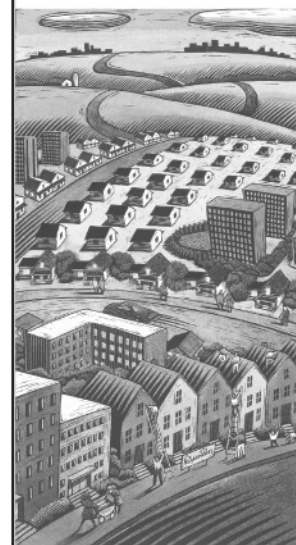


NeighborWorks[®]
Learning Center Consortium

Measures Dictionary

Version 2

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The NeighborWorks Multifamily Initiative is a national member-driven collaborative of 88 nonprofit housing developers who together provide over 50,000 lower income families with high quality rental homes. Through the Multifamily Initiative, NeighborWorks America supports its affiliates in achieving sustained excellence in their housing portfolios.

Services of the Initiative include:

- Flexible capital grants for development
- Neighborhood Capital Corporation, providing interim and predevelopment loans
- Asset Management resources, including comparative portfolio performance reporting, training and consultation
- Neighborhood Risk Management Corporation, providing risk management services and education
- Learning Center Consortium, supporting productivity and funding of resident services

For resources specific to resident services, go to www.nw.org/learningcenters and www.residentservices.org.

For more information on the Multifamily Initiative, please visit our website at www.nw.org/multifamily.

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Measure Number: 1.2.1

Overall Category: Personal Assets – Youth

Subcategory: Elementary School Achievement

Measure: *Elementary School Achievement*

Definitions:

Maintain grades – based on the subjects collected, the overall average remained the same from the reporting period to reporting period.

Improve grades – based on the subjects collected, the overall average improved from the first reporting period to the last reporting period.

Type of measure:

Annual measure.

Method of Calculation

The number of children who maintain or improve their grades based on the definition above **divided by** the number of children whose grades were collected **times 100**

Example: Child #1 – Maintained grades

<i>Subject</i>	<i>Period 1</i>	<i>Period 2</i>
Reading	B (3.0)	A (4.0)
Math	B (3.0)	B (3.0)
Science	B (3.0)	C (2.0)
Overall	9 points	9 points

Example: Child #2 – Improved grades

<i>Subject</i>	<i>Period 1</i>	<i>Period 2</i>
Reading	B (3.0)	A (4.0)
Math	B (3.0)	A (4.0)
Science	B (3.0)	C (2.0)
Overall	9 points	10 points

Points of Control documents:

Report Cards.

School reports.

Achievement tests.

Measure Number: 1.2.2

Overall Category: Personal Assets – Youth

Subcategory: Elementary School Achievement

Measure: *Percentage of kids who meet this year's goals*

Definitions:

Goals – formal, school-related, goals that are established by an individual child or the program that are tracked throughout the year.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of children who are meeting their established goals **divided by** the number of children who are enrolled in the program **times** 100.

Prior to the calculation process an outside/independent assessment should be conducted with each child and their goals to determine if the child is meeting their established goals.

Points of Control documents:

Goals document.

Independent assessment/evaluation document

Measure Number: 1.2.3

Overall Category: Personal Assets – Youth

Subcategory: Elementary School Achievement

Measure: *Percentage of kids who improve one grade level in reading or math*

Definitions:

One grade level – one academic grade level as defined by the state/local governing body. Entrance and exit tests must be used to document this measure, at the beginning and end of each school year.

Type of measure:

Annual measure. This measure will be reported at the end of the second quarter.

Method of Calculation:

The number of children who improve one grade level in reading or math **divided by** the number of children tested **times** 100.

Each child is counted only once per year regardless of whether they improve in reading, math or both.

Points of Control documents:

Entrance and Exit test results.

