

NeighborWorks America

TRAININGS & SERVICES

Success Measures

Success Measures, a social enterprise within NeighborWorks America, helps nonprofit organizations and their funders measure the impact of their community development efforts and investments.

Through a process that builds evaluation capacity and engages community stakeholders, Success Measures helps plan evaluation strategies, collect and analyze data, and communicate results.

For information on tools, consulting services, Success Measures Data System, team articles and publications visit www.SuccessMeasures.org.



Consulting and technical assistance. Clients choose from a variety of options that best address their level of need and expertise. Services include evaluation planning, assistance selecting measurement tools, introductory workshops, and on-site coaching.



Measurement tools. Success Measures offers more than 350 customizable data collection instruments that can be used to measure the results of community development programs, including housing, neighborhood revitalization, financial capability, community engagement. Our newest suite of health tools can help measure the health-related outcomes of these and other community development programs.



Technology. The Success Measures Data System is a custom, web-based platform that allows subscribers to manage all phases of their evaluation process efficiently and affordably and to easily tabulate, store and report the results.

Online Training

High-quality training in three formats to best fit participants' needs:

- Self-guided training—module-based sessions between learner and computer, good for overviews/backgrounds/refreshers (1,600+ certificates annually)
- Faculty-led training—classic distance learning model with expert faculty using a variety of online tools; room to address participants' specific concerns (100+ certificates)
- Webinar training—brief topic-focused sessions complete with interactivity and learning checks (1,000+ certificates)

Our online training gives learners flexibility while still ensuring a quality experience—and saves significant travel budget.

- For more information visit www.NeighborWorks.org/Online-Training.



NeighborWorks Achieving Excellence Program



For nonprofit CEOs and other senior leaders to help transform their organizations to be even more results- and outcome-focused. Provides a multi-faceted learning program (in-person curriculum at Harvard, 1x1 executive coaching & peer group work) around a participant-defined performance challenge directly related to their role. External funders can provide program funding to develop leaders via a proven program. All participants, and 90% of board members and staff, report profoundly positive impacts in innovation, outcomes focus, capacity and community results.

For more information, video, testimonials and detailed program overview: www NeighborWorks.org/AE

Communities of Excellence

- Work with peers from other organizations to apply new approaches to drive performance higher. Each participant focuses on a specific work challenge. Program includes AE-based curriculum, executive coaching, and peer group learning.
- Program overview:
www.NeighborWorks.org/Excellence

CounselorMax[®]

- Complete, cost-effective web-based workflow system for all aspects of homeownership education/counseling. Supports all phases of work: communications/outreach, intake, pre/post-purchase counseling tools such as budgets and other templates, client scheduling/ tracking; comprehensive reporting capability that meets HUD requirements. Currently 900+ active licenses with 7,000+ users.
- Complete product and service information, as well as links to training and system support:
www.CounselorMax.com

Culture of Excellence

- Designed to move the culture of an organization even closer to excellence via increased focus on results and outcomes; aligns the organization around a performance focus. Each participant focuses on a specific work challenge. Program includes AE-based curriculum, executive coaching, and peer group learning.
- Program overview:
www.NeighborWorks.org/Excellence

Excellence in Governance

(Network Only)

- Excellence in Governance helps boards create lasting, adaptive change, and transform from responsible to exceptional. Using a performance-based framework paired with curriculum and coaching on effective governance principles, the program helps enhance board culture and strengthen long-term business approach. Each board defines and measures their own success in the context of the organization and the community it serves. So far, 5 “rounds” have taken place, and 63 organizations (not all network) have been served.
- Detailed program overview and application information: www.NeighborWorks.org/ExinGov

NCHEC Certifications

- Earn a certification in one or more of seven areas focused on elements of housing education and counseling and financial capability. Each certification can be completed in as little as one week of in-person instruction. Specialized certifications in homeownership and the rapidly emerging financial capability field facilitate approval and possible funding from HUD, allow adoption of the Industry Standards, and require regular renewal.

National Industry Standards

- The National Industry Standards for Homeownership Education and Counseling are a set of guidelines for quality homeownership and counseling services. Industry professionals who adopt them can be trusted to provide consistent, high quality advice. These standards have been created by a committee comprising people from a broad range of industry organizations including nonprofit, government and financial services industry. Currently almost 1,400 adopters across the country.
- Information on what the Standards are, who created them, details about Standards adoption or endorsement, and a look-up to find organizations that support the Standards:
<https://www.homeownershipstandards.org>