

60 _ decibels



RefugePoint

Impact Performance Report



Source: RefugePoint

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About This Report

This report is designed to provide you with an in-depth understanding about your clients, their profile, the outcomes they experienced, their current living situation, and how you can improve your impact.

The insights are based on phone interviews with 184 clients in Kenya who graduated from RefugePoint between 2019 – 2023. These interviews were conducted by 60 Decibels trained researchers. We really enjoyed hearing from your clients – they had a lot to say!

We contacted all individuals in the sampling frame. To learn more about our methodology, head to the [Appendix](#).

To contextualize your results, you can see how your performance compares to other companies in Kenya in the [Performance Snapshot](#) and [Appendix](#).

We encourage you to use these results to set targets and identify ways you can further improve client experiences during the program and post-graduation.

184 clients interviewed, 64% were female.

Graduation case status:

- > Self-sufficient: 70%
- > Graduated: 30%



“

Medical assistance helped me nurse my wife better since she had a health condition, and I had no job to take care of her with. Getting food sorted for 6 months really gave me comfort and an economic cushion. I was also jobless, and I got a bike to use as a rider.

Male, self-sufficient

60dB Perspective

Top Insights

- 1 RefugePoint is providing first-time access to essential services to a population with limited available options.**

77% of clients said they were accessing critical services, such as healthcare, education support, and business grants through RefugePoint for the first time. This indicates the unique role RefugePoint plays in bridging significant access gaps for urban refugees who might otherwise lack these basic resources.

61% of clients report that finding alternative support to RefugePoint's services was challenging, highlighting RefugePoint's critical role as a sole provider of comprehensive, multi-faceted support.

See pages: [7](#).

- 3 Clients are satisfied with RefugePoint services.**

RefugePoint has a Net Promoter Score – a common gauge of satisfaction and loyalty – of 69, reflecting high levels of satisfaction and loyalty among clients. Key drivers include responsiveness, respectful treatment, and practical support with basic needs and business start-up resources. However, there are areas for improvement, particularly in delivering on agreed support and offering more robust post-graduation services.

See page: [16](#).

- 2 RefugePoint is creating a positive impact on clients' lives.**

Majority (91%) of clients report an improvement in their quality of life with 44% saying their quality of life has 'very much improved' after receiving RefugePoint services, highlighting the program's effectiveness in enhancing well-being. Key drivers include improved financial stability, food security, and business opportunities.

4 in 5 clients agree that RefugePoint helped them achieve their goals. At the point of graduation, half the respondents felt confident about their ability to sustain themselves after program graduation, indicating a positive self-reliance outcome.

See pages: [10](#), [12](#).

- 4 Clients face ongoing challenges in income stability and housing security.**

Despite the initial gains in self-reliance, some clients face challenges in maintaining these outcomes, especially in housing security and stable income generation. About 70% of clients in stable housing have missed rent payments recently, while only 5% hold full-time employment with necessary legal documentation. Additionally, clients' express needs for more robust post-graduation support, including help with resettlement and continued assistance to sustain their self-reliance achievements.

See page: [21](#), [23](#), [25](#).

Recommendations

- 1 Strengthen post-graduation and alternative support pathways.**

In response to clients' limited access to alternatives, RefugePoint should consider developing partnerships with local organizations to provide continued support beyond graduation. Expanding referral networks or connecting clients to other service providers can help sustain self-reliance after clients exit the core program.

Additionally, providing targeted resettlement resources and transitional assistance programs would benefit clients still facing challenges post-graduation, especially in maintaining their housing and financial security.

- 2 Expand and enhance employment and financial stability programs for sustained self-reliance.**

To promote lasting self-reliance, RefugePoint could consider expanding vocational training aligned with in-demand skills to equip graduates for sustainable employment or entrepreneurship, thereby enhancing their earning capacity. Additionally, supporting graduates in obtaining critical documentation—often essential for stable employment and accessing services—would help remove a significant barrier to self-sufficiency.

Establishing business mentorship and alumni networks could provide ongoing guidance and resource-sharing, while facilitating access to financial tools like microloans and savings programs would empower graduates to secure capital and navigate financial challenges independently.



01: Profile

This section helps you understand your client base, and if you are reaching a previously underserved population.

The key indicators in this section are:

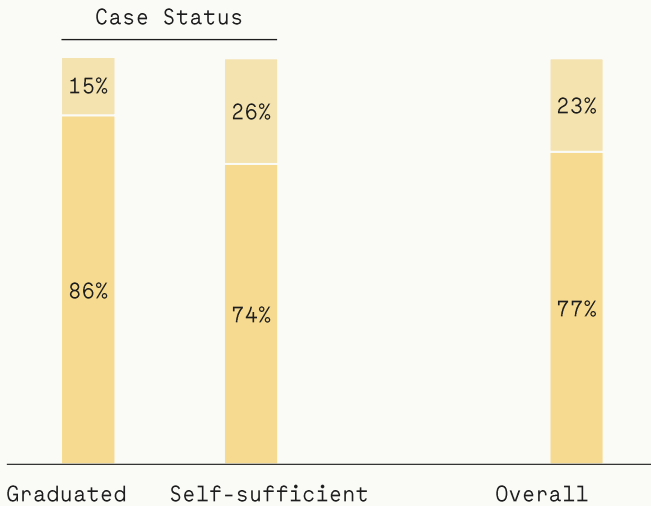
- **First Access:** What proportion of your clients are accessing a similar service for the first time?
- **Access to Alternatives:** Did your clients have other options for humanitarian support available?
- **Inclusivity Ratio:** Are you reaching less well-off clients? How representative is your client base of the national population of the country you are working in?

Profile

77% of clients say they had no prior access to services like RefugePoint provides. Women are more likely to say so.

First Access

Q: Before RefugePoint, did you have access to services like RefugePoint provides? (n = 184 | Graduated = 55, Self-sufficient = 129)



Yes
No

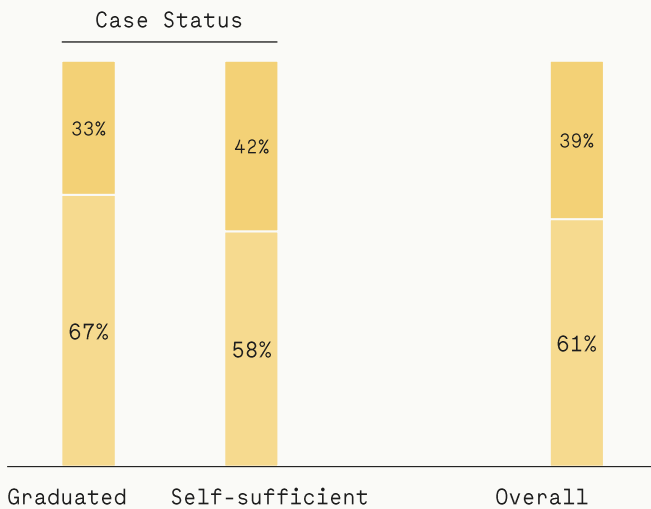
Segments	First Access
Female	85%
Male	64%

MIDDLE - 60dB Benchmark

3 in 5 respondents say that there were no other options for humanitarian support available to them besides RefugePoint.

Access to Alternatives

Q: Were there other options for humanitarian support available to you besides RefugePoint? (n = 184 | Graduated = 55, Self-sufficient = 129)



Yes
May be
No

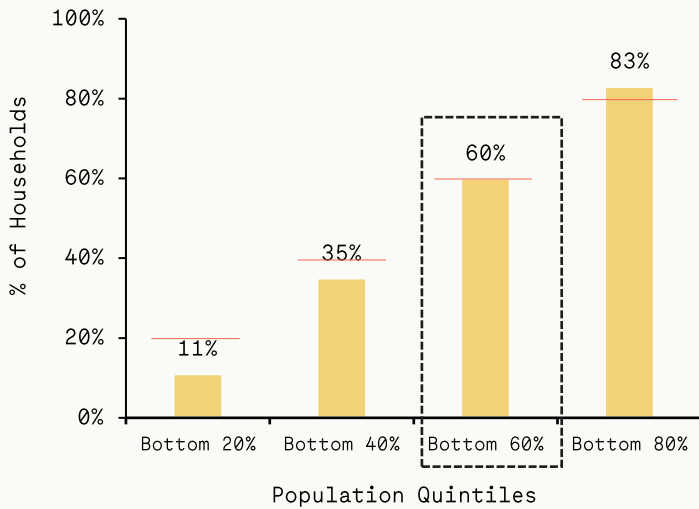
Segments	No Alternatives
Female	66%
Male	52%

BOTTOM 20% - 60dB Benchmark

Profile

60% of RefugePoints’ clients are in the bottom 60th percentile of the Kenya population, which is at par with the Kenya national distribution.