Enrollment list for the program

Measure Number: 1.3.1

Overall Category: Personal Assets -- Youth

Subcategory: Teen School Achievement

Measure: Graduation Rates from High School

Definitions:

High School – a formal secondary high school either public or private.

Type of measure:

Annual measure, reported at the end of the second quarter

Method of Calculation:

The number of youth that can evidence high school graduation via one of the points of control documents DIVIDED BY the number of youth that were eligible to graduate.

Points of Control documents:

Report Cards

Diplomas

Measure Number: 1.4.1

Overall Category: Personal Assets -- Youth

Subcategories: Extracurricular Success

Measure: *Percentage of kids attending any extracurricular after school program*

Two measures:

1. Percentage of enrolled elementary aged residents who are attending any extracurricular after school activity.
2. Percentage of enrolled Middle or High School students who are involved in any extracurricular after school activity.

Definitions:

Elementary-aged student – a student in grades K-6

Middle or High school Student – a student in grades 7-12

Type of measure:

Quarterly measure

Method of Calculation:

Report data for both of the measures above:

Calculation: The number of children enrolled at the center who are participating in any extracurricular activity DIVIDED BY the number of children of that age group that are enrolled at the center.

Points of Control documents:

Extracurricular activities would be documented at the same time as report cards or at sign in.

Measure Number: 1.5.1

Overall Category: Personal Assets -- Youth

Subcategory: Teen Post-Secondary School Readiness/Employment Readiness

Measure: Enrollment in College or Trade School

Definitions:

College – a formal institution of higher learning either public or private.

Trade School – a vocational school or school where specific trade certifications can be obtained.

Type of measure:

Quarterly measure

Method of Calculation:

The number of residents enrolled in either a college or trade school during the quarter.

Each resident may be counted only once per quarter. All students enrolled during the quarter, both new and old should be counted.

Points of Control documents:

Class Schedules

School Reports

Measure Number: 1.5.2

Overall Category: Personal Assets -- Youth

Subcategory: Teen post-secondary school readiness/transition

Measure: Number of Youth who receive job readiness training

Definitions:

Job Readiness Training – a training which focuses on the social skills needed in the work environment as opposed to a specific skill set needed for a job.

Youth – a participant between the ages of 13 and 18.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of youth who have attended a job readiness training course provided by the learning center or a learning center partnership during the quarter.

Each youth is counted only once regardless of the number of times they attended over the quarter.

Points of Control documents:

Sign in sheets

Instructor reports

Measure Number: 2.1.1

Overall Category: Personal Assets – Adult/Family

Subcategory: Adult Literacy

Measure: Number of Adults acquiring a GED

Definitions:

GED – General Equivalent Diploma.

Adult – a participant over the age of 18

Type of measure:

Quarterly measure

Method of Calculation:

The number of residents who obtained a GED after participating in a GED class offered by the center or one of the learning center partnerships.

Points of Control documents:

GED Certification

GED Instructor's Class Attendance Roster

Measure Number: 2.1.2

Overall Category: Personal Assets – Adult/Family

Subcategory: Adult Literacy

Percentage of adults participating in an ESL program who improve their English test scores

Definitions:

ESL Program – a formal English as a Second Language program offered by the learning center or one of the learning center partnerships.

English test score – a score derived from administering a test, either written or oral.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of adults who have improved English test scores versus the last testing period **divided by** the number of adults participating in the ESL program **times 100**.

Points of Control documents:

Testing documents.

Tally sheets of student test scores.

Measure Number: 2.2.1

Overall Category: Personal Assets – Adult/Family

Subcategory: Adult Employability

Measure: *Percentage of residents in a job training program who stay at jobs (90 days, 6 mos. and 1 year*

Definitions:

Job training program – a program that provides job skill or job readiness training and is provided by the center or one of the learning center partnerships

Type of measure:

Quarterly measure

Method of Calculation:

The number of adults enrolled in a job training program at the center who report they are working DIVIDED BY the number of adults enrolled in the program.

