
   Yes  No
9. Was it the first time that you had a volunteering experience – not necessarily at JAC?
   Yes  No
10. Are you planning to volunteer – not necessarily at JAC – again?
    Yes  No
11. Are you planning to volunteer at JAC again?
    Yes  No
12. Do you think JAC is having a positive impact in the society?
    Yes  No

11. From the following options, what changes do you consider that JAC produced in your life?
   (For all options, ask yourself: “has JAC contributed to this, at least in part?”). If yes, pick that option, if no, leave it in blank)
   1. I have more friends
   2. I am more solidary to the needy people
   3. I know a way of helping who needs help
   4. I realize the need of volunteering
   5. I am concerned about the problem of housing poverty
   6. I feel a better person
   7. I feel good
12. From 1 to 6, how would you rate the impact JAC had in your life?  
   (1 – “It had no impact at all”; 6 – “It had a crucial impact”)
   1  2  3  4  5  6

13. What would you recommend JAC to improve?
14. What do you consider to be the key strengths of JAC?
Appendix 14 – Survey to the Volunteers – “Just 2 impact”

The current survey applies to all ex-volunteers of JAC, who volunteered (at JAC) for the last time, 2 years ago. The main goal of the survey is to understand the impact JAC has on volunteers. For study purposes, please, answer honestly to all the questions.

Thank you for your participation 😊

1. Age
   19 – 22  23 – 25  26 – 30  Older

2. Sex
   M  F

3. At what programs have you participated in JAC?
   (Pick all the options that apply to you)
   Reabilitar a Cidade – Lisboa  Reabilitar a Cidade – Porto  Bootcamp  Portugal Rural

4. For how long did you volunteer at JAC?
   (Pick all the options that apply to you)
   Summer Camps:  1  2  3  4  More
   Bootcamps:  1  2  3  4  More
   Reabilitar a cidade (semesters):  1  2  3  4  More

5. Why did you stop volunteering at JAC?
   (Please, pick more than one option, if it is the case. However, choose the main reason that made you leave JAC, and write that one down.)
   1. I got a job
   2. I left the country
   3. It was not what I expected
   4. I was not able to manage my time, given my curricular activities
   5. I was already enrolled in too many volunteering activities
   6. I didn’t like the work itself – house rehabilitation
   7. The work was too heavy for me
   8. My friends left, so I left as well
   9. I felt I could be more useful somewhere else, so I started volunteering somewhere else
   10. I felt there was no commitment from the part of the other volunteers
   11. I felt there was no commitment/leadership from the part of the organization/coordinators
   12. I felt disappointed in the sense that I realized I could not “change the world”
   13. I felt JAC was not sufficiently organized
   14. There was no more room for me as a volunteer at JAC (demand > supply)
   15. The work was not safe
   16. I didn’t feel included in the group of volunteers
   17. I was not feeling part of the overall organization
   18. I didn’t have any contact with the beneficiaries
   19. The works were not easily accessible by transports
20. Other reason _________________________________________________________________________

Main reason: _______ (number)

6. Now that 2 years have passed, how meaningful do you consider your past experience at JAC?
   (1 – “It meant nothing to me”; 6 – “It was really meaningful to me”)
   1 2 3 4 5 6

7. After volunteering at JAC did you volunteer anywhere else?
   Yes   No

8. At the moment, are you volunteering anywhere?
   Yes   No

9. How do you rate your awareness – knowledge – about the problem of housing poverty (its context, causes and overall effects on someone’s life)?
   (1 – “I know nothing about it”; 6 – “I am really aware of that”)
   1 2 3 4 5 6

10. How do you rate your concern about the problem of housing poverty?
    (1 – “I don’t care”; 6 – “I really care about it”)
    1 2 3 4 5 6

11. Since you left JAC, have you been involved in any cause related to housing poverty?
    Yes   No

12. Since you left JAC, have you visited any of the beneficiaries you helped at JAC?
    Yes, once   Yes, more than once   No
    a) If no, do you intend to do it?
    Yes   No

