

**The Future of  
Neighborhood  
Revitalization: *The  
Quality of Life  
Framework (QLF)***

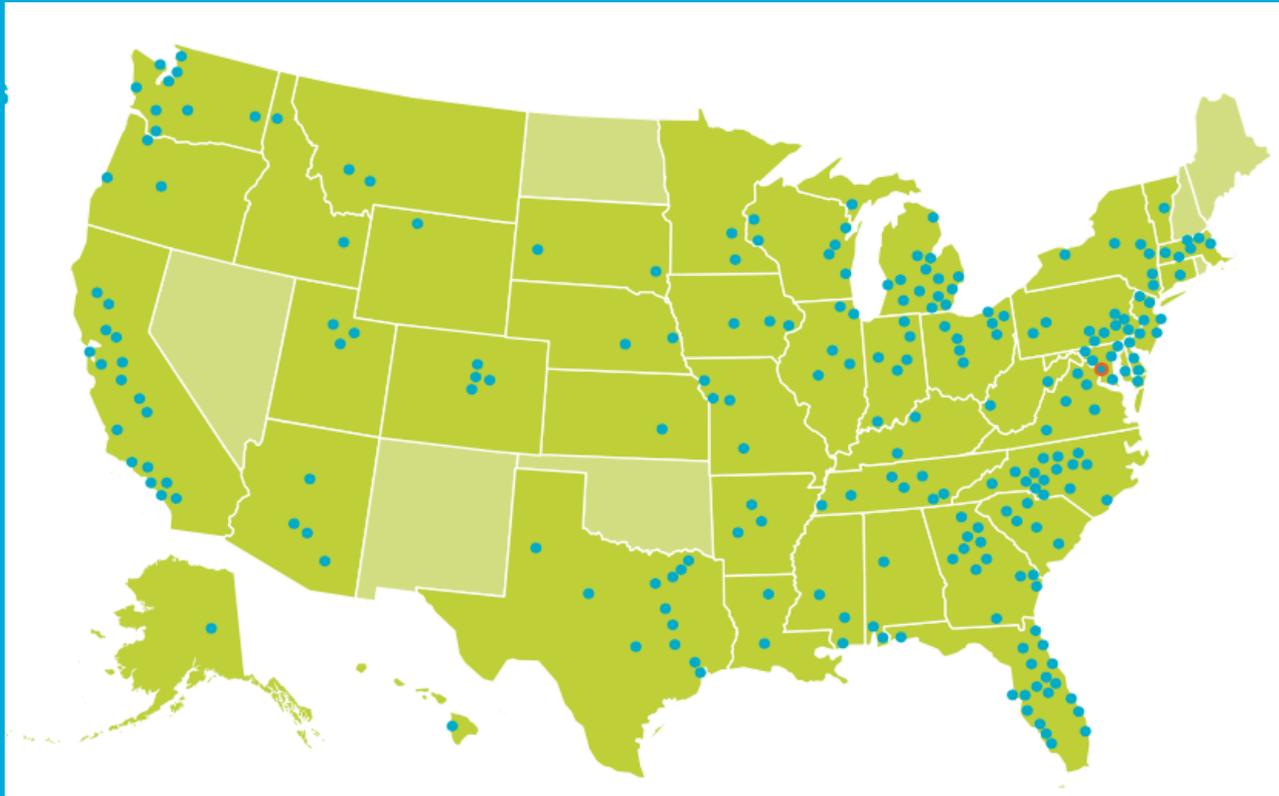
## Learning Objectives

1. Understand QLF terminology and concepts
2. Know QLF place in the history of NR
3. Appreciate the holistic nature of improving Quality of Life in a neighborhood.
4. Explore initial alignment of affiliate/neighborhood with the QLF map
5. Identify immediate next steps

## NR and the HFH Global Strategic Plan



# Affiliates who are working in NR #250



## VISION

Neighborhoods across the United States are vibrant, safe and inviting places to live.

## MISSION

Habitat for Humanity responds to neighborhood aspirations by collaborating with residents and partners to improve quality of life.

## GOALS

1. Measurably improve the quality of life in increasingly more neighborhoods across the United States.
2. Serve more families through housing with an array of products and services.
3. Be a catalyst to build community, increase civic engagement, and attract investment.
4. Increase understanding of relationships between housing and economic, social, and physical well-being.