At the end of the quarter, the coordinator should mark the number who pass each mark (e.g. 90 days, 6 months, 1 year on the job).

Work backwards:

1. First, count all the residents that have been on the job for at least 1 year, and then exclude them.
2. Then count the remaining residents to see who has been on the job for at least 6 months, and then exclude them.
3. Then count the remaining residents to see who has been on the job for at least 90 days and then exclude them.
4. All residents who have been on the job for less than 90 days should not be counted.

Finally, DIVIDE each of the numbers calculated in 1-3 by the total number of residents participating in the job training program for the quarter. This should give you 3 separate numbers. All 3 percentages should be reported.

Each resident is only counted once per quarter.

Points of Control documents:

Reports of employment by residents

Employment verification by employers.

Measure Number: 2.2.2

Overall Category: Personal Assets – Adult/Family

Subcategory: Adult Employability

Measure: *Percentage of adults participating in a job training program who get jobs*

Definitions:

Job training program – a program that provides job skill or job readiness training and is provided by the center or one of the learning center partnerships

Type of measure:

Quarterly measure

Method of Calculation:

The number of adults enrolled in a job training program at the center who report they are working DIVIDED BY the number of adults enrolled in the program.

Points of Control documents:

Intake document or enrollment document where an adult reports they have accepted a job or are employed.

Employment verification reports from employers

Measure Number: 2.2.3

Overall Category: Adult Employability

Subcategory: Adult employability

Measure: *Percentage of families in a job training program that include at least one member working full time with benefits*

Definitions:

Job training program – a program that provides job skill or job readiness training and is provided by the center or one of the learning center partnerships

Benefits – a program that provides, at a minimum, health insurance for a member of the household

Type of measure:

Quarterly measure

Method of Calculation:

The number of families enrolled in a job training program at the center who report they are working and receiving benefits DIVIDED BY the number of participants in the job training program.

Points of Control documents:

Intake document or enrollment document indicating family is receiving benefits

Reports from the job training course instructor

Measure Number: 2.2.4

Overall Category: Personal Assets – Adult/Family

Subcategory: Adult Employability

Measure: *Percentage of residents obtaining at least one technical certification such as A+ or MCSE*

Definitions:

MCSE – Microsoft Certified Software Engineer

Type of measure:

Quarterly measure.

Method of Calculation:

The number of residents who obtained an A+ or MSCE certification after taking a preparation course offered by the learning center or one of the learn center partnerships.

Each resident will only be counted once regardless of the number of technical certifications obtained each quarter.

Points of Control documents:

Testing documents.

Attendance sheets.

Evidence of receiving an MCSE or A+ certification

Measure Number: 2.2.5

Overall Category: Personal Assets – Adult/Family

Subcategory: Adult Employability

Measure: *Number of adults who complete computer classes*

Definitions:

Completion – This is course specific. Each course in its design will have a definition of what completion means. Examples of completion could include completing a certain number of sessions or passing a skills achievement test.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of adults who have achieved the “completion” mark for a computer course during the quarter.

Each adult will only be counted once regarding of the number of computer classes “completed” during the quarter.

Points of Control documents:

Testing documents.

Attendance sheets.

Teacher certification of completion for each student.

Measure Number: 2.3.1

Overall Category: Personal Assets – Adult/Family

Subcategory: Financial Literacy and Family Savings

Measure: *Number of IDA families who use the funds for an eligible asset/purpose*

Definitions:

IDA holders – Residents who are participating in a formal Individual Development Account program

Eligible Asset/Purpose – There are three eligible purposes: Purchase of a home, Educational Expense or to develop a small business.

Type of measure:

Quarterly measure

Method of Calculation:

Number of families who withdraw funds from their IDA account for an eligible purpose as evidenced in a point of control document

Points of Control documents:

Saving Account statements documenting withdrawal and reason
IDA Coordinator reports

Measure Number: 2.3.2

Overall Category: Personal Assets – Adult/Family

Subcategory: Financial Literacy and Family Savings

Measure: IDA holders who meet their savings goal over the annual period

Definitions:

IDA holders – Residents who are participating in a formal Individual Development Account program

Type of measure:

Annual measure.