Wealth Distribution of RefugePoint’s Clients vs. General Population (n = 183)



How To Read This Chart

The x-axis shows the distribution of wealth in the general population nationally.

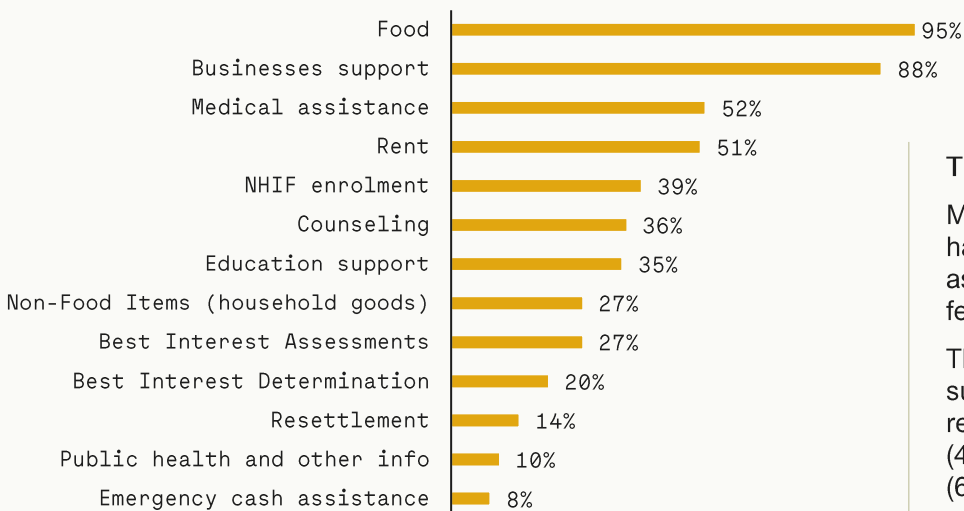
The y-axis and chart bars show the proportion of RefugePoint’s clients that fall into the bottom 20%, the bottom 40% etc., of the population.

If RefugePoint’s clients exactly matched the distribution of wealth in the general population, then the percentages on the y-axis would exactly match, i.e. 20%, 40%, 60%, 80% and coincide with the red lines.

Food and business support were the most commonly received services, while emergency cash and public health information services were accessed less frequently.

Types of Services Received by Respondents

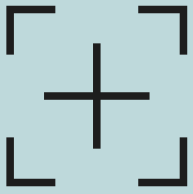
Q: Thinking back to your time as a client of RefugePoint, which service or services did you and your household receive? (n = 184)



Trends

Male clients are more likely to have received medical assistance (61%) compared to female clients (47%).

Those who exited as self-sufficient are less likely to have received medical assistance (47%) as those who graduated (64%).



02: Impact

We believe that the best way to understand the social impact that you are having, is to simply ask clients whether their quality of life has changed as a result of access to RefugePoint's services, and if so, how.

This section shows you the degree to which you are impacting quality of life, and what outcomes, if any, are clients experiencing, in their own words.

The key indicators in this section are:

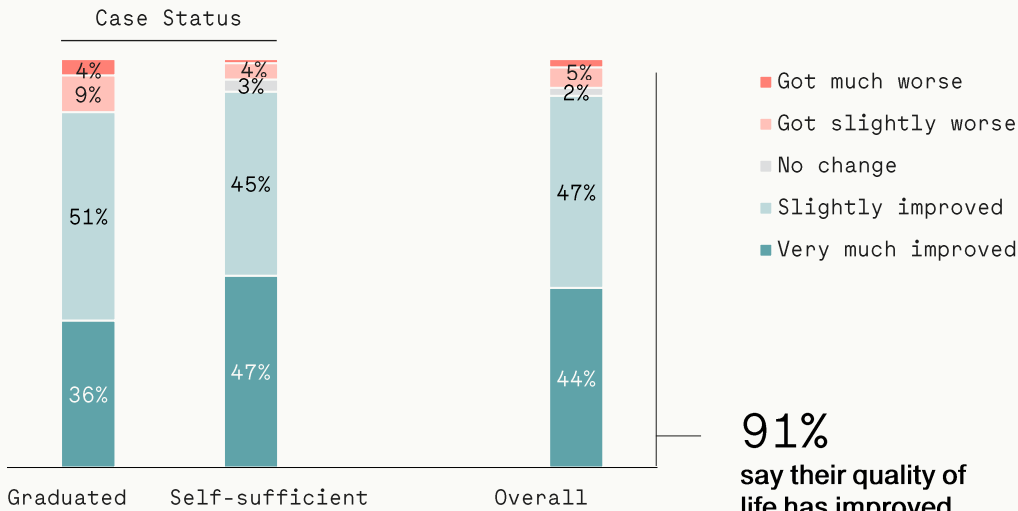
- **Quality of Life Change:** To what extent has the quality of life of your clients changed as a result of your offering?
- **Goal Achievement:** What impact did RefugePoint have on clients' ability to achieve their goals?
- **Confidence in Self-Reliance:** How confident did clients feel about their ability to take care of themselves and their family at the point of graduation?

[+] Impact

91% of clients report that their quality of life has improved because of the services they received from RefugePoint.

Quality of Life Change

Q: Did the services you received from RefugePoint change your quality of life? Would you say it:
 (n = 184 | Graduated = 55, Self-sufficient = 129)



91%
 say their quality of life has improved

MIDDLE - 60dB Benchmark

Top three outcomes for 91% of clients who say their quality of life improved.

Open-ended question, responses coded by 60dB. (n = 166)

60%
 talk about business opportunities
 (54% of all respondents)

60%
 mention family support and stability
 (54% of all respondents)

37%
 report improved financial stability
 (34% of all respondents)

35%
 mention food security
 (32% of all respondents)

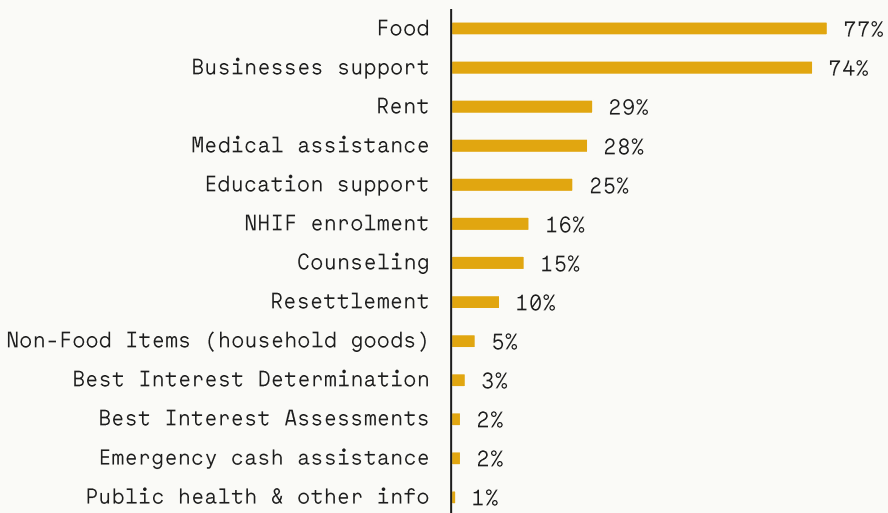
“
 I now have the knowledge and skills to run a business, how to balance my books, keep track of cash, and also how to save and invest. We have a better life now...
 Male, self-sufficient

[+] Impact

Food and business support were the most helpful services for self-reliance, while emergency cash and specialized assessments were less impactful.

Most Helpful Services for Self-Reliance

Q: Which type of support did you find most helpful in becoming more self-reliant? (n = 184)



Trends

No meaningful trends by gender and case status.

Top reasons that made services from RefugePoint helpful for clients.