13. Do you keep some of the friendships you built at JAC?
    Yes   No, I am not close to anyone I met at JAC, anymore   No, I didn’t make any friends at JAC

14. From the following options, what changes do you consider that JAC produced in your life?
    (For all options, ask yourself: “has JAC contributed to this, at least in part?” If yes, pick that option; if no, leave it in blank)
   1. I have more friends
   2. I am more solidary to the needy people
   3. I know a way of helping who needs help
   4. I realize the need of volunteering
   5. I am concerned about the problem of housing poverty
   6. I feel a better person
   7. I feel good

15. From 1 to 6, how would you rate the impact JAC had in your life?
    (1 – “It had no impact at all”; 6 – “It had a crucial impact”)
    1 2 3 4 5 6

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**Appendix 15 – House Evaluation Sheet used by JAC at the moment**

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<th>N° FICHA:</th>
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<td>DATA:</td>
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**A. IDENTIFICAÇÃO**

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<th>Nome</th>
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<td>Código Postal</td>
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</tr>
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<td>Contacto</td>
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**B. CARACTERIZAÇÃO**

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<th>Nº de habitantes</th>
<th>Proprietário</th>
<th>Inquilino</th>
<th>Outro</th>
<th>Nº de divisões</th>
<th>Sala</th>
<th>Quarto</th>
<th>Cozinha</th>
<th>Casa de banho</th>
<th>Anexo</th>
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Memória descritiva

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Avaliação Social

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**C. ESTADO DE CONSERVAÇÃO**

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Comentários

E. DIAGRAMA DA ESTRELA

FIG 6: Home Evaluation Sheet currently by JAC to evaluate the house level
### Health & Personal Hygiene

19. From 1 to 6, how cold do you feel at home, during winter?
20. Does it rain inside of your house?
21. Do you feel wind coming from window frames/doors/wholes on the walls?
24. Do you have access to electricity?
28. Is the cooking usually made in the house, in a separate building, or outdoors?
29. Do you have a separate room that is used as a kitchen?
30a. Do you have an indoor flushing toilet?
30b. Do you have a bath/toilet in the dwelling?
31a. At your dwelling do you have access to water
31b. At your dwelling do you have access drinking water
31c. At your dwelling do you have access hot water
33a. Do you have a bed for each of the members of the household – excluding couples?
33b. Do you have a table to eat
33c. Do you have a couch to sit
33d. Do you have a tv
33e. Do you have a refrigerator
33f. Do you have a computer
36. Is your dwelling too dark, meaning that there is not enough day-light coming through the windows?
37. Do you hear a lot of noise coming from outside – from neighbors, traffic, factories, businesses…?
38. During the last 3 months, how many bugs’ contaminations did you have inside your dwelling?
46. How is your health in general?
47. During the last 3 months, how many times were you ill?
48. Was there any time during the past 12 months when you really needed to consult a specialist but did not?
49. During the past 6 months, did you have any limitation in activities because of health problems?
50. How would you rank your stress/anxiety level?
51. How often have you been bothered by feeling down, depressed, irritable, or hopeless over the last two weeks?
52. In a week, how many times do you take a shower?
53. In a week, how often do you brush your teeth?
54. Do you wash your hands before having a meal?
55. Do you wash your hands after going to the toilet?
56. Do you wash the fruit and vegetables you eat?
57. In one month, how frequently do you clean your dwelling?
58. Do you wear at least 2 pieces of washed clothes every day?
64. Think about the last month. How would you rate your level of anxiety/stress
64. Think about the last month. How would you rate your level of sleep disorders
66. How often do you invite friends/family home to play, chat or eat?
67. Do you celebrate special occasions (like birthdays) with friends/family?
69. Do you get-together with friends/family for a drink/meal at least once a month?
84a. Do you feel that your neighbors like you?
84b. Do you feel included in your neighborhood?
84c. Do you feel lonely?
84d. Do you feel ashamed?
84e. Do you feel inferior to others?
85. During the last 12 months how many times did you participate in a community activity?

