Community Life Index for Current TCB Properties

The Community Life Index is a tool used before a property becomes a Community Life site to understand how the property and the surrounding environment impact the role of the Service Coordinator and the residents that live in the buildings. Community Life uses this index to assess resources (money and staffing) needed in the property to achieve our 5-year strategic plan goals set in 2013. The index provides a Complexity Rating for each property that helps demonstrate properties where more resources may be needed to reach these 5-year objectives. The CL Index is meant to be completed with input from the Property Management site team.

By 2018, TCB aims to achieve the following measurable outcomes through the Community Life initiative:

- 75% of residents in danger of losing their housing have successful resolutions yearly.
- 75% of children ages 3-6 are enrolled in quality early education programs
- 60% of young adults ages 16-25 are on a path to success through enrollment in school, post-secondary education, armed services or employment.
- Increase the number of households earning income by 5% each year.
- 50% of residents have bank accounts, debit cards or matched savings accounts.
- 80% of eligible residents are registered to vote
- 60% of seniors are financially and stable and housed
- 70% of seniors regularly participate in home or community-based programs to reduce social isolation
- 80% of seniors manage all of their chronic conditions with home and community-based practices

Complexity Rating

The Community Life Index defines the complexity of a property in the context of achieving the TCB objectives. The more complex a property is the harder it is to achieve TCB's objectives. The complexity index then informs expectations for the site, time horizons for achieving TCB objectives and needed resources including number of partners, costs for programming and staffing levels.

Complexity categories take into consideration the following characteristics of a property.
1. Number of residents
2. Resident demographics
3. If the Services Coordinator is a third-party contract or TCB employee
4. If the Services Coordinator is full or part time at the property
5. If the Services Coordinator and/or CL staff person is grant funded
6. Mixed-income property (market rate and affordable units in the same property)
7. Property physical layout

8. Onsite meeting space
9. Work Requirement
10. Proximity to other CL sites
11. Presence of resident councils or leadership groups
12. Perception of neighborhood safety
13. Neighborhood school performance
14. Access to Community Amenities
15. Fund Development Opportunity
16. Partnerships
17. Longevity of Programs
18. Stability of the property as it relates to financial operations and staffing

This correlates to the following range of complexities:
- Not Complex
- Moderately Complex
- Very Complex

STEP ONE: Assessing Current Status of Resident Services

For an EXISTING property the index will help identify any possible existing sources of funds for Community Life/and the gap between existing funds and needed funds. It may also help identify possible sources for funds that have not yet been tapped.

1. **How many units are on the property?** *(including existing and financed future phases)*
   - Less than 100 units
   - 100-300 units
   - 301-500 units
   - More than 501 units

2. **How close is the property to other TCB properties?**
   - Under 30 minutes
   - 30-60 minutes
   - 1-2 hours
   - More than 2 hours

3. **What is the <u>PRIMARY</u> population being served at the property?**
   - Families
   - Seniors
   - People with disabilities
   - Other special populations

4. **Did we promise to provide any resident services to the population or a subset of the population at the site?**
   - Yes
   - No
   - Don't know

   If yes, to whom did we promise the services (e.g. Housing Authority, Tax Credit Allocating Agency, Other)

   What population did we promise to serve? What services did we did we promise to provide?

5. **Are there any service agreements <u>*contracted*</u> with outside organizations to support the services promised to populations above?**
   - Yes
   - No
   - Don't know

   If yes, then what provider do you have contracts with?

   Does the service provider need to be financially supported to implement the services? If yes, then how is the service provider being supported?

   How does TCB coordinate with the service provider?

What role does TCB have in overseeing the quality of the service from the provider? How does TCB ensure accountability with the service provider? Who specifically in TCB is responsible for this?

6. **Is there a Resident Services Coordinator (RSC) at the property?**
   ➢ Yes
   ➢ No
   ➢ Don't know

   How many hours is the RSC at the site each week?
   ➢ 10 or less
   ➢ 20 hours
   ➢ 40+ hours

   How is the RSC being paid for?
   ➢ Operating budget
   ➢ Grant Funded
     i. Who is the grant from?
     ii. When does the grant expire?
   ➢ Other
     i. If other, please describe (i.e. TCB corporate, etc.)

   Is the RSC a TCB employee or a third-party contractor?
   ➢ TCB Employee
   ➢ Third Party Contractor

7. **Are there any existing sources of funds that can support an RSC or other resources for Community Life that have not yet been tapped?**
   ➢ Yes
   ➢ No
   ➢ Don't know

8. **Is this property going through a RAD conversion?**
   ➢ Yes
   ➢ No
   ➢ Don't know

   If yes, what kind PBV (Project Based Voucher) or PBRA (Project Based Rental Voucher)?

STEP TWO: Determining Complexity

Identify appropriate staffing, neighborhood resources, and externalities that impact the ability to achieve the outcomes designated by TCB.

The answers to these questions will be helpful in the following ways: provide context on need and potential resources within the community, inform the level of effort that will be required, provide insight into the needed time horizon for achieving significant change on resident outcomes, and indicate the number of partnerships that will be necessary.

