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## Success Measures®

*Outcomes*

*Impact*

*Change*

### Success Measures In Action

#### At the Community Level



**A non-profit working at the local and regional level** to revitalize communities through homeownership, lending, counseling and related activities, collected baseline data on housing conditions in six neighborhoods, using a Success Measures visual assessment tool.

Analysis of data gathered by the organization revealed that roofs in one neighborhood were particularly deteriorated. This led the group to develop a roof program aimed at assisting owners in making costly repairs.

The organization intends to repeat the visual assessments, coupled with other similar Success

Measures surveys, over time in order to better understand and communicate the effectiveness of its neighborhood improvement programs.

**A newly-formed partnership between a CDC and a local community association** used the Success Measures process as a tool to expand its outreach, foster relationships with residents and increase awareness of neighborhood projects. The results of survey responses gathered from more than 400 households revealed a high degree of social isolation among renters, but a generally positive view of the neighborhood overall.

Through careful analysis of feedback from face-to-face interviews, the organization learned that, while crime and drug use were a significant concern, nearly half of those surveyed acknowledged that their family members felt safe in the area, and that the quality of city services satisfied their needs, as did access to public transportation. The CDC is using, and will continue to use, the survey data for fundraising and community presentations as a means of justifying its programs and approaches to comprehensive revitalization efforts.