### Security & Safety

23. Do you feel that your door lock is safe?
24. Do you have access to electricity?
29. Do you have a separate room that is used as a kitchen?
Self-confidence, Self-esteem and Empowerment

18. Is any member of the household aged over 16 years old employed at the moment?

18d. If no, are you/he/she actively looking for a job?

37. Do you hear a lot of noise coming from outside – from neighbors, traffic, factories, businesses...?

40. Compare yourself with your neighbors. How would you describe you in terms of comfort?

41. Do you consider the size of your dwelling to be adequate given your household composition (number of people living in the house)?

42. How would you rate the size of your dwelling?

43. Comparing to your neighbors, how would you rank the dimensions of your dwelling?

44. Do you consider the number of divisions to be adequate for your household composition?

45. Rank your level of satisfaction from 1 to 6, with the overall dimensions and disposition of your dwelling?

48. Was there any time during the past 12 months when you really needed to consult a specialist but did not?

49. During the past 6 months, did you have any limitation in activities because of health problems?

50. How would you rank your stress/anxiety level?

51. How often have you been bothered by feeling down, depressed, irritable, or hopeless over the last two weeks?

56. Do you compare your dwelling to your neighbors’ in terms of safety, how do you consider your dwelling to be?

58. Do you consider the number of divisions to be adequate for your household composition?

58. How deprived do you consider yourself to be?

60. How do you consider your income to be relatively to the average of your neighborhood?

61. How do you consider your income to be relatively to the average of your neighborhood?

62. Imagine a 6-step ladder where on the bottom – the first step – stand the poorest people, and on the highest step – the sixth – stand the richest. On which step are you today?

64. Think about the last month. How would you rate your ability to concentrate

64. Think about the last month. How would you rate your level of privacy

66. How often do you invite friends/family home to play, chat or eat?

67. Do you celebrate special occasions (like birthdays) with friends/family?

68. Do you regularly do you participate in a leisure activity – indoors or outdoors?

69. Do you get-together with friends/family for a drink/meal at least once a month?

70. How many times during the last 2 weeks did you go outdoors for more than 10 minutes?

72. Do you feel ashamed about your house?

73. Is there any suitable place to study/do homework/work at home?

74. Is there anyone at the household enrolled in any formal type of education?

75. If yes, how would you rank, from 1 to 6, their academic achievement?

76. Compare each of your children with a group of children of their age. How do you consider each of them in terms of height?

77. Compare each of your children with a group of children of their age. How do you consider each of them in terms of health?

78. Compare each of your children with a group of children of their age. How do you consider each of them in terms of achievement at school?

79. Do you consider each of your children to be obese?

80. From 1 to 6, how do you rate the ability/easiness of your child to learn a new asset at school?

81. Have any of your children ever failed a school year?

82. At up to what level would you like each of your children to study?

83. How many hours a day does each of your children spend doing homework/studying?

84. Do you feel ashamed?

84a. Do you feel that your neighbors like you?

84b. Do you feel included in your neighborhood?

84c. Do you feel lonely?

84d. Do you feel ashamed?

84e. Do you feel inferior to others?