Method of Calculation:

Report should include two numbers: The total number of residents who met their annual savings goal AND the total number of residents participating in the IDA program.

Points of Control documents:

Saving Account statements.

IDA Coordinator reports.

Measure Number: 2.3.3

Overall Category: Personal Assets – Adult/Family

Subcategory: Financial Literacy and Family Savings

Measure: *Number of families participating in a family literacy program who are meeting their budgetary goals*

Definitions:

Financial Literacy Program – a formal budgeting or financial literacy course offered by the learning center or one of the learning center partnerships.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of families who are enrolled in the financial literacy program who meet all their budgetary goals as defined by the financial literacy program and as reported in the points of control documents.

Points of Control documents:

Documents outlining each family's goals.

Documents reporting progress toward each family's goals.

Enrollment list for the Literacy Program.

Measure Number: 2.4.1

Overall Category: Personal Assets – Adult/Family

Subcategory: Family Readiness for Homeownership

Measure: Percentage of Learning Center Participants who move out into homeownership

Definitions:

Homeownership – a purchase of a primary residence by a household.

Type of measure:

Quarterly measure

Method of Calculation:

Number of families who identify as their reason for leaving the property is to purchase a home (primary residence) DIVIDED BY the number of learning center participants.¹

Points of Control documents:

Exit surveys

Self-report of reason for leaving to the coordinator.

¹ Should this be only adult learning center participants or households?

Measure Number: 2.4.2

Overall Category: Personal Assets – Adult/Family

Subcategory: Family Readiness for Homeownership

Measure: *Number of adults who complete a financial literacy course at the learning center.*

Definitions:

Financial Literacy Course – a financial literacy course offered by the center or one of the learning center partnerships for center participants.

Completion – This is course specific. Each course in it’s design will have a definition of what completion means. Examples of completion could include completing a certain number of sessions or passing a skills achievement test.

Type of measure:

Quarterly measure.

Method of Calculation

The number of adults who have achieved the “completion” mark for the financial literacy course during the quarter.

Each adult will only be counted once per quarter for this measure.

Points of Control documents:

Testing documents.

Attendance sheets.

Teacher certification of completion for each student.

Measure Number: 3.1.1

Overall Category: Personal Assets – Other

Subcategory: Senior Computer Literacy

Measure: *Number of Senior Citizens who have completed a computer course*

Definitions:

Completion – This is course specific. Each course in it’s design will have a definition of what completion means. Examples of completion could include completing a certain number of sessions or passing a skills achievement test.

Senior Citizens – adults over the age of 62 years.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of senior citizens who have achieved the “completion” mark for a computer course during the quarter.

Each adult will only be counted once regarding of the number of computer classes “completed” during the quarter.

Points of Control documents:

Testing documents.

Attendance sheets.

Teacher certification of completion for each student.

Measure Number: 3.2.1

Overall Category: Personal Assets – Other

Subcategory: Personal Health

Measure: *Percent of residents at the property enrolled in a health insurance plan*

Definitions:

Health Insurance Plan – a plan that provides basic medical health insurance coverage.

Resident -- Any person who lives on the property that is formally served by the learning center.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of residents who are enrolled in a health insurance plan **divided by** the total number of residents enrolled in the center.

Points of Control documents:

Survey of residents

Enrollment forms from learning center

Measure Number: 4.2.1

Overall Category: Community Assets

Subcategory: Civic leadership in the larger community

Measure: Number of residents who become active in the political process

Definitions:

Active in the political process – Number of enrolled residents who become active in their community, both on and off property. Active in the community means involved in an activity that creates, maintains and preserves community assets for the good of all.