Can you share what factors or circumstances made the service most helpful for you? Open-ended question, responses coded by 60dB. (n = 184)

61%
faced food insecurity

57%
lacked steady income/faced job instability

31%
were experiencing housing instability

29%
dealt with ongoing/chronic health conditions

“

I did not have a job; they gave me money to start a business. I was also not able to feed my family, but they gave us food for six months until I now became stable, and I could provide for my family.

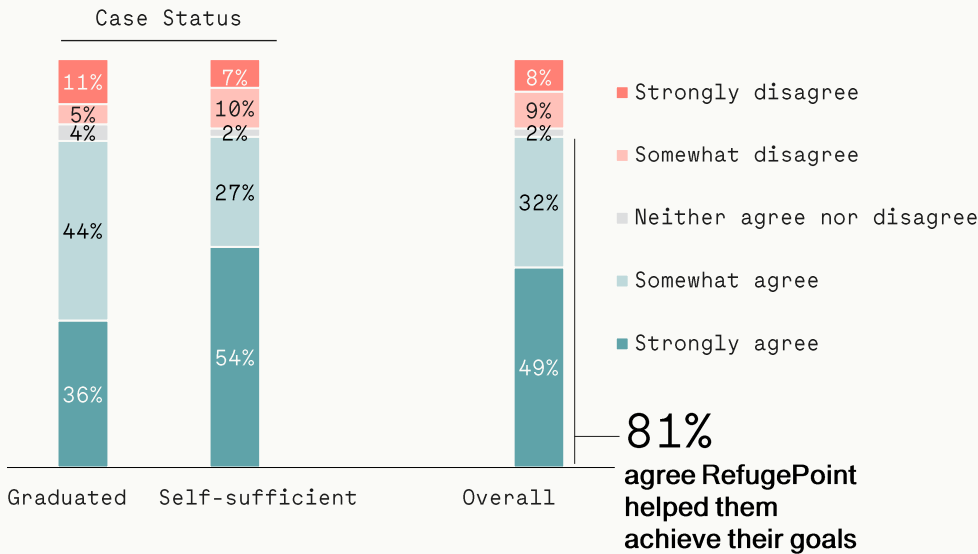
Male, graduated

[+] Impact

81% of respondents agree that RefugePoint helped them achieve their goals, with those who were self-sufficient more likely to say so.

Goal Achievement Through RefugePoint Services

Q: To what extent do you agree or disagree with this statement: RefugePoint services helped me achieve my goals such as getting a job, improving my health etc.? Do you: (n = 184 | Graduated = 55, Self-sufficient = 129)



Top three reasons why clients agree or disagree that RefugePoint helped them achieve their goals.

Those who agree mention...Open-ended question, responses coded by 60dB. (n = 149)

Those who disagree/neither agree or disagree.Open-ended question, responses coded by 60dB. (n = 149)

30%
increased financial stability though business
 (25% of all respondents)

20%
enhanced access to healthcare
 (16% of all respondents)

29%
limited or insufficient business support
 (5% of all respondents)

23%
desire for resettlement
 (4% of all respondents)

17%
improved living conditions
 (14% of all respondents)

13%
family and educational support
 (11% of all respondents)

17%
unmet health/medical needs
 (3% of all respondents)

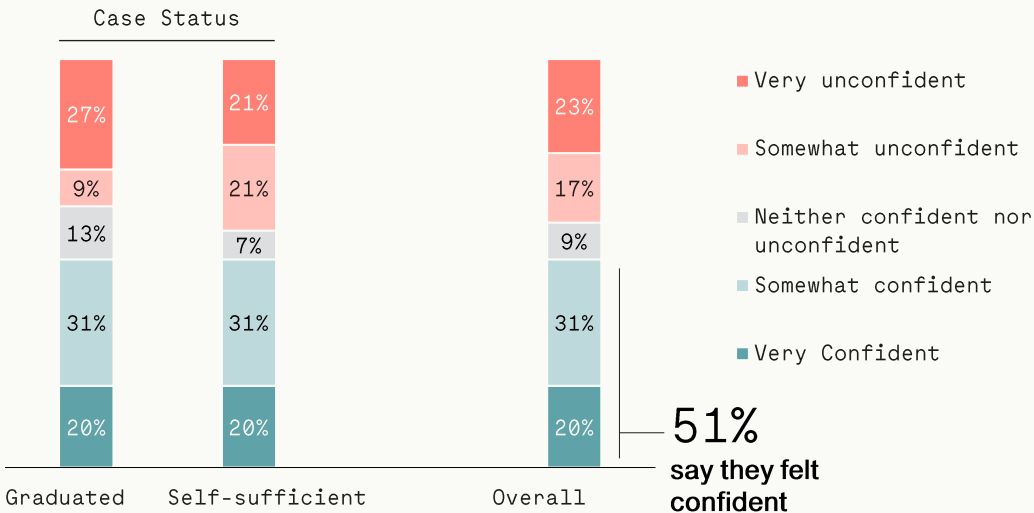
14%
economic and environmental hardships
 (3% of all respondents)

[+] Impact

51% of clients felt confident in their self-reliance right before they left the program while 40% did not share this confidence.

Confidence in Self-Reliance Post-Program

Q: Think back to right before you left the RefugePoint program, how did you feel about your ability to take care of yourself and your family without support? Would you say you felt: (n = 184 | Graduated = 55, Self-sufficient = 129)



Top reasons for clients feeling confident or unconfident about their ability to take care of themselves or their family without support.

Those feeling confident. Open-ended question, responses coded by 60dB. (n = 93)

Those feeling unconfident. Open-ended question, responses coded by 60dB. (n = 74)

66%
were confident in their business success
 (13% of all respondents)

56%
empowered by skills and training
 (11% of all respondents)

58%
housing instability
 (20% of all respondents)

50%
insufficient/unstable income
 (20% of all respondents)

13%
continued partial support
 (7% of all respondents)

11%
trust and self-belief
 (5% of all respondents)

39%
food insecurity
 (16% of all respondents)

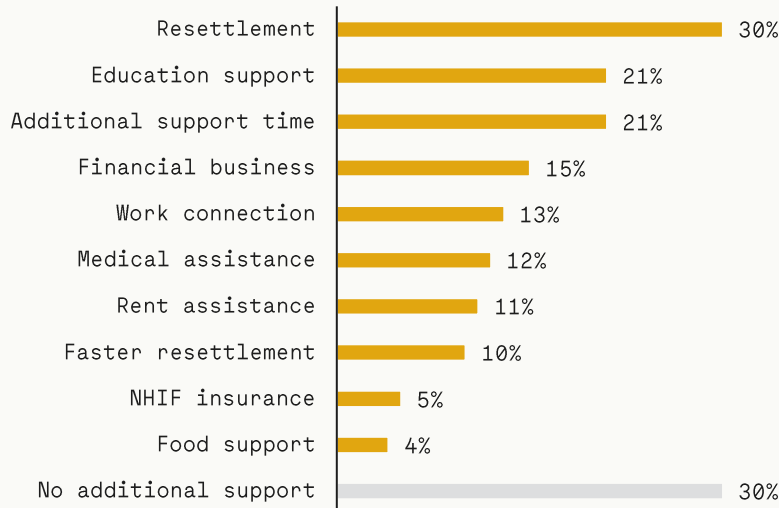
30%
afraid of future uncertainty
 (12% of all respondents)

[+] Impact

Clients expressed the highest unmet needs in the areas of resettlement, education support, and additional support time.