85. During the last 12 months how many times did you participate in a community activity?

Social Inclusion, Reduced Isolation and Community Environment

37. Do you hear a lot of noise coming from outside – from neighbors, traffic, factories, businesses...?

64. Think about the last month. How would you rate your level of tolerance

66. How often do you invite friends/family home to play, chat or eat?

67. Do you celebrate special occasions (like birthdays) with friends/family?

69. Do you get-together with friends/family for a drink/meal at least once a month?

84a. Do you feel that your neighbors like you?
### Comfort & Well-being

19. From 1 to 6, how cold do you feel at home, during winter?
20. Does it rain inside of your house?
21. Do you feel wind coming from window frames/doors/holes on the walls?
22. Are all the divisions of your house accessible to all house members?
23. Do you feel that your door lock is safe?
24. Do you have access to electricity?
25. Is the cooking usually made in the house, in a separate building, or outdoors?
26. Do you have a separate room that is used as a kitchen?
27. Do you have access to electricity?
28. Does it smell bad at your dwelling?
29. Do you have a separate room that is used as a kitchen?
30a. Do you have an indoor flushing toilet?
30b. Do you have a bath/toilet in the dwelling?
30c. At your dwelling do you have access to water
30d. At your dwelling do you have access drinking water
30e. At your dwelling do you have access hot water
31a. Do you have a table to eat
31b. Do you have a couch to sit
31c. Do you have a bed for each of the members of the household – excluding couples?
32. Do you have a separate room that is used as a kitchen?
33a. Do you have a separate room that is used as a kitchen?
33b. Do you have a table to eat
33c. Do you have a couch to sit
33d. Do you have a tv
33e. Do you have a refrigerator
33f. Do you have a computer
34. Do you have worn-out furniture – objects such as tables, couches, beds, desks – at your dwelling?
35. How comfortable do you consider your bed to be?
36. Is your dwelling too dark, meaning that there is not enough day-light coming through the windows?
37. Do you hear a lot of noise coming from outside – from neighbors, traffic, factories, businesses…?
38. During the last 3 months, how many bugs’ contaminations did you have inside your dwelling?
39. From 1 to 6, how comfortable do you feel at home?
40. Compare yourself with your neighbors. How would you describe you in terms of comfort?
41. Do you consider the size of your dwelling to be adequate given your household composition (number of people living in the house)?
42. How would you rate the size of your dwelling?
43. Comparing to your neighbors, how would you rank the dimensions of your dwelling?
44. Do you consider the number of divisions to be adequate for your household composition?
45. Rank your level of satisfaction from 1 to 6, with the overall dimensions and disposition of your dwelling?
51. How often have you been bothered by feeling down, depressed, irritable, or hopeless over the last two weeks?
52. From 1 to 6, how safe do you feel at home?
53. If you compare your dwelling to your neighbors’ in terms of safety, how do you consider your dwelling to be?
54. How deprived do you consider yourself to be?
55. Think about the last month. How would you rate your level of tolerance
56. Think about the last month. How would you rate your level of anxiety/stress
57. Think about the last month. How would you rate your ability to concentrate
58. Think about the last month. How would you rate your level of privacy
59. Think about the last month. How would you rate your level of sleep disorders
60. How often do you play indoor activities/games?
61. How often do you invite friends/family home to play, chat or eat?
62. Do you celebrate special occasions (like birthdays) with friends/family?
63. How often do you participate in a leisure activity – indoors or outdoors?
64. Do you get-together with friends/family for a drink/meal at least once a month?

*Fig. 7: Beneficiaries’ survey questions per outcome*
**Appendix 17A** – Survey questions that lead to each of the outcomes – *Volunteers “Just before Starting”*

<table>
<thead>
<tr>
<th><strong>Solidarity</strong></th>
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<tbody>
<tr>
<td>8. At the moment, are you volunteering anywhere else?</td>
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<tr>
<th><strong>Expectations</strong></th>
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<tbody>
<tr>
<td>6. From 1 to 6, how excited do you feel about volunteering at JAC?</td>
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<table>
<thead>
<tr>
<th><strong>Awareness</strong></th>
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<tbody>
<tr>
<td>7. How familiar are you with the problem of housing poverty?</td>
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</table>

*Fig 8: “Just before Starting” Volunteers’ survey questions per outcome*
**Appendix 17B – Survey questions that lead to each of the outcomes – Volunteers “Just after Evaluation”**

**Solidarity**
- 7a. Are you willing to volunteer anywhere again?
- 9.4 If I was not volunteering at JAC, I would not have been volunteering anywhere else
- 10.9 Was it the first time that you had a volunteering experience?
- 10.10 Are you planning to volunteer - not necessarily at JAC - again?
- 11.2 I am more solidary to the needy people
- 11.5 I am more concerned about the problem of housing poverty

**Friendship Bonds**
- 8.1 New friends
- 10.4a. Do you feel you created any bonds with any of them?
- 10.5 Did you build new friendships?
- 11.1 I have more friends

