For more information:
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# RESIDENT SERVICES
# MEASUREMENT TOOLS

The Success Measures Resident Services Tools document feedback from residents who participate in a range of programs including health, recreation, education, job training, financial capability, and youth after-school initiatives. The tools measure the outcomes of these programs and may also track participation.

| Tool Title | Description |
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| Apartment Community Facilities | Documents satisfaction, use, and value of facilities in apartment community. |
| Apartment Community Facilities and Programs | Documents satisfaction, use, and change observed or expected in apartment community's facilities and programs. |
| Apartment Community Programs – Basic Set | Documents basic assessment regarding apartment community programs in order to add specific topic modules. |
| *Modules*<br>➢ *Apartment Community Program Template*<br>➢ *Apartment Community Programs: Activities for Seniors*<br>➢ *Apartment Community Programs: Breakfast Program for Children*<br>➢ *Energy Efficiency: Recycling* | |
| Apartment Community Programs - Full Set | Documents full set of information and assessments regarding apartment community programs. |
| Early Learning Program Participant Form | Tracks identifying information and assessment details of child enrolled in early learning program. |
| Financial Capability Survey | Documents issues relating to household composition, income, credit and debt, and savings. |
| High School Student Program Participant Form | Tracks identifying information, assessment, indicator, and event details of high school student participant. |
| Housing Stability Tracker | Tracks details related to housing transitions. |
| Job Training Program Graduate Survey | Documents satisfaction with job training program and general information about current employment. |
| Job Training Program Participant Form | Tracks job training program participant information and details of post-program employment. |
| K-8 Student Program Participant Form | Tracks identifying information, assessment, indicator, and event details of K-8 student program participant. |
| Personal Effectiveness and Stability | Tracks how access to affordable housing affects a resident's personal identity, expectations and behavior, and ability to function in situations of daily living. |
| Property Maintenance and Management - Short Version | Documents responsiveness of management and the condition and repair of units. (Short version.) |

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| **Quality of Life** | Documents feelings about appearance, services, and safety in community. |
| **Quality of Life: Tenants**<br><br><br>*Modules*<br>&#10095; *Apartment Community and Neighborhood Change*<br>&#10095; *Water and Energy Use* | Documents satisfaction level, neighbor interaction, maintenance, and safety issues in apartment community and neighborhood, with specific topic modules to add. |
| **Resident Leadership Development Tool** | Documents identifying and household information, as well as participant's assessment of leadership history, skills, and accomplishments. |
| **Senior Program Participant Form** | Tracks identifying information and involvement in activities by senior program participant. |
| **Sense of Community** | Documents the extent to which respondents know and communicate with their neighbors and participate in community activities. |
| **Sense of Community – Short Version** | Documents the core information regarding the extent to which respondents know and communicate with their neighbors and participate in community activities. *(Short version.)* |
| **Sense of Well-Being** | Documents feelings about community and relationships. |