Services Needed Yet Did Not Receive

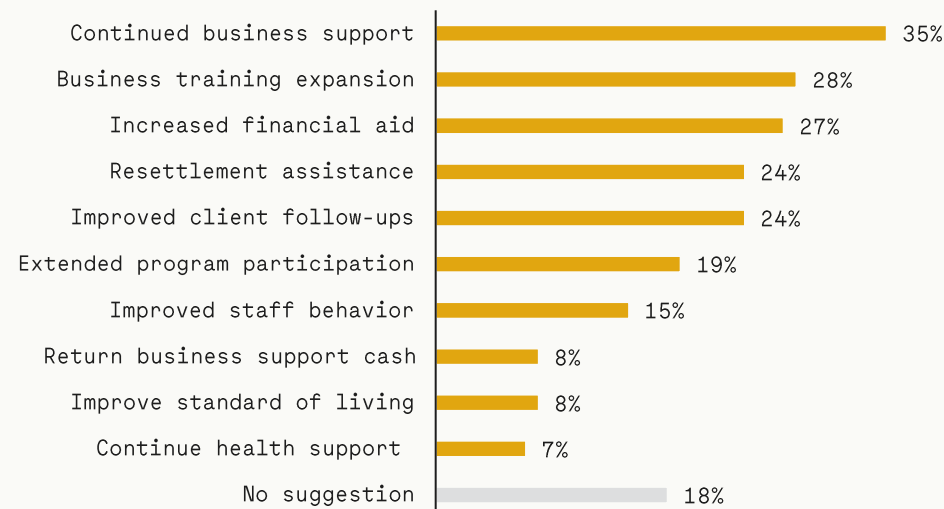
Q: Was there any type of support or service you needed but did not receive from RefugePoint? (n = 184)
Open-ended, coded by 60 Decibels.



Suggestions for improving RefugePoint’s services include expanding business support, increasing financial aid, and enhancing resettlement assistance.

Suggestions for Improvements

Q: What could RefugePoint do differently to help clients like you become self-reliant or stay self-reliant? (n = 184)
Open-ended, coded by 60 Decibels.





03:

Experience

If your clients are unhappy, it's unlikely they will recommend RefugePoint to others.

This section uses the popular Net Promoter Score[®] to understand the level and drivers of client satisfaction and loyalty.

The key indicators in this section are:

- **Net Promoter Score:** How likely are your clients to recommend your company to a friend or family member?
- **Staff Interactions:** Did clients feel they were treated with respect and dignity?
- **Ease of Accessing Services:** What was the experience of clients trying to access RefugePoint's services?

Experience

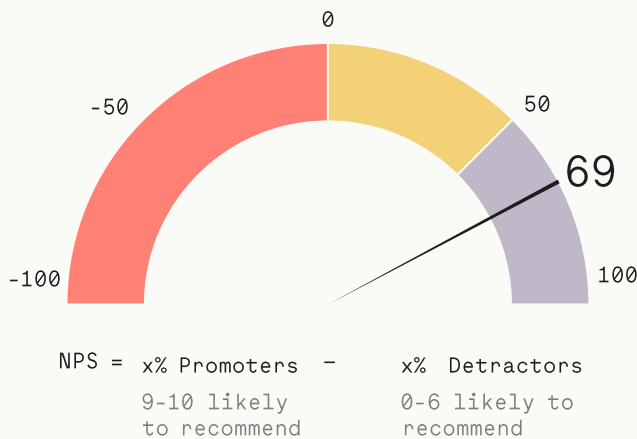
RefugePoint has an NPS of 69, which is excellent and higher than the 60dB Kenya Benchmark of 47.

Net Promoter Score® (NPS)

Q: On a scale of 0-10, how likely is it that you would recommend RefugePoint to a friend, where 0 is not at all likely and 10 is extremely likely? (n = 184)

The Net Promoter Score® (NPS) is a gauge of respondent satisfaction and loyalty. The NPS is the percent of clients rating 9 or 10 ('Promoters') minus the percent of clients rating 0 to 6 ('Detractors'). Those rating 7 or 8 are 'Passives'.

The score can range from -100 to 100. RefugePoint in Kenya has a NPS of 61, which is excellent.



Segments	NPS
Female	74
Male	61
Graduated	62
Self-sufficient	72

●●●●●
 TOP 20% - 60dB Benchmark

Promoters appreciate the support for basic needs and business start-up assistance, while Detractors highlight the need for fulfilling promised support and providing post-graduation assistance.

Follow up from NPS question: We ask respondents to explain their rating to provide an insight into what they value and what creates dissatisfaction.

74% 😊
 are Promoters

39% 😐
 are Passives

5% ☹️
 are Detractors

They love:

1. The support on basic needs (69% of Promoters / 52% of all respondents)
2. Business start-up aid (45% of Promoters / 33% of all respondents)
3. Follow-up and continued support (36% of Promoters / 27% of all respondents)

They like:

1. Basic needs support (72% of Passives / 15% of all respondents)
 2. Business and financial support (67% of Passives / 14% of all respondents)
- They want to see:**
1. Consistent support (26% of Promoters / 5% of all respondents)

They want to see:

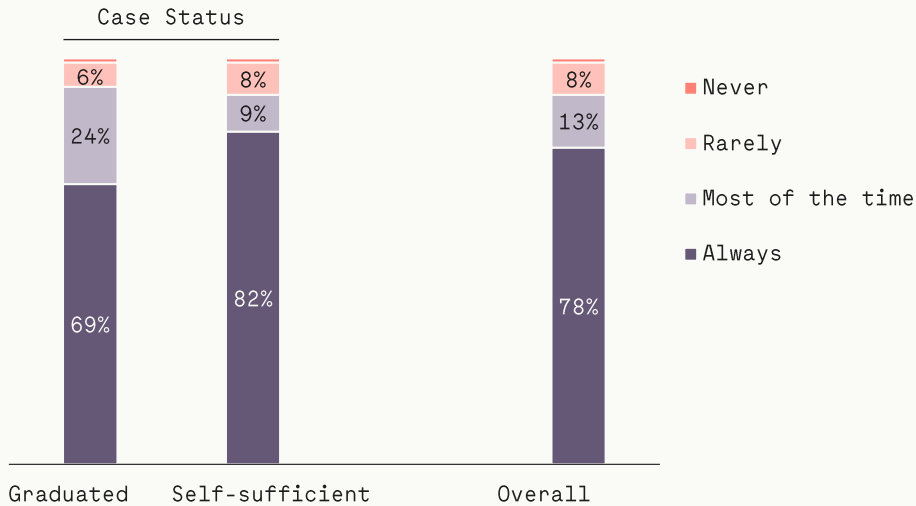
1. Promise fulfilment and reliability (5 out of 9 Detractors / 3% of all respondents)
2. Follow-up and postgraduation support (2 out of 9 Detractors / 1% of all respondents)
3. Sufficiency of financial support (2 out of 9 Detractors / 1% of all respondents)

Experience

78% of clients report that the staff ‘always’ treated them with respect and dignity during their interactions.

Respect and Dignity in Staff Interactions

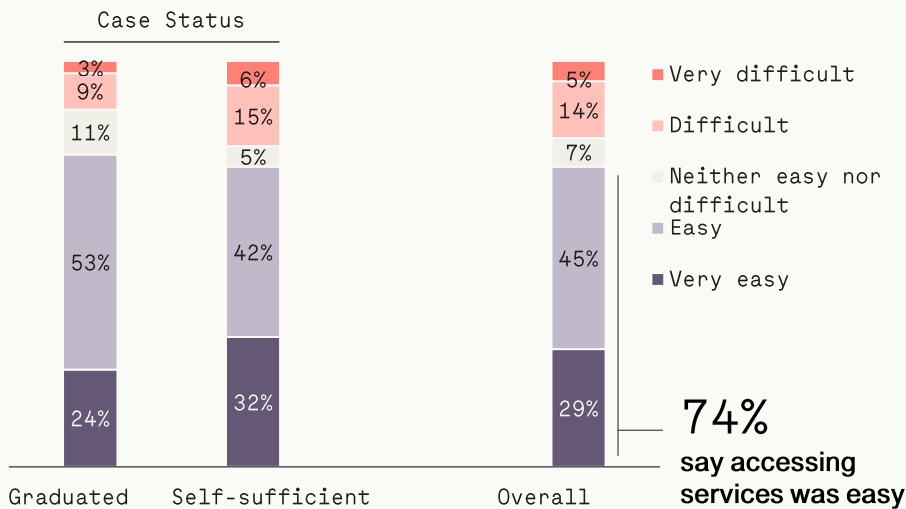
Q: During your interactions with the RefugePoint staff, did you feel treated with respect and dignity? Would you say: (n = 184 | Graduated = 55, Self-sufficient = 129)



74% of clients found accessing RefugePoint’s services easy.

Ease of Accessing Services

Q: How easy or difficult was it to access RefugePoint services? Was it: (n = 184 | Graduated = 55, Self-sufficient = 129)



Experience

Common factors as to why clients find it easy or difficult to access services are detailed below.