**Empowerment**
- 8.2 An opportunity to fulfill my willingness to volunteer
- 8.3 A sense of "mission accomplished"
- 8.6 An opportunity to have a fun volunteering experience
- 9.1 I find it difficult to find volunteering experiences that are suitable for me to enroll in during the academic year (not during holidays).
- 9.2 JAC appeared as a good choice of having a volunteering experience.
- 9.3 JAC appeared as an easy choice of volunteering to enroll in.
- 10.2 Did you feel that, through your volunteering, you were really helping someone to have a better life?
- 10.3 Did you feel you could be more useful somewhere else?
- 10.8. Do you feel empowered and willing to fight against such problem – housing poverty – in the future?
- 10.9. Was it the first time that you had a volunteering experience – not necessarily at JAC?
- 11.3. I know a way of helping who needs help

**Wellbeing**
- 8.3 A sense of "mission accomplished"
- 8.4 Satisfaction
- 8.6 An opportunity to have a fun volunteering experience
- 10.4.a2 If yes, do you feel that the bonds created were important for you?
- 11.6. I feel a better person
- 11.7 I feel good
### Awareness

<table>
<thead>
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<th>Question</th>
<th>Response</th>
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<td>8.5 Awareness to the housing poverty problem</td>
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<tr>
<td>9.5 My perception of &quot;volunteering&quot; changed for better</td>
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<tr>
<td>10.6. Did you get a deeper knowledge about the problem of housing poverty – its context, causes and overall consequences on people’s lives?</td>
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<td>10.7. Were you aware of the dimension of this problem – housing poverty – in Portugal?</td>
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<td>10.8. Do you feel empowered and willing to fight against such problem – housing poverty – in the future?</td>
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<td>11.4. I realize the need of volunteering</td>
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<td>11.5. I am concerned about the problem of housing poverty</td>
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### Perceived Impact

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<td>10.12. Do you think JAC is having a positive impact in the society?</td>
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<tr>
<td>12. From 1 to 6, how would you rate the impact JAC had in your life?</td>
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### Expectations

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<tbody>
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<td>6. Compared to your expectations, how was your overall experience at JAC?</td>
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### Satisfaction

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<td>5. From 1 to 6, how satisfied are you with your overall experience at JAC?</td>
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<td>8.4 Satisfaction</td>
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<tr>
<td>10.1 Did you like the work - house rehabilitations - you were asked to do?</td>
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*Fig. 9: “Just after evaluation” Volunteers’ survey questions per outcome*
**Appendix 17C** – Survey questions that lead to each of the outcomes – **Volunteers “Just 2 Impact”**

### Solidarity

5.5 I was already enrolled in too many volunteering activities
7. After volunteering at JAC did you volunteer anywhere else?
8. At the moment, are you volunteering anywhere?
10. How do you rate your concern about the problem of housing poverty?
12. Since you left JAC, have you visited any of the beneficiaries you helped?
12a. If no, do you intend to do it?
14.2 I am more solidary to the needy people
14.5 I am concerned about the problem of housing poverty

### Friendship Bonds

5.16 I didn't feel included in the group of volunteers
12. Since you left JAC, have you visited any of the beneficiaries you helped?
12a. If no, do you intend to do it?
13. Do you keep some of the friendships you built at JAC?
14.1 I have more friends

### Empowerment

5.9 I felt I could be more useful somewhere else, so I started volunteering in another place
5.12 I felt disappointed in the sense I realized I could not "change the world"
7. After volunteering at JAC did you volunteer anywhere else?
10. How do you rate your concern about the problem of housing poverty?
11. Since you left JAC, have you been involved in any cause related to housing poverty?
14.3 I know a way of helping who needs help
14.5 I am concerned about the problem of housing poverty
Wellbeing

14.6 I feel a better person
14.7 I feel good

Awareness

9. How do you rate your awareness – knowledge – about the problem of housing poverty (its context, causes and overall effects on someone’s life)?
10. How do you rate your concern about the problem of housing poverty?
14.4 I realize the need of volunteering
14.4 I am concerned about the problem of housing poverty

Perceived Impact

6. Now that 2 years have passed, how meaningful do you consider your past experience at JAC?
15. From 1 to 6, how would you rate the impact JAC had in your life

