

COMMUNITY AND RESIDENT ENGAGEMENT MEASUREMENT TOOLS

The Success Measures Community and Resident Engagement Tools highlight the social cohesion that results from resident participation in community and civic life. The tools look at ways residents develop leadership skills and work together on important community issues, as well as how nonprofit organizations are working collaboratively to address community needs.

Tool Title	Description
Accountability to Community	Documents perceptions about resident and stakeholder involvement in organizational decision-making and leadership's responsiveness to community members.
Awareness of Community and Organization's Effort	Documents residents' definitions of their neighborhood or community and awareness about organization's programs and community-building efforts.
Capacity for Collective Action – Short Version	Documents perceptions about how residents and community-based organizations work together to resolve issues or achieve change. (<i>Short version</i>)
Capacity for Collective Action	Documents perceptions about how residents and community-based organizations work together to resolve issues or achieve change.
Civic Engagement and Political Participation	Documents involvement in community affairs, activities, and organizations
Evidence of Influence: Initiative Activity Summary	Documents the activities and events related to a specific issue or initiative and any change in responses from government, public officials, or other organizations.
Evidence of Influence; Media Coverage Summary	Documents the print, television, radio, and web-based media coverage of an organization's initiatives and messages.
External Perception of the Community	Documents perceptions about safety, services, homes, resident involvement and changes in the community.
Leadership Development	Documents participant's assessment of leadership development training and leadership capacity and skills before and after training.
Organizational Influence: Issues, Campaigns, Initiatives, or Actions	Provides format to guide discussion about how individuals involved in an organization's campaign, initiative, or action feel about its effectiveness.
Organizational Influence: Issues, Campaigns, Initiatives, or Actions	Provides discussion questions to explore how individuals involved in a specific-issue advocacy campaign, initiative, or action feel about its effectiveness.
Organizations' Perceptions of Collaboration Effectiveness	Documents assessment of effectiveness, accomplishments, and future improvements for cross-organizational collaboration.
Participation in Community Organizations	Documents the types of community organizations or activities, and the level of resident participation in them. (<i>This tool documents up to two organizations; to add more organizations, use Participation in Community Organizations –Module: Additional Organizations.</i>)
Participation in Community Organizations – Module: Additional Organizations	Module for adding additional organizations to Participation in Community Organizations.
Participation in Community Organizations – Summary	Documents community participation in meetings, events and other organization activities. (Includes worksheet to track detail.)

Representation of Community Interests: Media Interview Guide	Provides interview questions to learn about the types of information sources the media rely on when covering local issues or problems
Representation of Community Interests: Organization Staff and Board Focus Group	Provides discussion questions to explore perceptions about the effective representation of neighborhood or community issues.
Resident Confidence in the Community	Documents attitudes and perceptions about a neighborhood and its future.
Resident Satisfaction with Neighborhood	Documents concerns and satisfaction with a variety of quality-of-life factors in a neighborhood.
Resident Satisfaction with Neighborhood – Short Version	Documents concerns and satisfaction with a variety of quality-of-life factors in a neighborhood. (<i>Short version</i>)
Sense of Community	Documents relationships and communication with neighbors and participation in community activities.
Sense of Community – Short-Version	Documents relationships and communication with neighbors and participation in community activities. (<i>Short version</i>)
Sense of Social Cohesion	Documents feelings of belonging, trust, and reliance within neighborhood.
Sense of Social Cohesion – Short Version	Documents feelings of belonging, trust, and reliance within neighborhood. (<i>Short version</i>)
Social Connectedness	Documents interaction with and reliance on neighbors and sense of community connection.
Social Networks and Informal Exchange – Connections	Documents feelings about and levels of connection to social networks.
Social Networks and Informal Exchange – Transactions	Documents participation in informal non-monetary transactions such as bartering or exchanging goods or services.