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American Association of Service Coordinators, Enterprise, The Housing Partnership Network, NeighborWorks America, Stewards of Affordable Housing for the Future

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Alamo Area Mutual Housing Association, The Community Builders, Community Preservation and Development Corporation, Mercy Housing, National Church Residences, The Neighborhood Partnership Fund, Preservation of Affordable Housing, REACH CDC

### **Recommended Resident Services Outcome Measures**

The National Resident Services Collaborative, led by NeighborWorks America and Enterprise Community Partners, is recommending a core set of outcome measures for resident services programs to utilize when providing services related to children and youth's education performance, helping people with employment, helping adults improve financial management, maintain housing stability helping families access benefits and increasing resident involvement in community. These outcomes are incorporated into new outcomes tracking software developed by the Pangea Foundation for the American Association of Service Coordinators.

There are many important measures that resident services programs may track to understand how well their programs are operating, but it is critical to differentiate between intermediate or leading indicators (such as the number of children who are participating regularly in after school programs or the number of youth and adults who have completed job training) and actual final outcomes such as children's educational success, adults obtaining jobs and increasing income and housing stability or improvement.

**1. Children participating in quality early-childhood programs are more successful in high school (better behavior, educational performance and grade advancement).**

# and % of young children who participate in early childhood education

**2. Children participating regularly in effective residentially-based after-school programs are more likely to maintain good grades or improve educational performance.**

# and % of elementary and middle school children who maintain good grades (C or better) or improve grades or educational performance as evidenced by pre- and post-testing

**3. Teenagers participating regularly in effective residentially-based youth programs are more likely to graduate from high school and advance to secondary education or workforce.**

- # and % of youth who remain in high school
- # and % of youth who advance to higher education
- # and % of youth who obtain jobs after graduation
- # and % of youth who obtain part-time jobs in high school

**4. Adults connected to effective employment services are more likely get jobs or better jobs and increase annual income.**

- # and % of adults who get jobs
- # and % of adults who obtain better jobs
- # and % of adults who increase job earnings plus the amount and % of increased earnings
- # and % of families who increase annual income through access to more financial benefits like EITC, child support, VA etc.
- Average % of annual income increase per family

**5. Families helped through residentially-based financial literacy services are more likely to achieve higher increases in their net worth as evidenced by increased savings and assets.**

- # and % of families who have increased their savings
- \$ amount and % increase in savings over time
- # and % of families who have moved to homeownership

Important but intermediate objectives/leading indicators are # and % of adults who improve their credit scores and # and % of adults who qualify for homeownership

**6. Families living in housing with resident services have higher rates of housing stability.**

- # and % of low-income families whose eviction you have prevented through rental or other assistance
- # and % of low-income families who move from transitional to permanent affordable housing
- # and % of low income families who remain in their housing or move to market rate housing

**7. Families participating in residentially-based services are more likely to be involved or volunteer in their community which contributes to residents taking better care of their housing and looking out for their neighbors.**

- \$ amount and % decrease in maintenance costs per unit per year
- \$ amount and % decrease in security costs per unit per year
- # and % of units turning over per year

**8. Family properties with resident services are more likely to perform better on financial indicators related to residents' payment of rent and turnover.**

- \$ and % cost savings in vacancy losses per unit per year
- \$ and % cost savings in legal fees per unit per year
- \$ and % cost savings in bad debts per unit per year

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