Expectations

5.3 It was not what I expected
5.10 I felt there was no commitment from the part of the volunteers
5.11 I felt there was no commitment/leadership from the part of the organization/coordinators
5.12 I felt disappointed in the sense I realized I could not "change the world"
5.13 I felt JAC was not sufficiently organized
5.14 There was no more room for me as a volunteer at JAC (demand > supply)
5.15 The work was not safe
5.17 I was not feeling part of the overall organization
5.18 I didn't have any contact with the beneficiaries

Fig 10: “Just 2 impact” Volunteer’s survey questions per outcome
Appendix 18A - Hypothetical Example of the impact on beneficiaries

The beneficiaries’ survey allow for a comparison between a previous and an after intervention’s situation, given the exact same survey being applied at both times. The visual result of the impact on beneficiary “x” – hypothetical situation – can be shown in the next graph, where the visual image self-explains the improvement on each outcome that in turn leads to the impact verification. Overall, beneficiary “x” experiences an increase of total outcomes’ score from 0.31 to 0.69.

Impact on Beneficiary "x":
0.31 to 0.69

Fig 11: Impact on an hypothetical Beneficiary “x”
Hypothetical example of na individual outcomes’ scores before the intervention of JAC at their house

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<th>Score</th>
<th>Final result</th>
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<td>0,31</td>
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<tr>
<td>Social Inclusion, Reduced Isolation &amp; Community Environment</td>
<td>0,2</td>
<td>0,24</td>
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<tr>
<td>Self-confidence, Self-esteem &amp; Empowerment</td>
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<td>Health &amp; Personal Hygiene</td>
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<td>Total</td>
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<td>0,31</td>
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Hypothetical example of na individual outcomes’ scores after the intervention of JAC at their house

<table>
<thead>
<tr>
<th>Weight</th>
<th>Score</th>
<th>Final result</th>
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<tbody>
<tr>
<td>Security &amp; Safety</td>
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<td>Self-confidence, Self-esteem &amp; Empowerment</td>
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<td>Comfort &amp; Well-being</td>
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<td>Health &amp; Personal Hygiene</td>
<td>0,2</td>
<td>0,80</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>0,69</td>
</tr>
</tbody>
</table>

Fig 12: Excel tables with the final data achieved for an hypothetical Beneficiary “x” that produces the graph presented in Fig. 11
Appendix 18B - Hypothetical Example of the impact on volunteers

Contrarily to what happens in the beneficiaries’ survey, the volunteers’ survey does not allow for a perception of change by comparing a previous situation with a current one. Actually, these surveys to volunteers test the likelihood of each volunteer to have increased each of the outcomes being studied and not the absolute or relative increase on such outcome. Therefore, JAC will be able to suggest an impact on volunteers that is not achieved by comparison but by direct effect of an individual’s own perception of his/her life.

![Volunteer "x" Impact: 0.84](image)

Fig. 13: Impact on an hypothetical Volunteer “x”

<table>
<thead>
<tr>
<th></th>
<th>Weight</th>
<th>Score</th>
<th>Final Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solidarity</td>
<td>0.25</td>
<td>0.73</td>
<td>0.18</td>
</tr>
<tr>
<td>Friendship Bonds</td>
<td>0.25</td>
<td>0.81</td>
<td>0.20</td>
</tr>
<tr>
<td>Empowerment</td>
<td>0.25</td>
<td>0.82</td>
<td>0.21</td>
</tr>
<tr>
<td>Well-being</td>
<td>0.25</td>
<td>1.00</td>
<td>0.25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0.25</td>
<td></td>
<td><strong>0.84</strong></td>
</tr>
</tbody>
</table>

Fig. 14: Excel table with the final data achieved for an hypothetical Volunteer “x” that produces the graph presented in Fig. 13

For instance, the results presented in the above chart – taken from the above table – tell us that volunteer “x” perceives an increase of 100% on his well-being, an increase of 73% on his solidarity, an increase of 81% on his friendship bonds and lastly, an increase of 82% on his empowerment. According to these outcomes realization, overall, there is a perceived 84% positive impact on volunteer “x”.

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