Clients Reporting Ease in Accessing Services

Q: Could you please explain your answer? (n = 137)

69%

availability of assistance
(52% of all respondents)

46%

mention referral and ongoing support
(32% of all respondents)

42%

talk about home visits for support
(31% of all respondents)

33%

friendly and supportive staff
(24% of all respondents)

Clients Reporting Difficulty in Accessing Services

Q: Could you please explain your answer? (n = 35)

34%

long waiting time and delays
(7% of all respondents)

23%

difficult to access services without appointments
(11% of all respondents)

17%

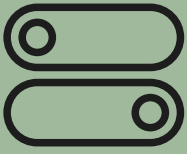
unreliable/unresponsive case workers
(7% of all respondents)



“

I learnt about RefugePoint from friends, whereby the chairman of my area took me to RefugePoint and I received all the help I needed there. My case worker would contact me often, and when my health was not okay, they would take me to Mathare Hospital for treatment.

Female, self-sufficient



04: Life After RefugePoint

This section focuses on life for clients after they graduated the program to understand the progress of refugee households toward self-reliance over time.

The key indicators in this section are:

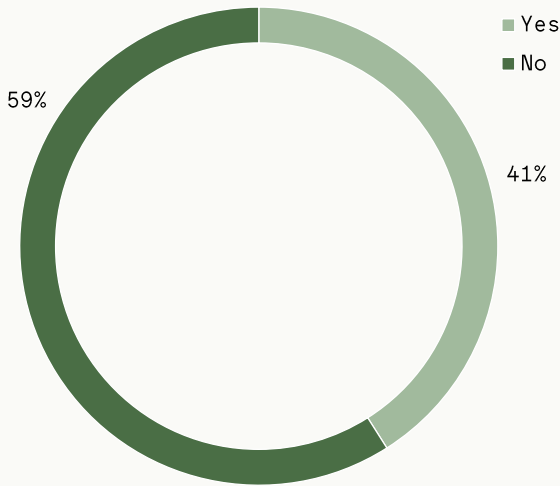
- **Challenges experienced**
- **Housing situation**
- **Food security**
- **Employment and income sources**
- **Social networks**
- **Overall well-being**

Post-Program

2 in 5 clients report facing a challenge that has affected their self-reliance since leaving the program.

Incidents Affecting Self-Reliance After Leaving RefugePoint

Q: Since leaving RefugePoint, have you faced any events like illness, arrests, or natural disasters that have affected your ability to take care of yourself and your family? (n = 184)



Trends

No significant differences by gender or case status.

Among the 41% who reported facing challenges, the most common ones include health issues, inconsistent income, and family responsibilities.

Most Common Challenges

Q: Can you share more details about what happened and how it affected your ability to take care of yourself and your family? (n = 76). Open-ended, coded by 60 Decibels.

46%

talk about health-related challenges
(19% of all respondents)

24%

mention business failure
(10% of all respondents)

15%

talk about lack of sufficient medical support
(6% of all respondents)

13%

say family and dependent-related financial strain
(5% of all respondents)

“

The surgery I had came with complications after some time. I have severe back pain from the anesthesia they used. I'm unable to sit and sew or work for long hours which means less income.

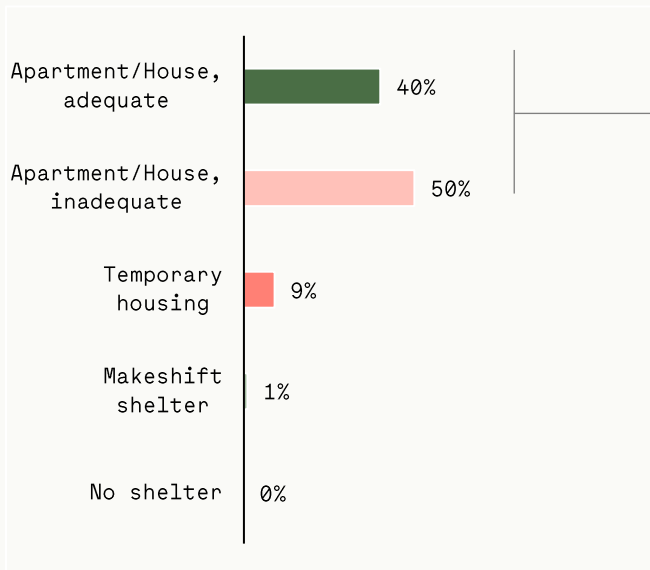
- Female, graduated

Post-Program

90% of clients live in an apartment or house with half considering their housing inadequate. Of these clients, 70% have missed at least one rent payment in the past three months.

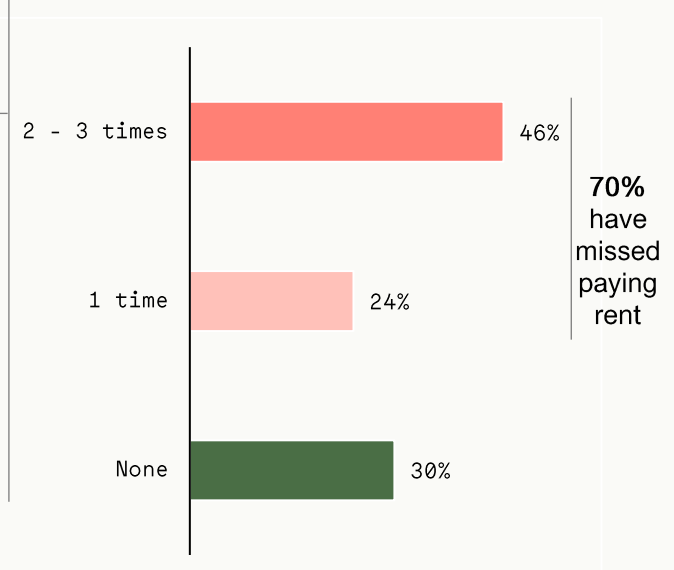
Current Housing Situation

Q: How would you describe your current housing situation? (n = 184)



Rent Defaults in the Last 3 Months

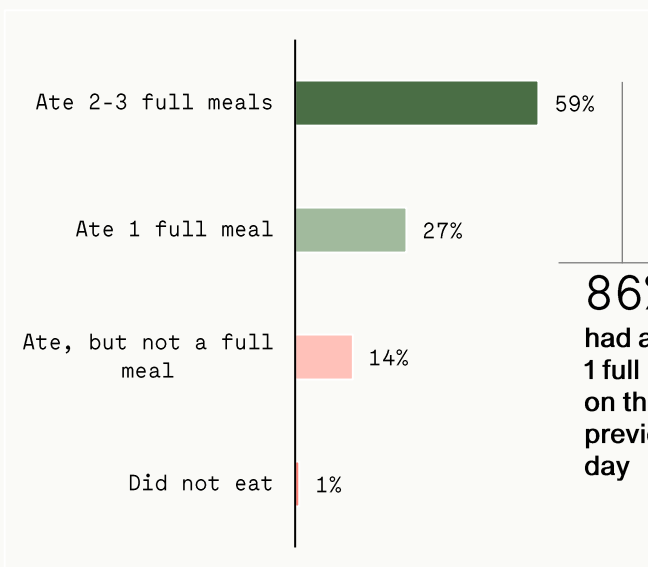
Q: How many times in the last 3 months have you NOT been able to pay rent? (n = 184)



86% of clients report that they ate at least one full meal the previous day.

Food Security in Household

Q: How would you describe your household's food intake yesterday? . (n = 184)



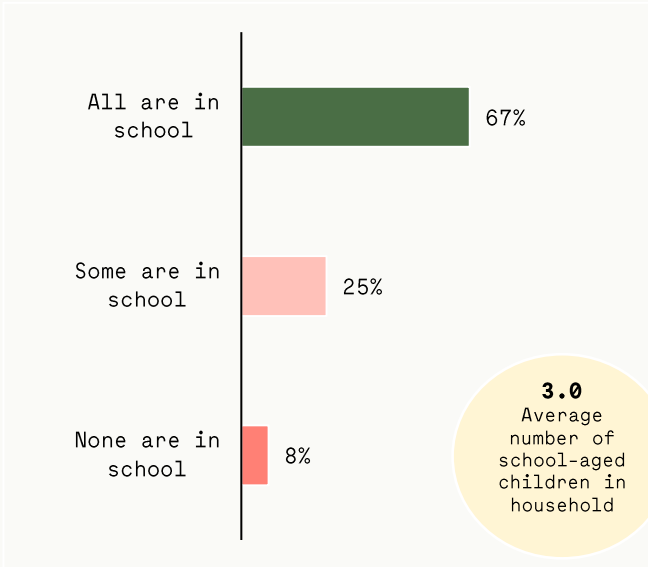
Those who graduated self-sufficient are more likely to mention that they ate 2–3 full meals (64%) compared to those who did not (46%) suggesting sustained stability in meeting basic needs.

