

ROLE OF INTERMEDIARIES MEASUREMENT TOOLS

The Success Measures Role of Intermediaries Tools evaluate the outcomes of services provided by community development intermediaries, including technical assistance, training, lending, field-building initiatives, policy, and advocacy. This group of tools is specifically designed for local, regional, and national intermediaries and related organizations such as loan funds, credit unions, or others directly providing financial or technical services to organizations.

Intermediary Self-Assessment Tools	Description
Development and Dissemination of New Solutions	Documents assessment of intermediary's contributions to community development field through new or existing products, services, or solutions.
Expansion of Services	Documents an intermediary's increase in services related to existing geography, populations, and language offerings.
Expansion of Services to New Areas	Documents an intermediary's expansion of services, products, or methods of delivery to new geographies or populations.
Funding for Community Development	Documents intermediary's role in expanding support for the community development field by generating or leveraging funding.
Innovative Alliances Within the Field	Documents intermediary's engagement in new partnerships and collaborations to strengthen the community development field.
Intermediary Governance	Documents assessment of intermediary's governing body including skills, diversity, engagement, activities, and succession planning.
New Products and Services	Documents intermediary's consideration and development of new financial, training, or TA products and services.
Operational Efficiency of an Intermediary	Documents efficiency of operations within an intermediary organization.
Organizational Culture	Documents key components of organizational culture, such as adaptive capacities, collaboration, values, and leadership's entrepreneurial spirit.
Policy Capacity	Documents an intermediary's involvement in policy work.
Policy Impact	Documents an intermediary's local, state and national policy impacts and education efforts for the general public and policymakers.
Program Management and Delivery	Documents organization's capacity to manage, expand, and fund its projects, programs, and services.
Recognition by Others	Documents how intermediary's work has been recognized by media and other organizations.
Strategic Alliances Outside the Field	Documents an intermediary's use of strategic alliances with those outside the community development field.
Strategy and Planning	Documents an organization's strategic decision making, planning, and relationship building.
Strength of Internal Plans and Systems	Documents role and strength of organization's key plans, systems, and activities, both internal and external.
Transfer of Information, Knowledge, and Skills	Documents an intermediary's enhancement and strengthening of the community development field by sharing knowledge and best practices.
Assessment of Intermediary by Organization Served Tools	Description
Development and Dissemination of New Solutions	Documents assessment of intermediary's contributions to community development field through new or existing products, services, or solutions.
Impact of Intermediary's Funding and Financing	Documents organization's assessment of intermediary funding, financing, and resulting impacts.

Impact of Intermediary's Technical Assistance	Documents organization's assessment of intermediary's technical assistance and the resulting impacts.
Impact of Intermediary's Training	Documents organization's assessment of intermediary's training and the resulting impacts.
Satisfaction with Intermediary Services	Documents levels of satisfaction with types of services organization received from intermediary.