

Success Measures Data System Outcome Indicators and Data Collection Tools

Affordable Housing Indicators

Set 1. Benefits to Residents

H 1. Housing Costs and Affordability

This indicator measures total monthly housing costs including rent, mortgage payment, utilities, fees and property taxes. Affordability is assessed as a percentage of household income or the difference in costs compared to previous housing or housing of comparable size. The indicator is divided into two parts taking into account the different components of monthly housing costs for renters and homeowners.

H 1.1a. Data Collection Tool: Renter Occupied

This data collection tool provides a worksheet for residents or program staff to calculate monthly rental housing costs and income and make affordability comparisons. It also provides a survey to track key information on costs, income and affordability for individuals over time.

H 1.2a. Data Collection Tool: Owner Occupied

This data collection tool provides a worksheet to calculate monthly homeownership costs and income and make affordability comparisons. It also provides a survey to capture key information on costs, income and affordability for individuals over time.

H 2. Quality of Housing

This indicator is divided into three parts measuring different aspects of changes in housing quality for individuals or families assisted by affordable rental housing and homeownership programs. The indicator's components assess the quality of property maintenance and management, exterior and interior housing conditions and residents' perceptions of broader neighborhood or community housing conditions.

H 2.1a. Data Collection Tool: Property Maintenance and Management

This survey assesses the condition of rental housing from residents' perspectives. It measures resident perceptions of such things as the responsiveness of management, the condition and repair of units, and the design of public elements. The condition of housing units and quality of property maintenance can be tracked over time.

H 2.1b. Quick Tool: Property Maintenance and Management

This survey contains the core questions needed to measure resident perceptions of such things as the responsiveness of management, the condition and repair of units and the design of public elements.

H 2.2a. Data Collection Tool: Visual Assessment of Housing Quality

This tool is used to conduct and record a visual assessment of exterior and interior housing conditions. The assessment covers the components of the housing structure, its systems and design features and interior environmental health issues. Present conditions can be compared to those where residents lived previously or to housing in other neighborhoods. The tool can also be used to assess housing quality within a specific block or area over time.

H 2.2b. Quick Tool: Visual Assessment of Housing Quality

This tool provides the core questions needed to conduct and record a visual assessment of housing conditions. The assessment covers only the exterior components of the housing structure and design features.

H 2.3a. Data Collection Tool: Perception of Neighborhood/Community Housing Quality

This survey measures residents' perceptions of the overall condition and appearance of homes in a neighborhood or rural community. Data can be compared over time to understand changing perceptions.

H 3. Wealth Creation through Homeownership

This indicator measures homeowners' accumulation of wealth over time as equity increases through the payment of borrowed principal and through increases in property values. It may also reflect decreases in property values and equity. Home equity is determined by subtracting the balance due on the mortgage (and any other debt secured by the property) from the market value of the property. The indicator provides an option for measuring total net worth (total assets minus total debts).

H 3.1a. Data Collection Tool: Wealth Creation through Homeownership

This data collection tool provides a worksheet for residents to calculate home equity as one measure of wealth. The worksheet also provides an option for those interested in calculating their total net assets. In addition, the tool contains a brief survey to track home equity or net worth levels for homeowners over time.

H 4. Environmentally Sustainable Design and Construction

This indicator measures the extent to which a housing development incorporates "green" materials and technologies. It also considers the development's adherence to "smart growth" principles such as conservation of natural resources and location relative to public transportation.

H 4.1a. Data Collection Tool: Environmentally Sustainable Design and Construction

This survey/interview form is for housing developers or contractors. It is used to measure the extent to which a housing development incorporates "green" materials and technologies, conserves natural resources and adheres to "smart growth" principles.

H 4.1b. Quick Tool: Environmentally Sustainable Design and Construction

This survey/interview form contains the core questions needed to measure the extent to which a housing development incorporates "green" materials and technologies, conserves natural resources and adheres to "smart growth" principles.

H 5. Personal Effectiveness and Stability

Access to affordable housing as well as counseling, education and other services, can lead to an improved sense of self. When affordable, housing enables people to gain control over their budgets and save for education and other means of improving their circumstances. This indicator assesses changes in personal identity, expectations and behaviors, and the way a person is able to function in situations of daily living.

H 5.1a. Data Collection Tool: Personal Effectiveness and Stability

This survey/interview form assesses changes in affordable housing residents' personal identity, expectations and behaviors, and ability to function in situations of daily living.