Post-Program

67% of clients report that all their school-aged children are attending school. Those with some or none of their children in school cite financial constraints as the main reason.

School Attendance of School-Aged Children

Q: In the last 3 months, have the school-aged children in your household been attending school? (n = 158)



Reasons for Lack of School Attendance

Q: Why are they not attending school? (n = 52)

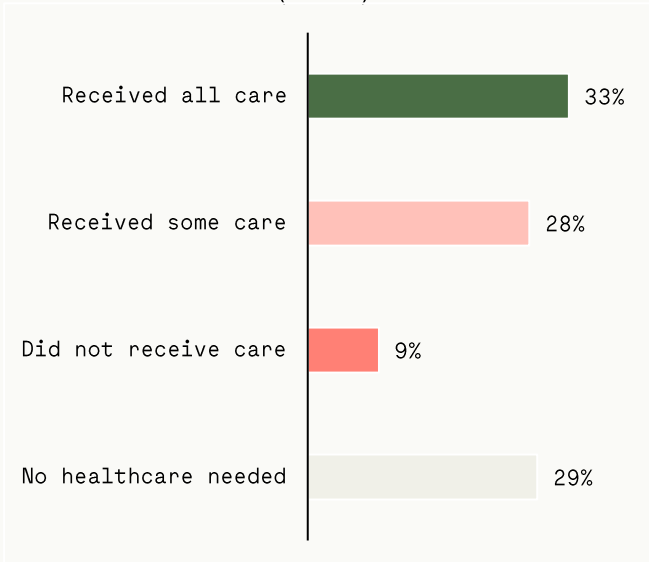
“

Even though we get Ksh 2k for every child from RefugePoint, it is not enough to cover all their fees. So, the assistance caters for the older and the others stay at home.
- Male, self-sufficient

33% of clients say their household accessed all needed healthcare in the past three months, while 37% have a household member with a condition affecting income-generating activities.

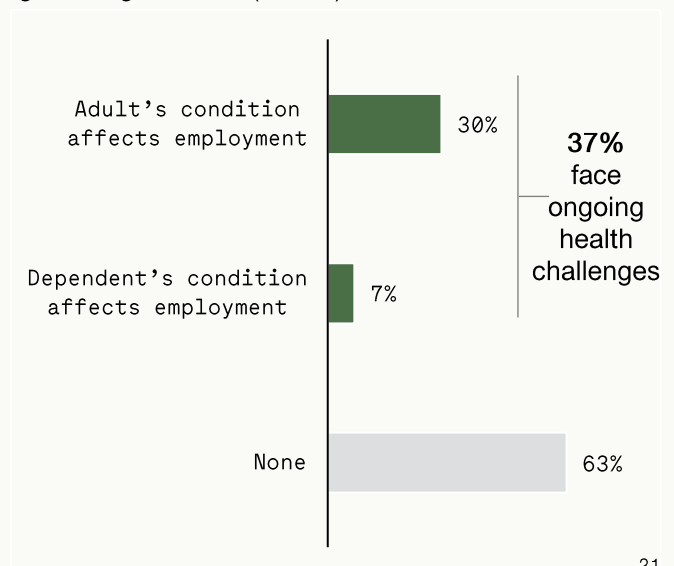
Access to Healthcare in the Last 3 Months

Q: In the last 3 months, has your household been able to get the health care needed? (n = 184)



Impact of Health Conditions on Household Income

Q: Does anyone in your household currently have a physical or psychological health condition that interferes with income-generating activities? (n = 184)

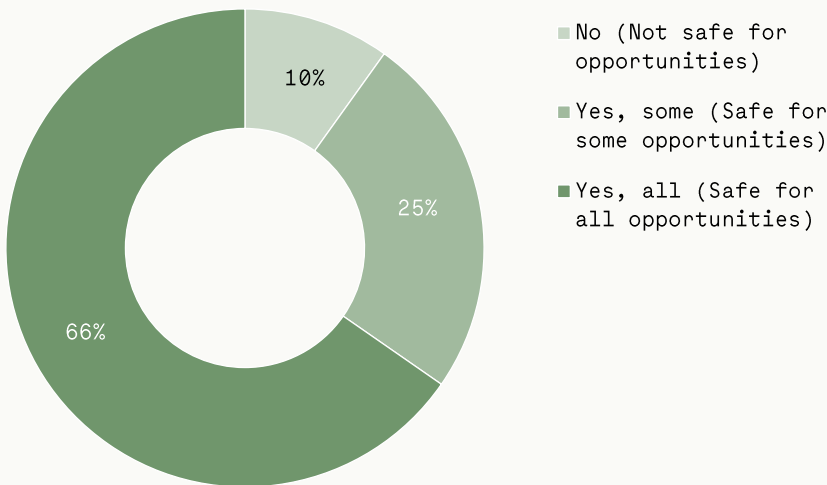


Post-Program

66% of clients say that they feel safe enough to pursue all social, economic, and educational opportunities they want.

Perceived Safety in Community and Opportunities

Q: Does your household currently feel safe enough to pursue all of the social, economic, and educational opportunities you want? (n = 184)

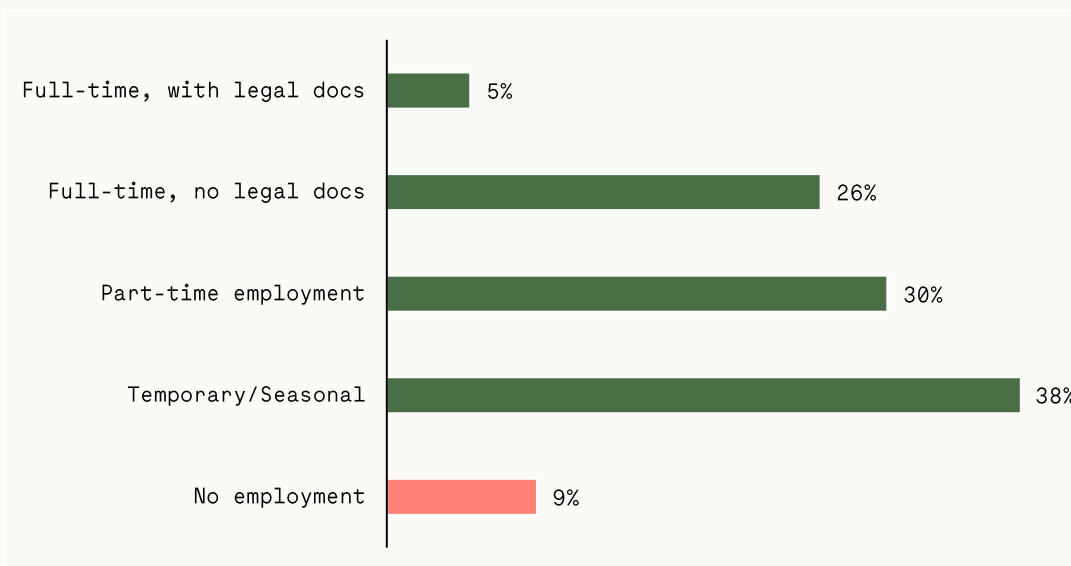


Those who graduated self-sufficient are more likely to say they feel safe to pursue all opportunities (71%) compared to those who did not (53%).

Only 5% of clients have household members working full-time with the necessary legal documentation.