# Why was a Quality of Life Framework (QLF) developed?

- Helps us transition away from starting with *outputs* and towards starting with *outcomes*
- Define quality of life and understand its components
- Understand how neighborhoods revitalize over time in a sustainable and systemic way

# Situation: Residents in a neighborhood do not have the income to make necessary repairs on their homes

## Input

Local HFH organization invests time and resources

What we INVEST



## Output

Organization implements educational activities on Individual Development Accounts (IDA)

What we DO



## Outcome

Residents build their financial education, learn about the repair process and ultimately gain self-sufficiency

What RESULTS

## Collective Impact: Move to systems approach

### The 5 Conditions of Collective Impact

- 1** **Common Agenda**
  - **Common understanding** of the problem
  - **Shared vision** for change
- 2** **Shared Measurement**
  - **Collecting data** and **measuring results**
  - Focus on **performance management**
  - **Shared accountability**
- 3** **Mutually Reinforcing Activities**
  - **Differentiated approaches**
  - **Coordination** through joint plan of action
- 4** **Continuous Communication**
  - **Consistent** and **open communication**
  - Focus on **building trust**
- 5** **Backbone Support**
  - Separate organization(s) with **staff**
  - Resources and skills to **convene** and **coordinate** participating organizations

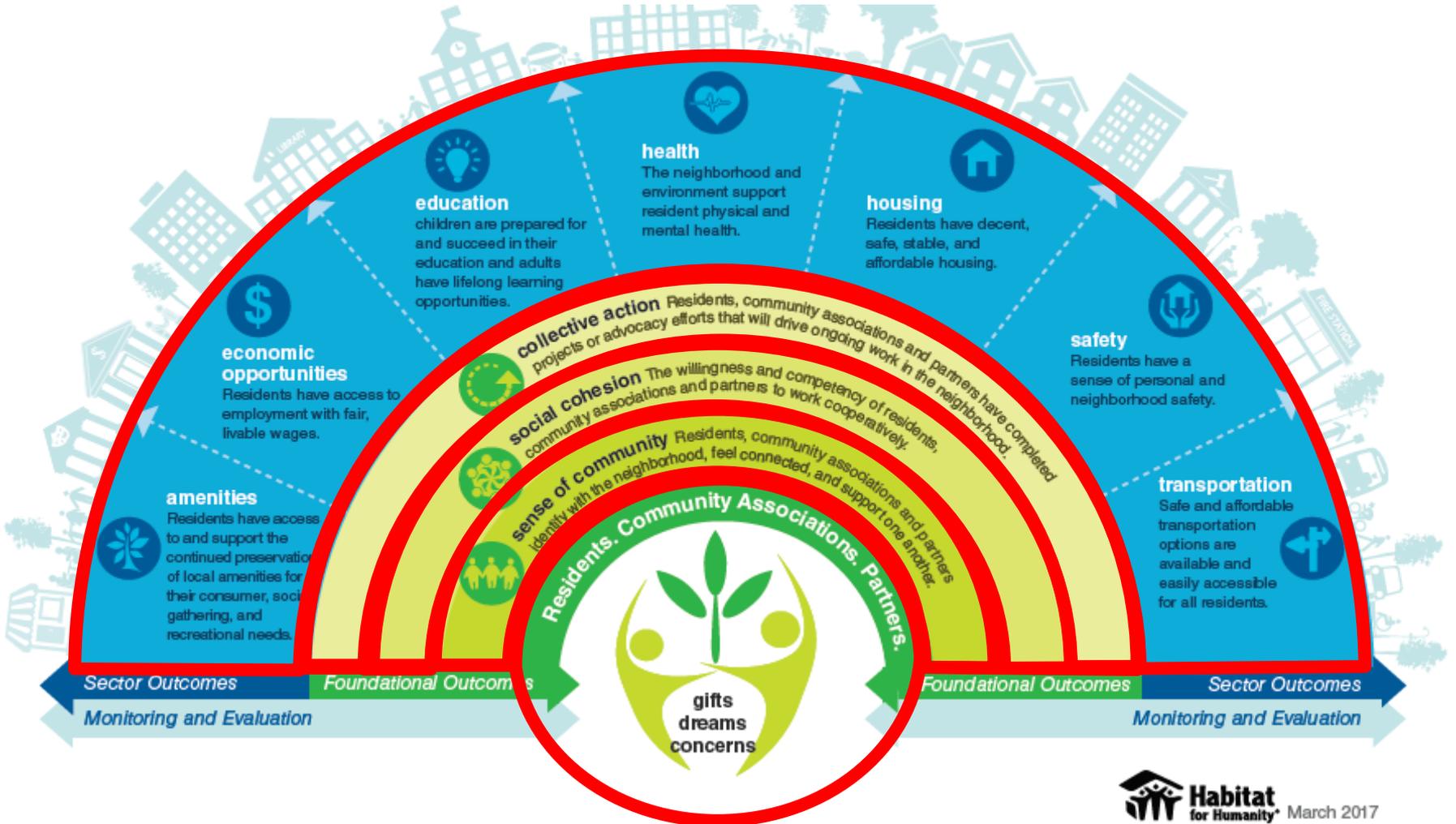
Ultimate Outcome of Neighborhood Revitalization...