H 5.1b. Data Collection Tool: Income Self-sufficiency Calculator

This data collection tool provides a worksheet to calculate the amount of money that families of different sizes and ages of children need to achieve self-sufficient incomes or living wages. It offers comparisons to two standard data sets. It also provides a survey to track an individual's progress toward achieving self-defined financial goals.

Set 2. Benefits to Community

H 6. Sense of Community

This indicator measures the extent to which residents know and communicate with their neighbors and participate in community activities. Increased association with others can lead to more willingness to take on community issues and projects.

H 6.1a. Data Collection Tool: Sense of Community

This survey is for residents and community members. It measures the extent to which they know and communicate with their neighbors and participate in community activities.

H 6.1b. Quick Tool: Sense of Community

This survey contains the core questions needed to measure the extent to which residents and community members know and communicate with their neighbors and participate in community activities.

H 7. Visual Attractiveness of Neighborhood

This indicator measures changes in the physical appearance of a neighborhood, including the housing, community facilities, streetscape, commercial areas and green spaces.

H 7.1a. Data Collection Tool: Visual Attractiveness of Neighborhood

This checklist records observations about the physical appearance of a neighborhood, including the housing, community facilities, streetscape, commercial areas and green spaces. It is a good tool to use with groups of volunteers and may be supplemented by photographs or video recordings.

H 7.1b. Quick Tool: Visual Attractiveness of Neighborhood

This abbreviated checklist provides core questions to record observations about the physical appearance of a neighborhood, including housing, community facilities, streetscape, commercial areas and green spaces. It is a good tool to use with groups of volunteers and may be supplemented by photographs or video recordings.

H 7.1c. Quick Tool: Visual Attractiveness of Neighborhood

This survey provides core questions regarding perceptions about the physical appearance of a neighborhood, including housing, community facilities, streetscape, commercial areas and green spaces. The survey is for both residents and nonresidents of the community.

H 8. Community Use of Public Space

This indicator documents the number, type and quality of public spaces in a neighborhood or community. It also documents residents' use of public space in their community and their perceptions regarding those spaces.

H 8.1a. Data Collection Tool: Community Use of Public Space

This checklist records observations about the number, type and quality of public spaces in a neighborhood or community and residents' use and perceptions regarding those spaces.

H 8.1b. Quick Tool: Community Use of Public Space

This abbreviated checklist provides core questions to record observations about the number, type and quality of public spaces in a neighborhood or community and residents' use and perceptions regarding those spaces.

H 8.1c. Data Collection Tool: Community Use of Public Space

This survey documents use of public space and perceptions regarding those spaces.

H 8.1d. Quick Tool: Community Use of Public Space

This survey provides the core questions needed to document perceptions and use of public space.

H 8.1e. Focus Group: General -- Community Use of Public Spaces

This focus group guide provides questions about general use and perceptions of public spaces. It is designed to be used in a community meeting or a focus group.

H 8.1f. Focus Group: Issues -- Community Use of Public Space

This focus group guide provides questions about issues related to public spaces in the community. It is designed to be used in a community meeting or a focus group.

H 9. Neighborhood Security -- Residential

This indicator measures residents' perceptions of safety and security, including perceptions about the incidence of crime, police responsiveness, infrastructure and other conditions that can contribute to, or detract from, security. Perception of this essential quality-of-life component influences all aspects of community development and can often present a different picture from that presented by official crime statistics.

H 9.1a. Data Collection Tool: Neighborhood Security

This survey measures residents' perceptions of safety and security at a neighborhood or community level.

H 9.1b. Quick Tool: Neighborhood Security

This survey provides the core questions needed to measure residents' perceptions of safety and security at a neighborhood or community level.

H10. Property Values-Residential

This indicator measures overall value of residential property in a community in order to document the impact of housing and community improvements. Although the rapid escalation of real estate prices can have the negative impact of making a neighborhood unaffordable for lower income residents, a more gradual increase adds to the community's total asset base and its ability to attract needed investments and services.

H10.1a. Data Collection Tool: Published Average Property Values

This data collection tool provides instructions for using locally published property value records. It also provides a form for tracking this data for specific areas.

H10.1b. Data Collection Tool: Individual Property Values

This data collection tool provides instructions for researching property values from individual property sale or tax assessment data. It also provides a worksheet to record that data and a form to track it in the data system.