Employment and Income-Generating Activities

Q: How would you describe the income-generating activities that household members have been engaged in, in the last 3 months? (n = 184)

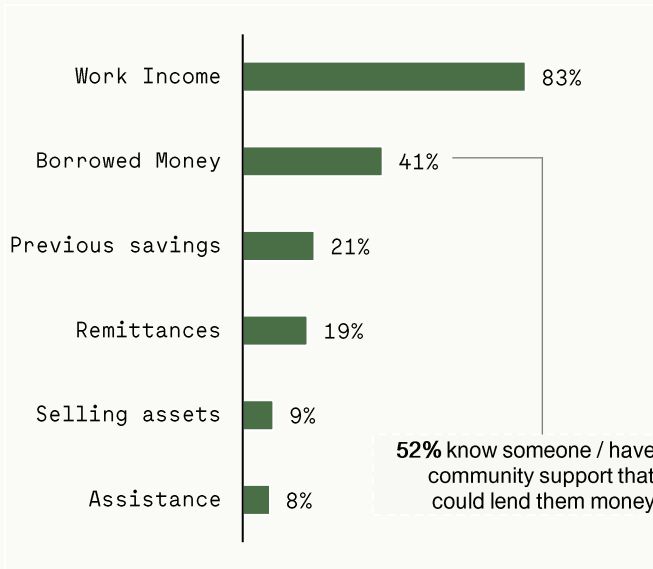


Post-Program

83% of clients' households rely on work income, and 58% have not relied on assistance for food, education, utilities, and healthcare in the past three months.

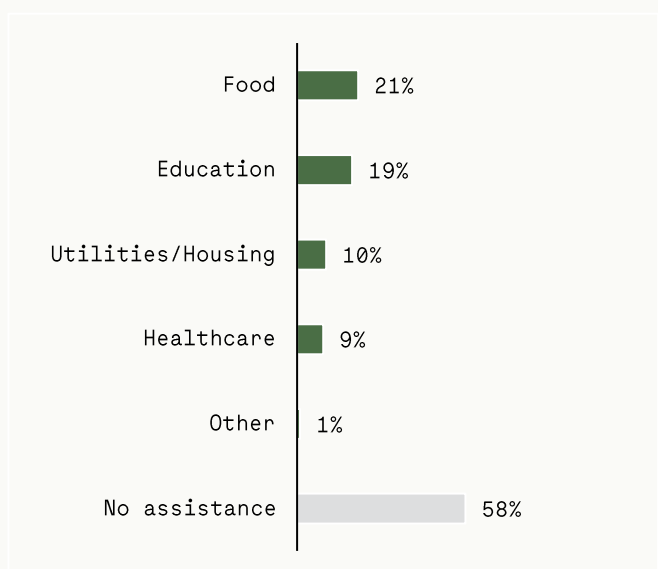
Primary Sources of Support for Basic Needs

Q: In the last 3 months, how is your household supporting itself to meet its basic needs? (n = 184)



Types of Assistance Used in the Last 3 Months

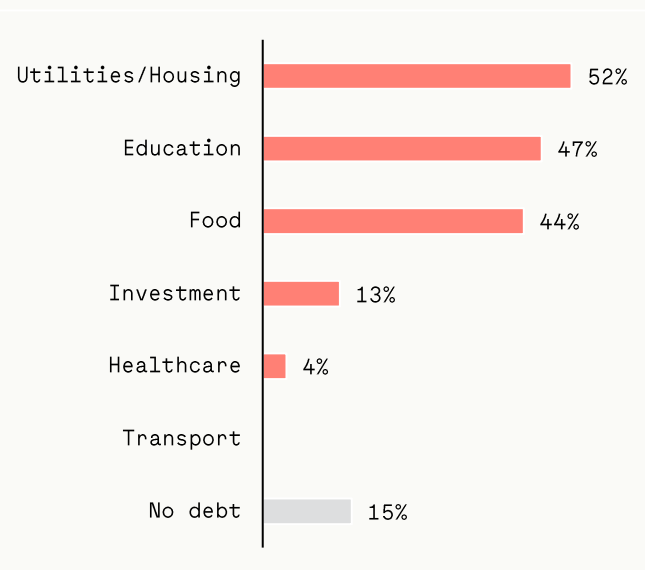
Q: Have you relied on assistance for any of the following in the last 3 months? (n = 184)



85% of clients currently have debt, and 68% have no savings or assets.

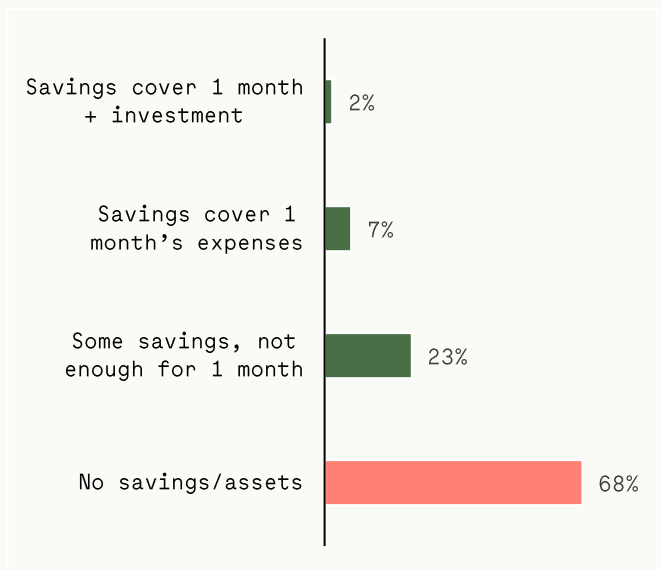
Household Debt

Q: Do you currently have any debt (no matter how small) for any of the following? (n = 184)



Household Savings

Q: Do you currently have any money you have saved or put aside, or assets you could sell if needed? (n = 184)

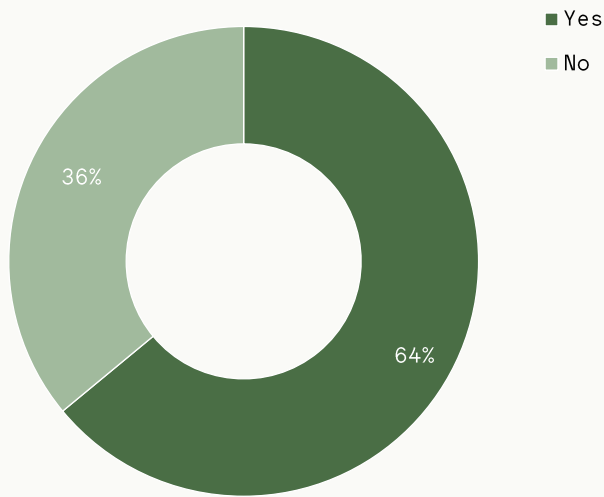


Post-Program

64% of clients have access to an advice and information networks, and 61% provide advice and information to others.

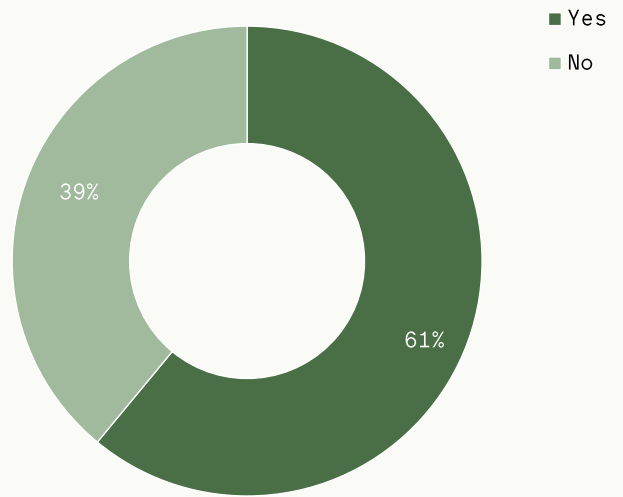
Access to Advice and Information Networks

Q: Are there people that you or your household members ask for advice and/or information? (n = 184)



Household as a Source of Advice and Information

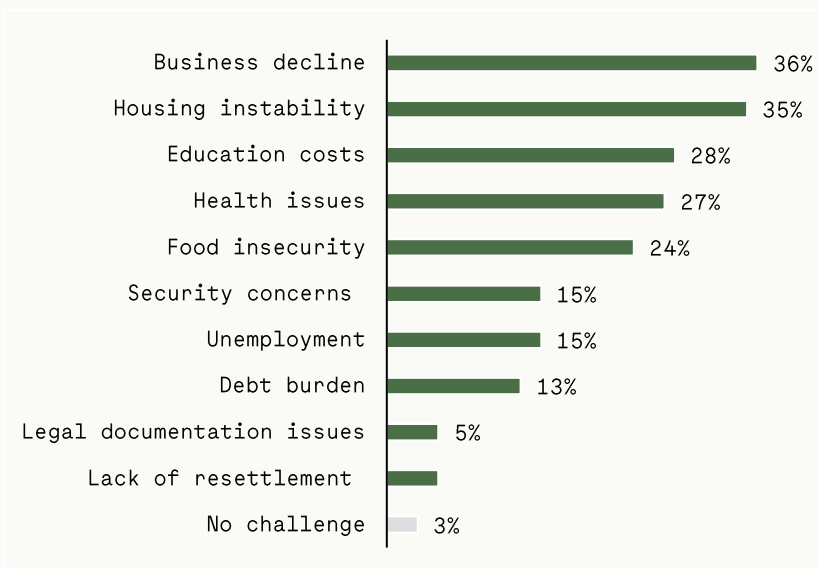
Q: Are there people that ask you or your household members for advice and/or information? (n = 184)



The primary challenges clients face are business decline, housing instability, education costs, and health issues.