Improved quality of life

*Quality of Life is the sense of well-being and happiness experienced by individuals, groups and communities*

Neighborhood Revitalization Quality of Life Framework

**Ultimate Outcome: Improved Quality of Life**  
 Quality of Life is the sense of well-being and happiness experienced by individuals, groups, and communities.



# Benefits for Habitat Affiliates Using the Quality of Life Framework

- Helps realize Habitat's mission and current strategic plan
- Increases ability to serve more families and make greater impact through collaboration with partners
- Expands opportunities to attract donors interested in other sector areas

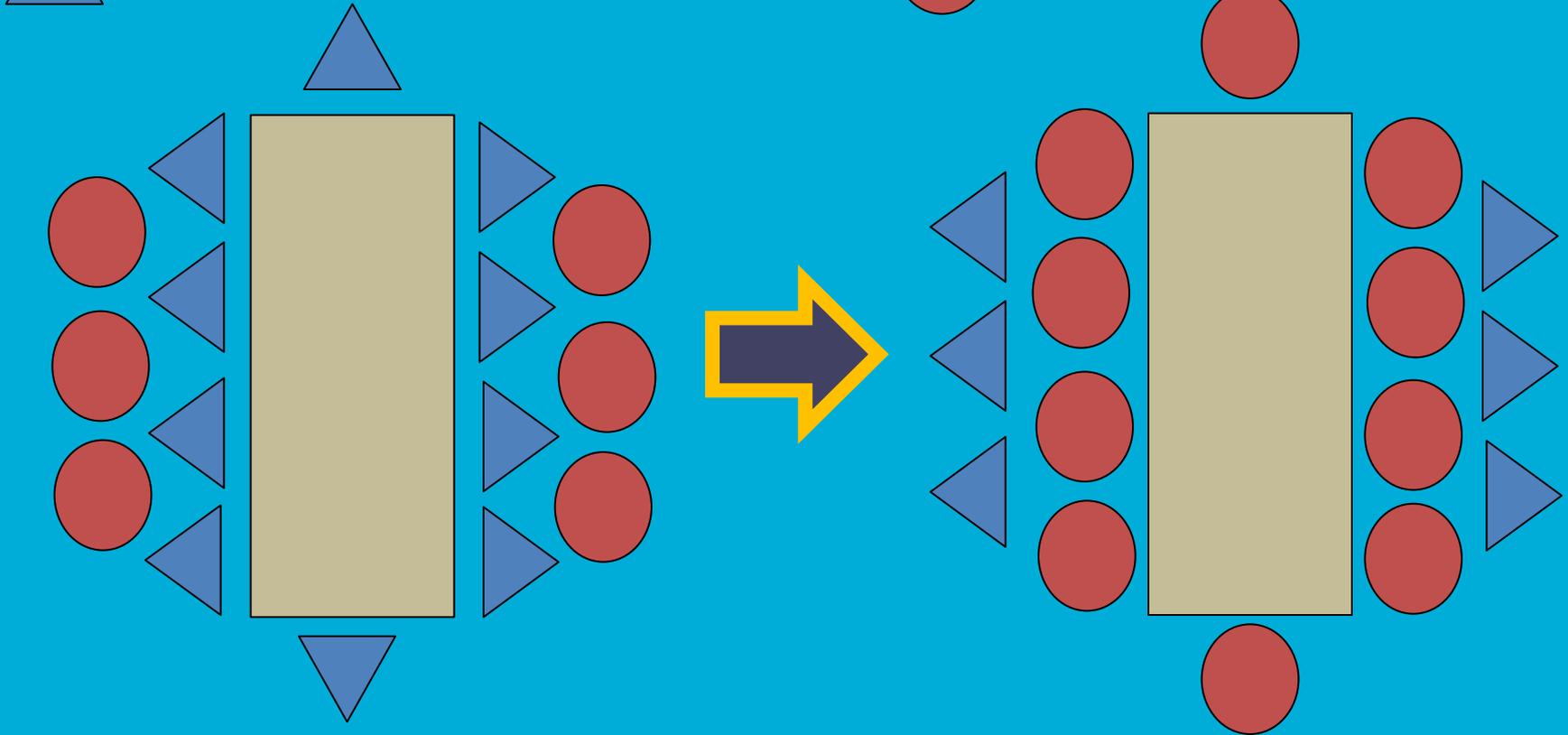
## Benefits for Habitat Affiliates Using the QLF Framework (continued)