H11. Share of Owner-Occupied Homes

This indicator measures the ratio of owners to renters and other non-owners. Research has shown that homeownership increases family stability and resident commitment to the community.

H11.1a. Data Collection Tool: Using U.S. Census Data to Determine Share of Owner-Occupied Homes

This data collection tool provides instructions for using the U.S. Census Bureau's American Community Survey to determine the rate of homeownership for a neighborhood or community. It also provides a brief form to track this data.

H11.1b. Data Collection Tool: Calculating Homeownership Rates

This data collection tool provides instructions for researching local property sale or tax assessment data to determine the share of owner-occupied units in a small geographic area. It provides a worksheet to record property ownership data for a neighborhood or community. It also provides a brief form to track this data.

Set 3. Benefits to Locality and Society

H12. Local Economic Impact of New Construction/Renovation

This indicator estimates the total economic impact of a housing project as each dollar spent on construction or rehabilitation flows through the local economy. It uses mathematical calculations to trace the original investment through the purchase of goods and services by the developer, construction workers, residents and the local government.

H12.1a. Data Collection Tool: Local Economic Impact of New Construction/Renovation for Homeownership

This data collection tool provides a worksheet to estimate the economic impact of homeownership project as each dollar spent on construction or rehabilitation flows through the local economy. It also provides a form to track key results from the worksheet.

H12.1b. Data Collection Tool: Local Economic Impact of New Construction/Renovation for Multi-family Housing

This data collection tool provides a worksheet to estimate the economic impact of multi-family rental housing projects as each dollar spent on construction or rehabilitation flows through the local economy. It also provides a form to track key results from the worksheet.

H13. Duration of Residency and Resident Stability

This indicator measures the duration of time that residents remain in newly built or rehabbed housing, recognizing that housing stability is a factor in healthy families and healthy communities. The indicator can be used to measure the length of time a person remains in the neighborhood as well as in an individual housing unit.

H13.1a. Data Collection Tool: Duration of Residency and Resident Stability

This data collection tool provides detailed instructions for locating the 2000 Census data on how long people have lived in their current housing unit. It provides a form to record this data.

H13.1b. Data Collection Tool: Duration of Residency and Resident Stability

This survey measures the length of time that residents have been in a neighborhood or community as well as in an individual housing unit. It assesses the reasons why people choose to stay in a certain home or neighborhood.

H14. Diversity of Incomes and Housing Values and Types

This indicator measures community diversity by showing housing price ranges, and distribution of units of different types and sizes. It reflects people and families at different stages of life and income levels needs for various housing choices.

H14.1a. Data Collection Tool: Diversity of Incomes and Housing Values and Types

This data collection tool provides detailed instructions on locating 2000 Census data on the value of owner-occupied units, rents of renter-occupied housing and the size of housing units as indicated by number of bedrooms. It also provides a form to record this Census data.

H14.1b. Data Collection Tool: Diversity of Incomes and Housing Values and Types

This data collection tool provides instructions for updating 2000 Census data through a local survey on the value of owner-occupied units, rents of renter-occupied housing and the size of housing units as indicated by number of bedrooms. It provides two worksheets and a form to record calculations from the worksheets.

Community Building Indicators

Set 1. Community and Organizational Capacity

C 1. Awareness of Community and Organization's Effort

This indicator assesses residents' definition of their neighborhoods or communities including name and general boundaries, which may be different from official definitions. It also assesses residents' awareness of an organization's programs and community-building efforts. Awareness of both usually precedes residents' willingness to become involved with the organization.

C 1.1a. Data Collection Tool: Awareness of Community and Organization's Effort

This survey assesses residents' definition of their neighborhoods or communities and residents' awareness of an organization's programs and community-building efforts.

C 2. Participation in Community Organizations

This indicator assesses the participation of residents in a building, neighborhood, or community organization, and the kinds of activities in which they are engaged. It can also provide an overall picture of how residents' participation changes over time.

C 2.1a. Data Collection Tool: Participation in Community Organizations

This survey tracks the types of organizations and activities in which residents in a building, neighborhood, or community are engaged. It tracks their roles in organizations and the frequency of their participation.

C 2.1b. Quick Tool: Participation in Community Organizations

This abbreviated survey provides the core questions needed to track the types of organizations and activities in which residents in a building, neighborhood, or community are engaged. It tracks their roles in organizations and the frequency of their participation.

C 2.1c. Data Collection Tool: Participation in Community Organizations

This tool provides a form for tracking participation in meetings, events and other activities sponsored by a community organization.

