



Recommended Family and Individual Outcome Measures for Housing-Based Resident Services

The National Resident Services Collaborative, led by NeighborWorks America and Enterprise Community Partners, recommends a core set of outcome measures for housing-based resident services focused on children and youth's education performance; helping adults with training, education and employment; helping adults improve financial management and increase assets; helping people access benefits; and increasing resident involvement in community. These outcomes are incorporated into new outcomes tracking software, FamilyMetrics™ developed by the Pangea Foundation for service coordinators in family affordable housing and described elsewhere in this manual.

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, housing stability and improvement in savings. The following measures focus on final outcomes:

1. Early Childhood Education: 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. After-School Education Enhancement: 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, standard school tests or educational performance as evidenced by pre- and post-testing

3. Youth Engagement: 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 child support, VA, Social Security, Supplemental Security etc.

Average % of annual income increase per family

5. Families helped with financial literacy and asset-building 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 plus \$ amount increases per family

and % of families who claim the Earned Income Tax Credit

and % of families who have moved to homeownership

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 with access to health insurance are more likely to increase financial and personal assets.

and % of low-income children have access to health insurance.

and % of low-income adults who have access to health insurance.

8. 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

9. 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

Organizations who are members of the National Resident Services Collaborative are: American Association of Service Coordinators, Enterprise Community Partners, The

Housing Partnership Network, NeighborWorks America, Stewards of Affordable Housing for the Future, Volunteers of America. Developer members are: 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