- Assists in understanding and articulating how and why change happens in a neighborhood, including the role and impact of housing
- Leads to more sustainable results and helps address root causes in neighborhoods, due to strong focus on foundational outcomes

## Setting the Community Table

▲ = Institutions/Organizations

● = Community Residents



# The Choice of Perspective



People and Communities  
have **needs and deficiencies**

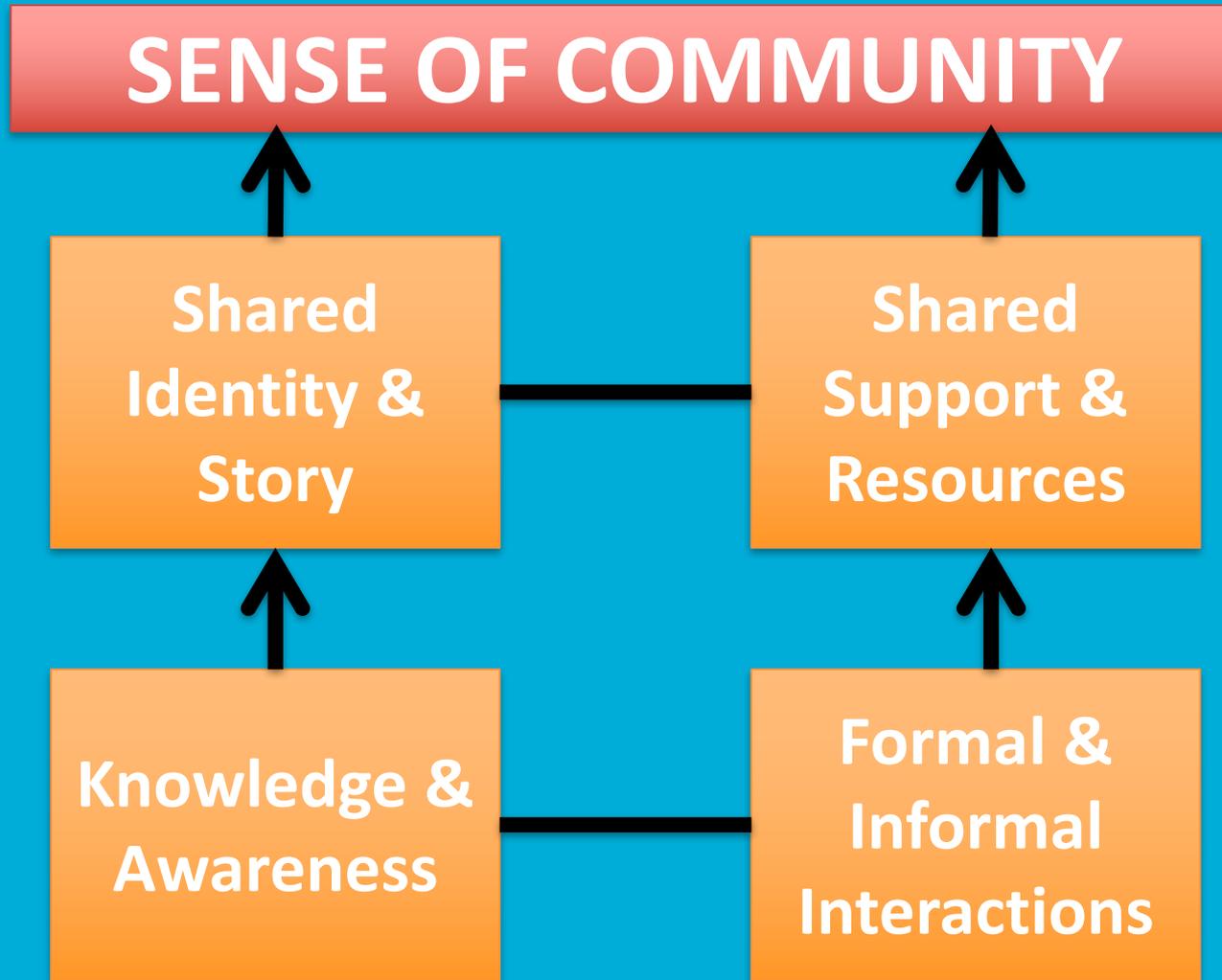


People and communities  
have **skills and talents**

# Foundational Outcome: Sense of Community

The Outcome:

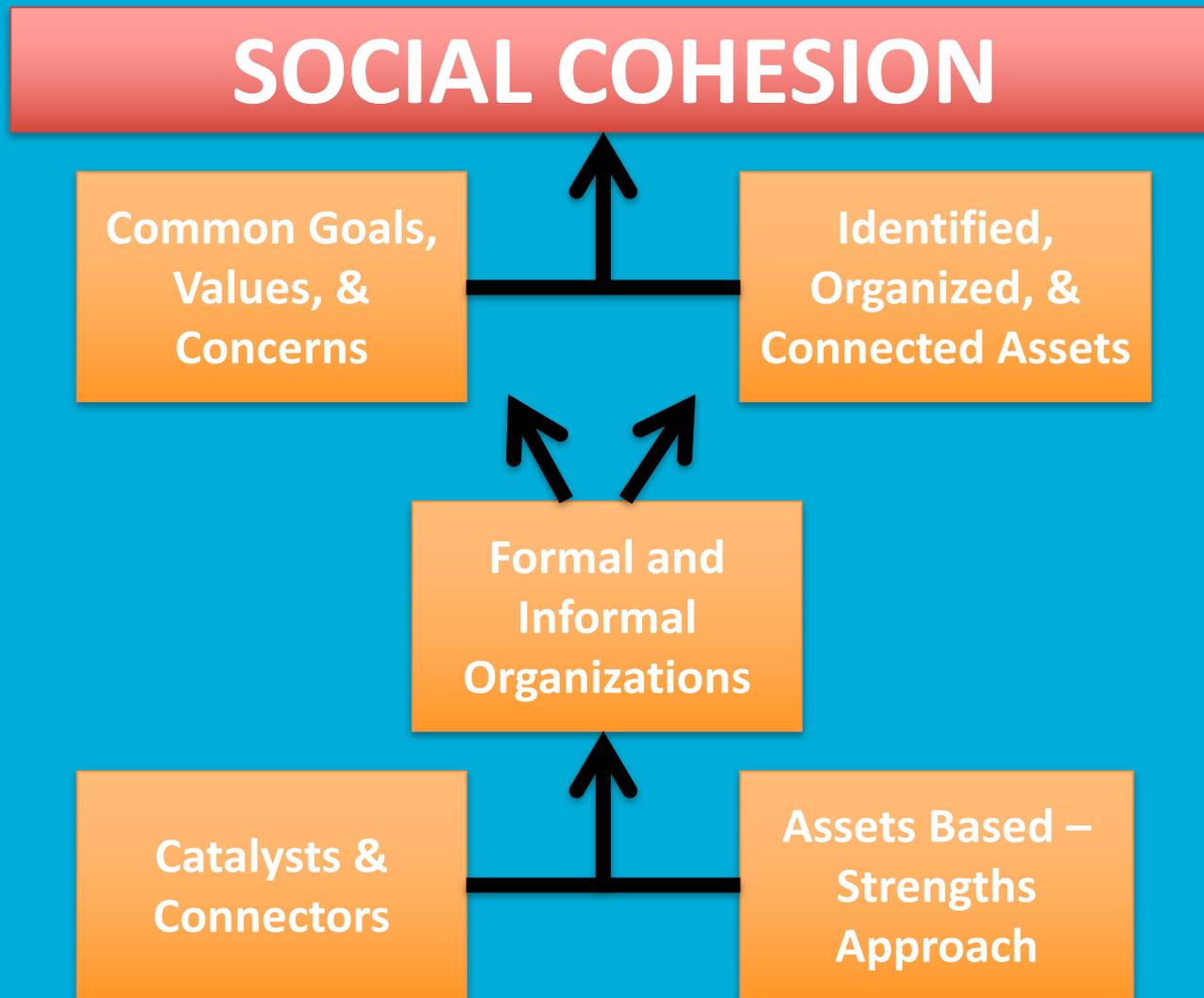
Residents, community associations and partners identify with the neighborhood, feel connected and support one another.