C 3. Organizational Capacity for Developing Community Leaders

This indicator is an assessment of a community-based organization's (CBO's) leadership "style," the involvement of residents in leadership, and how well the CBO provides an environment for developing new leaders. Because historic inequities have generally excluded women and people of color from mainstream leadership positions, this indicator also assesses the responsiveness of the organization to specifically building the leadership of women and people of color.

C 3.1a. Data Collection Tool: Organizational Capacity for Developing Community Leaders

This survey assesses a community-based organization's leadership style, the involvement of residents in leadership, and how well the organization provides an environment for developing new leaders.

C 3.1b. Quick Tool: Organizational Capacity for Developing Community Leaders

This abbreviated survey provides the core questions needed to assess a community-based organization's leadership style, the involvement of residents in leadership, and how well the organization provides an environment for developing new leaders.

C 4. Organizations Involved in Community Building Initiatives and Resources Committed

This indicator measures the number and type of organizations involved in collaborative community building and tracks them by their organizational missions. It includes an assessment of their commitments of resources.

C 4.1a. Data Collection Tool: Organizations Involved in Community Building Initiatives/ Resources Committed

This tool provides a worksheet to track the number and type of organizations involved in collaborative community building activities. It includes an assessment of organizations' commitments of resources to a community building effort.

C 4.1b. Focus Group: Organizations Involved in Community Building Initiatives/ Resources Committed

This focus group guide provides discussion questions to explore the motivations, level of participation and resource commitments of organizations involved in collaborative community building activities.

C 5. Accountability to Community

This indicator measures the extent to which residents and other stakeholders are involved in organizational decision-making and the extent to which organization leaders are in touch with and responsive to community members.

C 5.1a. Focus Group: Accountability to Community

This focus group measures the extent to which residents and other stakeholders are involved in organizational decision-making and the extent to which organization leaders are in touch with and responsive to community members.

C 5.1b. Quick Tool: Focus Group on Accountability to Community

This abbreviated focus group guide provides the core questions needed to measure the extent to which residents and other stakeholders are involved in organizational decision-making and the extent to which organization leaders are in touch with and responsive to community members.

C 5.1c. Data Collection Tool: Accountability to Community

This survey measures perceptions about the extent to which residents and other stakeholders are involved in organizational decision-making and the extent to which organization leaders are in touch with and responsive to community members.

C 6. Awareness and Understanding of Community Issues

This indicator assesses the degree to which residents can identify community issues and reach consensus on priorities. Resident awareness and understanding are connected to an organization's accountability to the community.

C 6.1a. Data Collection Tool: Awareness and Understanding of Community Issues

This survey assesses the degree to which residents can identify community issues and reach consensus on priorities.

C 6.1b. Focus Group: Awareness and Understanding of Community Issues

This focus group guide provides discussion questions to explore the degree to which residents can identify community issues and reach consensus on priorities.

C 7. Capacity for Collective Action

This indicator documents evidence that, over time, community residents and community-based organizations are able to act together, to resolve issues of concern or achieve desired change.

C 7.1a. Focus Group: Capacity for Collective Action

This focus group guide provides discussion questions for exploring how community residents and community-based organizations are able to act together to resolve issues of concern or achieve desired change.

C 7.1b. Quick Tool: Capacity for Collective Action

This abbreviated focus group guide provides the core discussion questions needed to explore how community residents and community-based organizations are able to act together to resolve issues of concern or achieve desired change.

C 7.1c. Data Collection Tool: Capacity for Collective Action

This survey measures respondents' perceptions about the ways in which community residents and community-based organizations are able to act together to resolve issues of concern or achieve desired change.

C 7.1d. Quick Tool: Capacity for Collective Action

This abbreviated survey provides the core questions needed to measure respondent's perceptions about the ways in which community residents and community-based organizations are able to act together to resolve issues of concern or achieve desired change.

C 8. Collaboration Achieving Economies of Scale and Scope

This indicator measures the extent to which the collaboration among participants has succeeded in enhancing the amount of progress, or the level of impact, the community building or development effort is having. Working collaboratively, individuals and

organizations can take advantage of opportunities that would not be possible for them working alone. For example, organizations working together to improve a neighborhood can take advantage of each others' skill.

C 8.1a. Data Collection Tool: Individual Perceptions of Collaboration Effectiveness

This survey measures the perceptions of individuals participating in the collaboration about the extent to which the collaboration has succeeded in enhancing the amount of progress, or the level of impact, the community building or development effort is having.