Type of measure:

Quarterly measure

Method of Calculation:

The number of residents who are active in the political process (as defined above) during the quarter DIVIDED by the number of adult residents residing on the property

Each resident is only counted once per quarter regardless of the number of community activities or organizations that they are involved in.

Points of Control documents:

Reports by the resident that they voted

Documentation from the election administrator regarding the residents who voted on the property

Measure Number: 4.2.2

Overall Category: Community Assets

Subcategory: Civic leadership in the larger community

Measure: *Percentage of property residents who vote in an election*

Definitions:

Voting in an election – to cast a ballot, either via mail or in person, in an election held by a formal unit of government (local, state or federal)

Type of measure:

Quarterly measure

Method of Calculation:

The number of residents who voted in an any election (as defined above) during the quarter DIVIDED by the eligible number of voting residents residing on the property.

Each resident is only counted once per quarter regardless of the number of elections that they voted in.

Points of Control documents:

Reports by the resident that they voted

Documentation from the election administrator regarding the residents who voted on the property

Measure Number: 4.3.1

Overall Category: Community Assets

Subcategory: Security on the property or in the neighborhood

Measure: *Decrease in property and in surrounding neighborhood crime (including vandalism)*

Definitions:

Crime – incidents reported in Police Reports and vandalism and graffiti incidents from management reports

Type of measure:

Quarterly measure.

Method of Calculation:

The number of crimes (as defined above) reported during the quarter at the property (and in the surrounding neighborhood, if desired) MINUS the number of crimes reported in the previous reporting period.

Points of Control documents:

Police Reports

Property Security Reports

Management Reports

Measure Number: 5.1.1

Overall Category: Center Sustainability

Subcategory: Staffing

Measure: *Number of learning center staff who receive continuing education*

Definitions:

Center Supported – the center actively supports the activity by providing financial assistance, flextime, or paid time off.

Job-related – the skills obtained in the course will enhance or improve the staff person’s ability to do their job at the learning center.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of learning center staff who are participating in center supported, job-related continuing education as defined above. Each staff person is only counted once a quarter regardless of how many classes/courses they take.

Points of Control documents:

Course registration documentation from staff.

Timesheets documenting time permitted for training opportunities; and/or

Financial Documentation evidencing the organization paid for job-related training.

Measure Number: 5.2.1

Overall Category: Center Sustainability

Subcategory: Leadership

Measure: *Number of volunteer hours donated*

Definitions:

Volunteer -- A person who performs a service related to the learning center, without compensation.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of total hours worked by volunteers (as defined above) during the quarter at the learning center.

Points of Control documents:

Volunteer sign in sheets document the number of hours volunteers worked at a particular activity.

Measure Number: 5.2.2

Overall Category: Center Sustainability

Subcategory: Leadership

Measure: *Number of resident volunteers, including youth*

Definitions:

Resident Volunteer -- A person (including youth) who lives on the property and who performs a service related to the property's learning center, without compensation.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of resident volunteers (as defined above) who provide service during the quarter. Each resident volunteer is only counted once per quarter.

Points of Control documents:

Volunteer sign in sheets

Measure Number: 5.2.3

Overall Category: Center Sustainability

Subcategory: Leadership

Measure: *Number of residents who participate in the learning center advisory council*

Definitions:

Learning Center Advisory Council – A formal ongoing group that meets at least three times a year to discuss the programs/events offered at the learning center. In general the members will be the same each time, but attendance may vary based on the topic.

Type of measure:

Annual measure. Reported at the end of the center's fiscal year.

Method of Calculation:

The number of residents who attend 50% or more of the learning center advisory council meetings each year.

Points of Control documents:

Sign in attendance sheets from Learning Center Advisory Council meetings.

Measure Number: 5.3.1

Overall Category: Center Sustainability

Subcategory: Partnerships

Measure: *Number of individuals referred to another agency for assistance*

Definitions:

Agency – Local agencies that provide programs and/or services to residents that are enrolled in the learning center or reside at the property served by the learning center.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of individuals who were enrolled in the center and were referred to another agency during the quarter.

