

Affordable Housing Impact Framework



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Impact Framework Summary



Who are we serving

The people that you serve and are helping.

- 01 Serve residents who reflect the unique experiences and demographics of their community

7 KIIs



What are we delivering and how much

The programs or services you are delivering for the people you serve.

- 01 Provide affordable housing
- 02 Build a community of trust and positivity with residents
- 03 Provide suitable living environment and services (employment)

3 KIIIs

4 KIIIs

1 KII



What is the quality of our delivery

How you ensure what you are delivering is quality and that your team is executing at a high level.

- 01 Deliver high quality housing and resident services

6 KIIIs



Are those we serve better off

How the people you serve are better due to the quality services you provided.

- 01 Decrease the income % spent toward housing
- 02 Increase resident employment

1 KII

3 KIIIs

Impact Framework Summary



Are those we serve better off

How the people you serve are better due to the quality services you provided.

03 Provide safe and stable housing

3 KIIs

04 Improve social cohesion among residents

1 KII



Community Contribution

Impact is a collective effort. There are two types of community contribution, direct and indirect. Direct contribution is an extension of your better off KIIs. Indirect contribution is often tied to your vision statement. Your defined target community should take geography and demographics into consideration.

01 Create a healthy community

3 KIIs

02 Improve education

2 KIIs

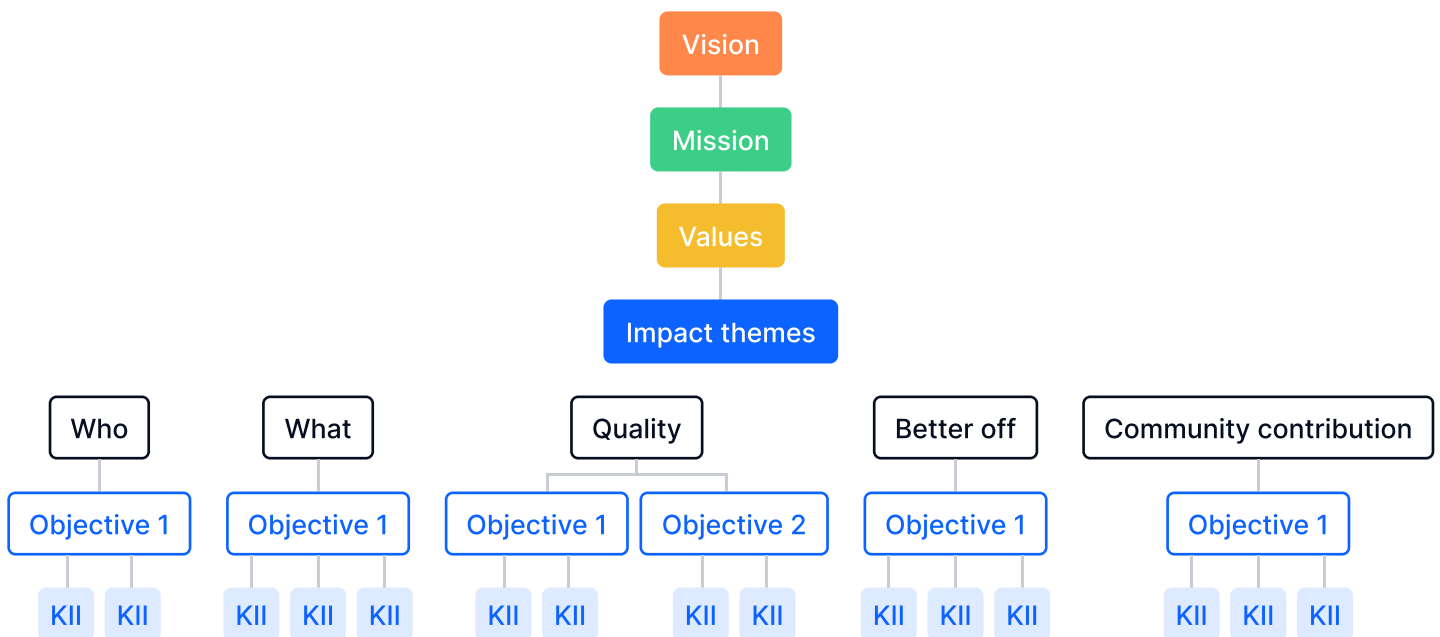
What is the Impact Framework?

An Impact Framework is a structured approach that helps mission-driven organizations define and operationalize their impact - allowing teams to identify, measure, and communicate their social or environmental impact.

Why is this important?

UpMetrics' impact measurement and management platform helps purpose-driven organizations maximize positive social outcomes by making it easy to collect and use data to measure, improve, and report on impact - then share their story with the world. This structure is valuable in creating a data-driven story of impact and tying quantitative measures to how your organization is driving towards the success of your vision.

Find out more about the framework including what terms like dimensions, objectives and KIIs are at UpMetrics.com



Vision

Provide decent home and suitable living environment for the people in the area.

Mission

Create stable, vibrant and healthy communities by providing affordable, service-enriched housing.

Values

Respect

Justice

Themes

Affordable Housing



Who are we serving

Objective 1

Serve residents who reflect the unique experiences and demographics of their community

- # of residents
- # of BIPOC residents
- % of school eligible children in-school
- % of employment eligible residents employed
- # of female residents
- \$ Average annual household income of residents
- # of single parent residents



What are we delivering and how much

Objective 1

Provide affordable housing

- # of affordable units provided
- # of residents/unit
- % of affordable units across properties

Objective 2

Build a community of trust and positivity with residents

- # of times staff engaged with residents
- % resident attendance per community meeting
- # of community meetings
- % of residents attending at least 1 community meeting per year

Objective 3

Provide suitable living environment and services (employment)

- # of residents who attended on-site job training courses per year



What is the quality of our delivery

Objective 1

Deliver high quality housing and resident services

- Average satisfaction score from residents
- % Retention rate of residents
- NPS Score from residents: How likely is it that you would recommend this facility to another friend/family?
- Average satisfaction score from property management
- Average satisfaction score from residents of the partner services



Are those we serve better off

Objective 1

Decrease the income % spent toward housing

- Decrease the % of rental expense to household income (year over year)

Objective 2

Increase resident employment

- % of work-eligible employed residents
- % year over year growth of household income
- # of residents who completed the workforce development training program and obtained a job within 6 months of completion (year over year)

Objective 3

Provide safe and stable housing

- % of residents that rate the community as a safe living environment
- % of residents that rate their relationship with property management positively



Are those we serve better off

Objective 4

Improve social cohesion among residents

- % of residents who have made connections with their community members



Community Contribution

Objective 1

Create a healthy community

- % homelessness
- # of infractions
- % unemployment rate
- Annual household income (\$)

Objective 2

Improve education

- % High school average daily attendance
- % High school graduation rate