C 8.1b. Data Collection Tool: Organizational Perceptions of Collaboration Effectiveness

This survey measures the perceptions of organizational representatives about the extent to which the collaboration has succeeded in enhancing the amount of progress, or the level of impact, the community building or development effort is having.

C 8.1c. Focus Group: Collaboration Achieving Economies of Scale and Scope

This focus group guide provides discussion questions to explore general perceptions about the extent to which the collaboration has succeeded in enhancing the amount of progress, or the level of impact, the community building or development effort is having.

C 8.1d. Focus Group: Collaboration Achieving Economies of Scale and Scope (Individual Participants)

This focus group guide provides questions for individual participants in the collaboration to examine the extent to which the collaboration has succeeded in enhancing the amount of progress, or the level of impact, the community building or development effort is having.

C 8.1e. Focus Group: Collaboration Achieving Economies of Scale and Scope (Organizational Participants)

This focus group guide provides questions for representatives of the organizations participating in the collaboration to examine the extent to which the collaboration has succeeded in enhancing the amount of progress, or the level of impact, the community building or development effort is having.

Set 2. Social Relationships and Networks

C 9. Resident Satisfaction with Neighborhood

This indicator measures changes over time in resident concerns and satisfaction with a variety of quality of life indicators in their neighborhoods.

C 9.1a. Data Collection Tool: Resident Satisfaction with Neighborhood

This survey measures changes over time in resident concerns and satisfaction with a variety of quality of life indicators in their neighborhoods.

C 9.1b. Quick Tool: Resident Satisfaction with Neighborhood

This abbreviated survey provides the core questions needed to measure changes over time in resident concerns and satisfaction with a variety of quality of life indicators in their neighborhoods.

C10. Sense of Social Cohesion

This indicator assesses the degree to which residents have a sense of belonging and trust in their communities and can count on their neighbors to intervene or help each other. Such cohesion, or “collective efficacy” has been shown to strengthen communities and help residents work together to improve their quality of life.

C10.1a. Data Collection Tool: Sense of Social Cohesion

This survey or interview instrument assesses the degree to which residents have a sense of belonging and trust in their communities and can count on their neighbors to intervene or help each other.

C10.1b. Quick Tool: Sense of Social Cohesion

This abbreviated survey or interview instrument has the core questions needed to assess the degree to which residents have a sense of belonging and trust in their communities and can count on their neighbors to intervene and help each other.

C11. Personal and Social Networks

This indicator assesses the strength and closeness of personal and social networks among neighborhood residents. Strong social networks contribute to the development of social capital, an essential building block of community-building.

C11.1a. Data Collection Tool: Personal and Social Networks

A social network mapping tool is under development to assess number of ties, strength and closeness of personal and social networks among neighborhood residents.

C12. Links Across Race and Ethnicity

This indicator examines the quantity and quality of interactions among people of different races and ethnicity.

C12.1a. Data Collection Tool: Links Across Race and Ethnicity

This survey or interview tool examines the quantity and quality of interactions among people of different races and ethnicity.

C12.1b. Quick Tool: Links Across Race and Ethnicity

This abbreviated survey or interview instrument provides the core questions needed to examine the quantity and quality of interactions among people of different races and ethnicity.

C13. Constructive Working Relationships among Individuals and Organizations Engaged in Community Building

This indicator measures the extent to which the individuals and/or organizations joining together on a community improvement effort have developed and maintained positive and productive working relationships. For example, constructive working relationships exhibit communication, power sharing, mutual respect, coordination, clarity of decision-making procedures and related factors.

C13.1a. Data Collection Tool: Individual's Perceptions of Working Relationships in Community Building

This survey for individuals participating in community building efforts measures the extent to which there are positive and productive working relationships that exhibit communication, power sharing, mutual respect, coordination, clarity of decision-making procedures and related factors.

C13.1b. Data Collection Tool: Organizational Perceptions of Working Relationships in Community Building

This survey for organizational representatives involved in community building efforts measures the extent to which there are positive and productive working relationships that exhibit communication, power sharing, mutual respect, coordination, clarity of decision-making procedures and related factors.

C13.1c. Focus Group: Constructive Working Relationships in Community Building

This focus group guide provides discussion questions that are designed to follow-up after a survey such as the ones provided in C13.1a and C13.1b. The questions explore the extent to which the individuals and/or organizations joining together on a community improvement effort have developed and maintained positive and productive working relationships.