# Foundational Outcome: Social Cohesion

The Outcome:

The willingness and competency of residents, community associations and partners to work cooperatively.



# Foundational Outcome: Collective Action

The Outcome:

Residents, community associations and partners have completed projects or advocacy efforts that will drive ongoing work in the neighborhood.



## Participant

- Join an existing coalition in a focus neighborhood.
- Advocate for the importance of connecting, organizing, and empowering residents, so that they lead the revitalization process.
- Take a humble listening posture to hear the aspirations of the neighborhood residents.
- Develop a comprehensive housing response with other housing partners, in line with the neighborhood aspirations.

## Comparing a Habitat Affiliate's Role

### Convener

- Confirm there is no existing coalition.
- Ensure it has the knowledge and capacity to be a community organizer and manage commitments associated with this role.
- Support the aspirations of the residents and place them at the center of the work.
- Coalesce neighborhood assets, discover resident leaders, and direct conditions for a strong coalition.

# neighborhood revitalization

## 2017-2021 Housing Projections for 8/12 Neighborhood

| Housing Product                                | 2017 Projection | 2017 Production | 2018 Projection | 2019      | 2020      | 2021      | Totals for 5 years (2017-2021) |
|--|-----------------|-----------------|-----------------|-----------|-----------|-----------|--------------------------------|
| ABWK- Muncie Habitat                           | 10              | 10 (3-6???)     | 10              | 10        | 10        | 10 *      | 50                             |
| Holistic Rehab- (EcoRehab, Habitat, Pathstone) | 6               | 6               | 7               | 6         | 6         | 6         | 30                             |
| Critical Home Repair- Muncie Habitat           | 3               | 3               | 5               | 5         | 6         | 6         | 23                             |
| New/Rehab: Habitat                             | 2               | 2               | 4               | 5         | 8         | 8         | 27                             |
| Rehab: EcoRehab                                | 2               | 1               | 2               | 2         | 2         | 2         | 20                             |
| Urban Light CDC                                | 1               | 1               | 2               | 1         | 1         | 1         |                                |
| Pathstone                                      | 1               | 0               | 1               | 1         | 1         | 1         |                                |
| Demolition: City of Muncie                     | 26              | 10              | ???             |           |           |           | 26                             |
| Muncie Mission: New Home/Rehab                 | 0               | 2               | 1               | 2         | 2         | 2         |                                |
| Demolition: Habitat                            | 6               | 4               | 2               |           |           |           | 6                              |
| <b>Total Touches</b>                           |                 | <b>57</b>       | <b>26</b>       | <b>29</b> | <b>33</b> | <b>33</b> | <b>182</b>                     |

## Resource Development

**How much money have affiliates raised because they are doing neighborhood revitalization?**

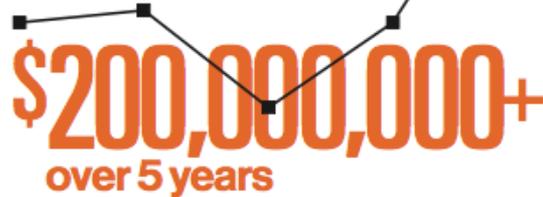
FY2012 \$38,371,685

FY2013 \$39,324,264

FY2014 \$31,393,289

FY2015 \$37,775,373

**FY2016 \$53,646,998**



In FY2016, a total of 175 affiliates provided this information. In FY2015, a total of 184 affiliates provided this information. In FY2014, a total of 197 affiliates provided this information. In FY2013, a total of 142 affiliates provided this information.

**Neighborhood revitalization allows affiliates to be more attractive to donors**

How much **stronger** is your affiliate's case for support because of neighborhood revitalization?

In FY2016, a total of 175 affiliates provided this information.  
In FY2015, a total of 184 affiliates provided this information.  
In FY2014, a total of 197 affiliates provided this information.



**Significantly stronger**

**Somewhat stronger**

**Equally strong**

**Not as strong**

|                        | FY2014 | FY2015 | FY2016 |
|------------------------|--------|--------|--------|
| Significantly stronger | 38     | 39     | 34     |
| Somewhat stronger      | 23     | 27     | 14     |
| Equally strong         | 3      | 2      | 2      |

# Thank you!