Each individual is only counted once per quarter regardless of the number of agencies they are referred to.

Points of Control documents:

Referral tracking sheets from learning center staff

Measure Number: 5.3.2

Overall Category: Center Sustainability

Subcategory: Partnerships

Measure: *Number of program partnerships developed to offer resources to the property's residents.*

Definitions:

Partnership – A partnership must include all of the following: 1) A written agreement; 2) The ability for the center to influence the programming of the partnership; and 3) the ability for the center to access the data they need from the partner to measure results.

Type of measure:

Annual measure. This number will be a cumulative or total number. If the center has 18 partnerships in place at the end of the fiscal year, then the center will report all 18 partnerships, not just the new partnerships formed within the year.

Method of Calculation:

The number of partnerships in place at the end of the fiscal year that meet the above definition of partnership.

Points of Control documents:

Memorandum of Understanding.

Letters of commitments from partners.

Contracts that outline specific commitments from partners.

Measure Number: 5.4.1

Overall Category: Center Sustainability

Subcategory: Computer

Measure: *Number of Computer Hours logged.*

Definitions:

Type of measure:

Quarterly measure.

Method of Calculation:

The calculated number of total hours that center users spent on the computer during the quarter.

Points of Control documents:

Sign in sheets that also log the total amount of time a participant spend on the computer.

Measure Number: 5.5.1

Overall Category: Center Sustainability

Subcategory: Participation

Measure: *Number of Kids using the computer at the learning center to do homework*

Definitions:

Homework – as assigned by the school the student is attending.

Type of measure:

Quarterly measure.

Method of Calculation

The number of children who use the center at least once per quarter to complete a homework assignment.

Each child should be counted only once per quarter regardless of how many times during the quarter they used the center to work on homework.

Points of Control documents:

Sign in sheets.

Enrollment forms.

Measure Number: 5.5.2

Overall Category: Center Sustainability

Subcategory: Participation

Measure: *Percent of the population served at the property.*

Definitions:

Population – all members of all households residing at a property served by the learning center (residents).

Property – any multifamily property that is formally served by the learning center.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of residents that use the learning center at least once during the quarter **divided by** the number of residents residing at the property.

Each resident is only counted once per quarter regardless of the number of times they visit the learning center during the quarter.

Points of Control documents:

Program attendance/sign-in sheets

Measure Number: 5.5.3

Overall Category: Center Sustainability

Subcategory: Participation

Measure: *Increase in number of household members participating in learning center programs*

Definitions:

Household members – member of a household residing at a property served by the learning center.

Learning Center Programs – a formal program offered by the learning center as opposed to informal offering such as open lab access.

Type of measure:

Quarterly measure.

Method of Calculation:

The number of household members participating in learning center programs **as compared to** the number of household members participating in learning center programs in the previous quarter.

Each household member is only counted once per quarter regardless of the number of programs they are participating in.

Points of Control documents:

Program attendance/sign-in sheets

Measure Number: 5.6.1

Overall Category: Center Sustainability

Subcategory: Financial Sustainability

Measure: *Percent of Learning Center Budget Funded by Sustainable Revenues*

Definitions:

Sustainable Revenue - Property revenue, Fee revenue, long-term grants and contracts (3 or more years), consistent annual campaigns with funding specifically dedicated to the learning center (average of the past 3 years).

Learning Center Budget – a specific expense budget for the Learning Center(s) for a particular fiscal year.

Type of measure:

Annual measure. Reported in the quarter after the beginning of the organization's fiscal year.

Method of Calculation:

The amount of sustainable revenues (as defined above) generated specifically for the learning center **divided by** the amount of the total budget for the learning center **times** 100.

Points of Control documents:

The formal budget for the Learning Center

Letters of commitments from funders/Property Owners

Memorandum of Understanding from funders/Property Owners

Contracts that outline the specific source of revenue