C13.1d. Focus Group: Working Relationships in Community Building (Individual Participants)

This focus group guide is designed for individuals involved in community building efforts. It provides discussion questions to explore the extent to which the individuals and/or organizations joining together on a community improvement effort have developed and maintained positive and productive working relationships.

C13.1e. Focus Group: Working Relationships in Community Building (Organizational Representatives)

This focus group guide is designed for organizational representatives involved in community building efforts. It provides discussion questions to explore the extent to which the individuals and/or organizations joining together on a community improvement effort have developed and maintained positive and productive working relationships.

C14. Collaboration Promoting Shared Values

This indicator measures the extent to which a collaboration has encouraged the development and maintenance of a set of common values. These values can be something as straightforward as whether meetings start and end at the appointed times to values as complex as the role community members play in group decision-making processes.

C14.1a. Data Collection Tool: Collaboration Promoting Shared Values (Individual Participants)

This survey measures an individual's perceptions of the extent to which a collaboration has encouraged the development and maintenance of a set of common values.

C14.1b. Data Collection Tool: Collaboration Promoting Shared Values (Organizational Representatives)

This survey for representatives of the organizations participating in a community building effort measures the extent to which a collaboration has encouraged the development and maintenance of a set of common values.

C14.1c. Focus Group: Collaboration Promoting Shared Values

This focus group guide provides discussion questions that are designed to follow-up after a survey such as the ones provided in C14.1a and C14.1b. The questions explore the extent to which a collaboration has encouraged the development and maintenance of a set of common values.

C14.1d. Focus Group: Collaboration Promoting Shared Values (Individual Participants)

This focus group guide is designed for individual participants involved in community building efforts. It provides discussion questions to explore the extent to which a collaboration has encouraged the development and maintenance of a set of common values.

C14.1e. Focus Group: Collaboration Promoting Shared Values (Organizational Representatives)

This focus group guide is designed for organizational representatives involved in community building efforts. It provides discussion questions to explore the extent to which a collaboration has encouraged the development and maintenance of a set of common values.

Set 3. Community Economic and Political Influence

C15. Evidence of Community Power

This indicator measures the degree to which community stakeholders are able to influence local institutions and broader political and economic forces. It considers the degree to which resource providers honor local choices. (under development)

C16. Voting Rates

This indicator measures the portions of eligible neighborhood residents who are registered and vote in elections. Registration and voting rates can be tracked over time and compared to national, state and local trends.

C16.1a. Data Collection Tool: Voting Rates

This tool provides a step-by-step process for researching the portion of eligible neighborhood residents who are registered and vote in elections. It provides a worksheet for recording this data and a form for tracking local voting rates in this data system.

C17. Leadership for Change: Extent of Leadership

This indicator measures changes in the number and breadth of leadership positions that program participants or residents assume within and outside of the neighborhood. It should be used when your organization has a specific leadership development program or when you think that your organization and programs contribute to the expansion of leadership roles within the community.

C17.1a. Data Collection Tool: Leadership for Change -- Extent of Leadership

This survey tool measures changes in the number and breadth of leadership positions that program participants or residents assume within and outside of the neighborhood.

C17.1b. Quick Tool: Leadership for Change -- Extent of Leadership

This abbreviated survey provides the core questions needed to measure changes in the number and breadth of leadership positions that program participants or residents assume within and outside of the neighborhood.

C17.1c. Focus Group: Leadership for Change -- Extent of Leadership

This focus group guide provides discussion questions to explore changes in the number and breadth of leadership positions that program participants or residents assume within and outside of the neighborhood.

C18. External Perception of the Community

This indicator assesses how the community is viewed by outsiders as reflected in media coverage, a variety of anecdotal evidence and interviews with selected key informants.

C18.1a. Data Collection Tool: External Perception of Neighborhood

A data collection tool is under development to assess how the community is viewed by outsiders as reflected in media coverage, a variety of anecdotal evidence and interviews with selected key informants.

C19. Public Services

This indicator measures resident satisfaction with the quality, responsiveness and availability of public services (police, fire, schools, sanitation, road maintenance, public works, libraries, etc.) in the community. Issues concerning inequality in the distribution and quality of public services are common in low-income communities. When communities begin to organize, improvements in public services are frequently a key component of revitalization strategies.