1. **How many affordable residents does this property have?**

2. **How many residents are currently between the ages of 0 and 15?**

3. **How many residents are currently between the ages of 16 and 25?**

4. **How many residents are currently between the ages of 18 and 61?**

5. **How many residents are currently over the age of 62?**

Number of households in each of the following income categories	# Households	% of Total Households
Extremely Low Income (30% or below AMI)		
Very Low Income (30%-50% AMI)		
Low Income (50%-60% AMI)		
Above 60% AMI		

6. **How many residents between 18 and 61 are disabled?**

7. **How many residents ages 18+ are currently working?**

8. **Is the property mixed income (including subsidized and market rate units)? When the community is mixed income there is an added layer of complexity to creating an inclusive community.**
   - No
   - Yes
   - Don't know

9. **Choose the best option for the physical layout of the property?**
   - Option 1- Property is contiguous and has defined borders
   - Option 2- Campus: Property is not a scattered site, but has more than one related entity with other non-owned TCB buildings between them
   - Option 3- Scattered: All buildings are within walking distance from each other
   - Option 4- Scattered: All buildings are not within walking distance from each other

10. **Does the property have on-site meeting space?**
    - Option 1- Has enough community space to meet with all residents at once
    - Option 2- Has enough community space to meet with a group of residents and has local off-site **free** space for larger meetings when needed
    - Option 3- Has enough community space to meet with a group of residents and has local off-site space **that can be rented** for larger meetings when needed
    - Option 4- Has no community space to meet with groups of people. Must always find off site space.

11. **Is there a preference or requirement for residents to work or be enrolled in job training or other educational advancement in order to be selected off the wait list or to comply with their lease?**
    a. No
    b. Yes
    c. Don't know

12. **How close is the site to another Community Life site?**
    a. Under 30 minutes
    b. 30-60 minutes
    c. 1-2 hours
    d. More than 2 hours

13. **Are there resident leaders and/or governance structures in place?**

    - Option 1- Active resident leaders and/or resident council/tenant advisory board incorporating residents in place
    - Option 2- Semi-active resident leaders and/or resident council/tenant advisory board incorporating residents in place
    - Option 3- Has been resident leadership in the past but none currently
    - Option 4- There has never been resident leadership

14. Please select the statement that best describes the surrounding neighborhood that the property is in.
  - ➢ Option 1- Neighborhood is stable there is not a daily concern about crime, leasing is not an issue, there is a waiting list with ample demand for all unit types and sizes and there is a mix of commercial activity in the vicinity.
  - ➢ Option 2- Neighborhood has some past safety concerns that lingers, the site is able to maintain occupancy with good residents and commercial activity is increasing.
  - ➢ Option 3- Neighborhood has ongoing safety concerns, crime and drug activity remains a factor in whom we are able to attract as future residents and commercial activity is limited.
  - ➢ Option 4- Neighborhood is unstable and is currently known for crime and drug activity, there are no true market apartments and it is difficult to rent subsidized units and there is no commercial activity.

15. Please select the statement that best describes the schools in your site's community.
  - ➢ Option 1- Schools in your neighborhood are performing well according to your state's school rankings.
  - ➢ Option 2- Schools in your neighborhood have had some past performance issues but are actively improving.
  - ➢ Option 3- Schools in your neighborhood have ongoing performance issues based on your state's school rankings.
  - ➢ Option 4- Schools in your neighborhood are failing based on your state's school rankings.

16. What of these following five amenities do you have access to within 1 mile of your site:
> Laundromats
> Supermarkets
> Public Transportation
> Parks
> Recreation/Community Centers
> Banks

  - ➢ Option 1- Access to four or five amenities
  - ➢ Option 2- Access to three amenities
  - ➢ Option 3- Access to two amenities
  - ➢ Option 4- Access to one or no amenities

17. What are the fund development opportunities in the community?

  - ➢ Option 1- There is a wealth of local/regional sources for fund development and relationships are in place and just need to be tapped.
  - ➢ Option 2- Some local/regional sources for fund development exist. Relationships need to be actively cultivated to tap them.
  - ➢ Option 3- Limited local/regional sources for fund development exist. Relationship building would need to start from scratch.
  - ➢ Option 4- No local sources for fund development exist.

18. What level of current partnerships exist and/or opportunities for developing external partnerships?
- ➢ Option 1- Partners provide high quality opportunities for residents in **all** of the practice areas (objectives). Data collection and sharing can be done with the partners.
- ➢ Option 2- Partners provide high quality opportunities for residents in **some** of the practice areas (objectives). Data collection and sharing with partners is not as advanced.
- ➢ Option 3- Refer residents to neighborhood resources. No data collection or sharing.
- ➢ Option 4- Opportunities for referrals are extremely limited.

19. On average what is the longevity of the programs that have been run at the site by staff and/or partners?

- ➢ Five or more years
- ➢ Three to four years
- ➢ Two years
- ➢ One year or less

20. How stable is the property as it relates to financial operations and staffing?
- ➢ Very Stable
- ➢ Moderately Stable
- ➢ Not Very Stable
- ➢ Very Unstable