Current Challenges

Q: What challenges are you facing now that are impacting you and your family's life? (n = 184)

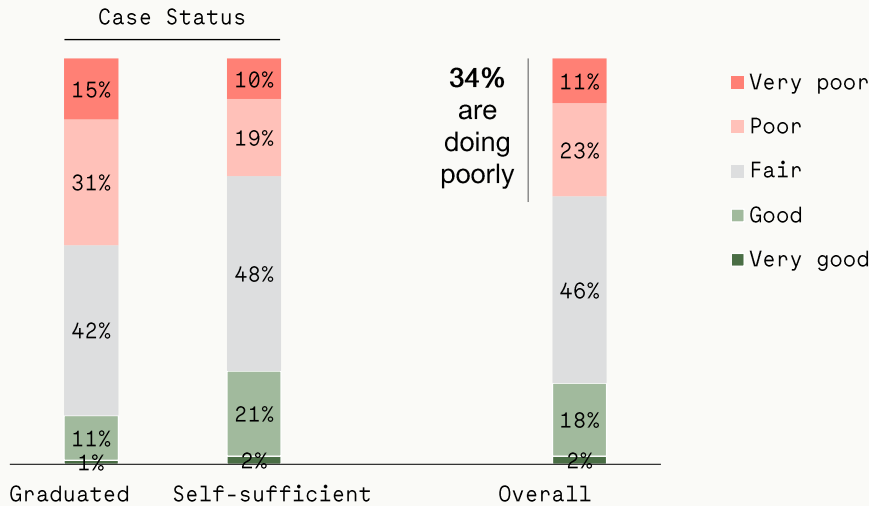


Post-Program

34% of clients say that they are doing poorly, highlighting ongoing challenges despite accessing RefugePoint’s services.

Rating of Personal Well-Being

Q: Overall, how would you rate your well-being? Is it: (n = 184 | Graduated = 55, Self-sufficient = 129)



“

Being a single father I am not able to cater for my family getting food is a problem we eat once or twice of which is not enough, I also have rent arrears and a temporary job I don't have a real job. I am also receiving calls from people who are threatening me and end up speaking in unknown language.

Male, self-sufficient

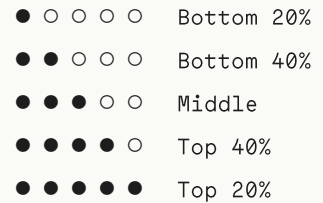


Appendix

Detailed RefugePoint Impact Performance

Performance Relative to Benchmark indicates where RefugePoint falls in the ranking relative to other companies in Kenya.

Performance vs 60dB Benchmark



Benchmark Overview	# Companies	# Respondents
60dB Kenya Benchmark	66	19,875

Indicator	Description	RefugePoint	60dB Kenya Benchmark	60dB Top 20%	Performance Relative to Benchmark
Profile & Access					
First Access	% accessing for the first time	77	81	94	● ● ● ○ ○
Alternatives	% without access to good alternative	61	81	93	● ○ ○ ○ ○
Impact					
Quality of Life	% 'very much improved' quality of life	44	48	65	● ● ● ○ ○
Satisfaction					
Net Promoter Score	NPS, on a scale -100 to 100	69	47	60	● ● ● ● ●

“

They gave me money to put my own business; I now have my own money. Before I joined RefugePoint, I used to go to work, but the money was not enough to sustain my family .I am now able to take my children to school and madrassa.

Female, graduated

Methodology

About the 60 Decibels Methodology

Between September and October 2024, 60 Decibels' trained researchers conducted 184 phone interviews with a randomly selected sample of RefugePoint's graduated clients. The interviewees were drawn from a total client base of 333 contacts in RefugePoint's database.

Here is the breakdown of how we collected this data:

Country	Kenya
Client Population	333
Interviews Completed	184
Response Rate	61%
Languages	Swahili
Average Survey Length	30 mins
Confidence Level	95%
Margin of Error	5%

Calculations and Definitions

For those who like to geek out, here's a summary of some of the calculations we used in this report.

Metric

Calculation

Net Promoter Score®

The Net Promoter Score (NPS) is a common gauge of client satisfaction and loyalty. It is measured by asking clients to rate their likelihood to recommend a product/service to a friend or family member on a scale of 0 to 10, where 0 is least likely and 10 is most likely. The NPS is the % of clients rating 9 or 10 out of 10 ('Promoters') minus the % of clients rating 0 to 6 out of 10 ('Detractors'). Those rating 7 or 8 are considered 'Passives'.

Wealth Index

The analysis seeks to identify the proportion of your clients in the bottom three wealth quintiles of Kenya's population. It uses wealth quintiles developed by Innovations for Poverty Action to assess the economic status of RefugePoint's clients compared to the broader national population.

These quintiles help measure the likelihood of individuals living within specific wealth brackets. We focus on the 60th percentile because in Kenya—a country classified as a lower-middle-income by the World Bank—those living below this threshold are generally considered to be experiencing poverty. The analysis allows us to determine the proportion of clients falling into the bottom 20th, 40th, 60th, and 80th wealth quintiles.

Ideas for How to Use these Results

Here are ideas for ways to engage your team and use these results to fuel discussion and inform decisions.

Review Your Results

- Review your results and qualitative client responses. There's a lot of interesting feedback in there!
-

Engage Your Team

- Send the report to your team & invite feedback, questions and ideas. Sometimes the best ideas come from unexpected places!
 - Set up a team meeting & discuss what's most important, celebrate the positives, and identify next steps.
-

Spread The Word

- Reach a wider audience on social media & show you're invested in your clients.
-

Close The Loop

- We recommend posting on social media/website/blasting an SMS saying a 'thank you to everyone who took part in the recent survey with our research partner 60 Decibels, your feedback is valued, and as a result, we'll be working on XYZ'
 - If you can, call back the clients with challenges and/or complaints to find out more and show you care.
 - After reading this report, don't forget to let us know what you thought: [Click Here!](#)
-

Take Action!

- Collate ideas from team into an action plan including responsibilities.
- Keep us updated, we'd love to know what changes you make based on these insights.
- Set up the next Lean Data project – we recommend checking in again in 6 to 12 months.

About 60 Decibels

60 Decibels is the world's leading client insights company for social impact. We bring speed and repeatability to social measurement, making it easy to listen directly to the people who matter most. Our network of 1,400+ researchers in 80+ countries gives you global reach. Couple this with standardized questions across thousands of projects and you get the largest data set of social performance benchmarks worldwide — with a focus on Financial Inclusion, Off-Grid Energy, and Agriculture value chains. These data help investors, funders, Fortune 500 companies, and NGOs understand their impact performance relative to their peers. Get in touch to find out more about our award-winning approach to impact measurement.

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Thank You For Working With Us!

Let's do it again sometime.

We'd love to hear your feedback on working with 60dB; take 5 minutes to fill out our feedback survey [here](#)!

Stay In Touch

Please sign up for [The Volume](#), our monthly collection of things worth reading.

Acknowledgments

Thank you to Patrick Guyer and Jacinta Mutie for their support throughout the project.