C19.1a. Data Collection Tool: Public Services

This survey measures resident satisfaction with the quality, responsiveness and availability of public services (police, fire, schools, sanitation, road maintenance, public works, libraries, etc.) in the community.

C19.1b. Quick Tool: Public Services

This abbreviated survey provides the core questions needed to measure resident satisfaction with the quality, responsiveness and availability of public services (police, fire, schools, sanitation, road maintenance, public works, libraries, etc.) in the community.

C19.1c. Data Collection Tool: Public Services

This tool provides guidance for researching key factors about the delivery or quality of public services in communities. It provides a worksheet for recording response times for various services and a form for tracking that type of data.

C19.1d. Focus Group: Public Services

This focus group guide provides discussion questions to explore resident satisfaction with the quality, responsiveness and availability of public services (police, fire, schools, sanitation, road maintenance, public works, libraries, etc.) in the community.

C20. Private Investment

This indicator measures the level of private investment in the community by such institutions as banks, real estate developers, major employers and nonprofit organizations. Such investments contribute to the quality of life by providing needed services and stimulating the local economy and job creation. (under development)

C21. Healthy Environment

This indicator measures improvements in a neighborhood's health through the reduction of hazardous materials like lead paint and other conditions and practices associated with disease and illness. (under development)

C22. Racial Equity

This indicator examines the extent to which systemic patterns arising from to the historic injustices caused by racism have been overcome. It focuses on the degree to which community development and community-building have changed racial equity in specific communities.

Economic Development Indicators

Set 1. Benefits of Neighborhood-based Business Support Programs

E 1. Business Size, Type and Profitability

This indicator can be used to track changes in the number, size and type of businesses in a community. Business “size” takes into consideration both revenue and number of employees. “Type” captures both the classification of the business (such as retail shop, garment manufacturer, or nonprofit agency) and its ownership status (corporation, partnership, etc.). This indicator further identifies the number of businesses owned by neighborhood residents and the number of neighborhood residents employed by each business. Finally, it measures changes in business profits over time, a strong indicator of businesses stability and potential for additional job creation and expansion.

E 1.1a. Data Collection Tool: Business Size, Type, and Profitability

Description: This survey tracks the number, size, type and profits of businesses in a community. It also gathers data on business ownership by and employment of neighborhood residents.

E 2. Job Creation

This indicator measures the number and quality of jobs created by a program that provides training, financial or technical assistance to businesses. It considers the number and type of jobs, job duration, wages and salaries, job benefits and other measures of job quality.

E 2.1a. Data Collection Tool: Job Creation

Description: This survey tracks the number and type of jobs, job duration, wages and salaries, job benefits and other measures of job quality for employment created by programs providing training, financial or technical assistance to businesses.

Set 2. Benefits of Job Training Programs

E 3. Employment and Income from Job Training

This indicator measures how job training programs help trainees to prepare for, find, and keep good jobs. It measures the total number of jobs created in a given year, job retention, employment stability and wage progression. This indicator also measures outcomes of participation in on-the-job construction training programs and job placement in construction trades. Therefore, the indicator can be used not only for economic development programs, but also for housing development programs to track the level of on-the-job construction training and construction trade job placement and retention for women, youth and other populations that have difficulty finding living wage jobs.

E 3.1a. Data Collection Tool: Employment and Income from Job Training

This survey for job training participants tracks job placement, retention, employment stability and wage progression. It also tracks these outcomes separately for on-the-job construction training programs and job placement in construction trades.

E 4. Trainee Evaluation of Job Training and Placement

This indicator assesses job training, employment readiness, job placement, supportive services and other programs concerned with increasing basic or employment skills, from the perspective of participants. It seeks to understand the degree to which a program succeeded in helping participants make progress toward their employment goals.

E 4.1a. Data Collection Tool: Trainee Expectations of Job Training and Placement

This survey assesses trainee expectations of job training, employment readiness, job placement, supportive services and other programs concerned with increasing basic or employment skills.

E 4.1b. Data Collection Tool: Trainee Mid-Point Evaluation of Job Training and Placement

This survey may be used as a mid-point evaluation of job training, employment readiness, job placement, supportive services and other programs concerned with increasing basic or employment skills.

E 4.1c. Data Collection Tool: Trainee Evaluation of Job Training and Placement (Post Training)

This post training survey assesses job training, employment readiness, job placement, supportive services and other programs concerned with increasing basic or employment skills. It may be used at the time or course completion or at intervals of six months or more after training or placement.

E 5. Skills Acquisition – Basic Job Readiness

This indicator measures the effectiveness of job training programs by assessing changes in a participant's basic skill levels and job readiness and changes in the participant's educational and employment status. The indicator measures these changes both prior to program enrollment and upon completion of a job-training program. Skills assessed include basic skills (e.g., reading, writing, listening, speaking), life skills (e.g., time management, attitude), occupational skills (e.g., computer and technical skills), and job readiness.

E 5.1a. Data Collection Tool: Skills Acquisition -- Basic Job Readiness

This assessment tool is designed to be used by job training program staff or jointly by staff and job training participants. It assesses basic skills, life skills, occupational skills and job readiness.

E 5.1b. Data Collection Tool: Skills Acquisition – Basic Job Readiness

This survey measures the effectiveness of job training programs by assessing changes in participants' perceptions of their basic skill levels and job readiness, as well as changes in educational and employment status.

Set 3. Benefits to Community

E 6. Attractiveness of Business District

This indicator tracks perceptions of the appearance, appeal and convenience of a business district, taking into account business facades, pedestrian and car traffic, landscaping, signs, amenities and safety.

E 6.1a. Data Collection Tool: Attractiveness of Business District

This checklist tracks observations about the appearance, appeal and convenience of a business district, taking into account business facades, pedestrian and car traffic, landscaping, signs, amenities and safety.

E 6.1b. Quick Tool: Attractiveness of Business District

This abbreviated checklist provides the core statements needed to track observations about the appearance, appeal and convenience of a business district, taking into account business facades, pedestrian and car traffic, landscaping, signs, amenities and safety.

E 6.1c. Data Collection Tool: Attractiveness of Business District

This survey tracks perceptions of the appearance, appeal and convenience of a business district, taking into account business facades, pedestrian and car traffic, landscaping, signs, amenities and safety.

E 6.1d. Data Collection Tool: Attractiveness of Business District

This interview guide provides questions to track perceptions about the appearance, appeal and convenience of a business district, taking into account business facades, pedestrian and car traffic, landscaping, signs, amenities and safety.

E 6.1e. Focus Group: Attractiveness of Business District

This focus group guide provides discussion questions about the general assets and problems in the business district.

E 7. Extent to Which Basic Community Needs Are Met By Local Businesses

This indicator measures the degree to which residents can obtain the goods and services they need on a daily basis from nearby businesses and service providers. It can also indicate whether money recycles through the community through local business activity.

E 7.1a. Data Collection Tool: Extent to Which Basic Community Needs Are Met By Local Businesses

This survey measures the degree to which residents can obtain the goods and services they need from nearby businesses and service providers.

E 7.1b. Quick Tool: Extent to Which Basic Community Needs Are Met By Local Businesses

This abbreviated survey provides the core questions needed to measure the degree to which residents can obtain the goods and services they need from nearby businesses and service providers.

E 8. Local Business Support of and Participation in the Community

This indicator measures the commitment local businesses have to the health of the communities in which they operate. The support local businesses provide may be in the form of financial donations (such as a contribution to a neighborhood organization's annual fundraising campaign), in-kind donations (such as the provision of uniforms for a youth basketball team or providing space for meetings and events), or other types of assistance. Local businesses also support the community by volunteering their time and expertise as members of nonprofit agency boards, partnering with nonprofits on community initiatives and by participating in business and community associations (such as a local Chamber of Commerce).

E 8.1a. Data Collection Tool: Local Business Support of and Participation in the Community

This survey tracks the support local businesses provide in the form of financial donations, in-kind donations or other types of assistance.

E 8.1b. Quick Tool: Local Business Support of and Participation in the Community

This abbreviated survey provides the core questions needed to track the support local businesses provide in the form of financial donations, in-kind donations or other types of assistance.

Respondent Demographics

Set 1. Personal Data

R 1. Basic Demographic Information

This indicator tracks basic personal data about respondents such as gender, age, race/ethnicity, household size and languages spoken in the home. It also tracks the zip code of respondents as a way of identifying location. It should be used with all data collection tool types that follow an individual over time or an individual's record over time. This indicator may also be used for samples of individuals at a point in time and records at a point in time.

R 1.1a. Data Collection Tool: Basic Demographic Information

This brief set of questions tracks basic personal data about respondents such as gender, age, race/ethnicity, household size and languages spoken in the home. It also tracks the zip code of respondents.