

## National Civilian Community Corps (NCCC) Performance Measures Instrument Packet

### Housing/Renovation

#### Introduction

This packet includes the information and materials needed to administer the data collection activities for the Housing/Renovation Performance Measure. This information includes the definition of key terms; the logic model used to develop these measures; the list of performance measures and indicators for Housing/Renovation and instruments for measuring outcomes.

Data for these performance measures are collected through Project Completion Reports (PCR) submitted in eGrants, Housing/Renovation Projects Log, and Housing/Renovation Project Sponsor Survey.

#### NCCC Performance Measures: Housing/Renovation

**Activities:** NCCC members will perform residential construction, renovation (including mold remediation), gutting, and demolition on a daily basis (5 day work week). They will assist in the construction, renovation or remediation of, and/or serve as construction crew leaders, providing leadership, training and supervision to general volunteers.

NCCC members will serve with volunteers, supporting them so volunteers will have a positive service experience.

<b>Results</b>	<b>Outputs</b> <ol style="list-style-type: none"><li>1. Houses or other residential structures renovated or built with assistance from NCCC members (includes mold remediation).</li><li>2. Houses or other residential structures gutted/demolished.</li><li>3. Volunteers leveraged.</li></ol>
	<b>Intermediate Outcomes</b> <ol style="list-style-type: none"><li>1. Decreased time for project sponsor completing new construction/renovation of projects.</li><li>2. Increased safety of community residents (due to demolition or renovation).</li><li>3. Enhanced capacity of the sponsor to overcome labor gap and move to the next level of construction or renovation.</li></ol>
	<b>End Outcomes</b> <ol style="list-style-type: none"><li>1. Increase in the number of households able to move into newly constructed or renovated homes, in a timely fashion.</li><li>2. Improved community morale/or engagement due to the NCCC construction work.</li></ol>

## Definition of Terms

**Housing/Renovation Project Sponsor:** Also known as a sponsoring organization, may be a government agency, private not-for-profit, faith-based, or other community-based organization that builds, rehabilitates, repairs, or renovates housing to make it safe and habitable.

**Housing/Renovation Projects:** Projects that address the needs of communities for safe and affordable housing, either in the wake of a disaster or as part of an ongoing effort to improve local communities. The focus is on projects that build new homes or that rehabilitate existing housing. Examples of projects include, but are not limited to: gutting or demolishing houses or other residential structures that are heavily damaged; serving as construction crew leaders or otherwise providing leadership to housing/renovation projects; and training and supervising volunteers.

**Basic Member Training:** All Corps Training Institute trainings.

**Project-specific Training:** Such training may include instruction in construction and demolition skills, and use of tools, materials, and equipment.

**Mold Remediation:** Refers to removal or prevention of mold caused by flooding.

**Work Day:** The amount of work completed by one person in eight hours.

**Leverage Volunteers:** Members leverage volunteers by utilizing all available resources to bring in volunteers or allow more volunteers to serve a project. Leveraging volunteers may include advertising, inviting groups of people to volunteer, or developing partnerships with local organizations to boost recruitment, or it may involve large scale staging so more volunteers can serve at the same time or on the same site.

**Data Collection Instruments**

Below is a table listing the three instruments that will be used to collect performance measurement data and the indicators they will measure. Campuses will be required to complete one new instrument, the Housing/Renovation Projects Log, in addition to Project Completion Reports that are a standard requirement.

Instrument	Performance Measurement Result and Indicator
<p>Project Completion Reports (PCR) submitted in eGrants Housing/Renovation Projects Log (records data for PCR; see page 4)</p>	<p><b>Outputs</b></p> <ol style="list-style-type: none"> <li>1. Houses or other residential structures renovated or built with assistance from NCCC members (includes mold remediation). <i>Indicator:</i> Number of houses in which NCCC members have assisted (or are assisting) with the construction or renovation. (PCR: URD-01 houses constructed; URD-02 homes painted or renovated)</li> <li>2. Houses or other residential structures gutted/demolished. <i>Indicator:</i> Number of houses in which NCCC members have assisted (or are assisting) with gutting or demolition. (PCR: DIS-16 (homes) mucked and/or gutted)</li> <li>3. Volunteers leveraged. <i>Indicator:</i> Number of volunteers NCCC members recruited, coordinated or supervised. (PCR: VAR-01 volunteers recruited or coordinated)</li> </ol>
<p>Housing Construction/Renovation Project Sponsor Questionnaire (see page 8)</p>	<p><b>Intermediate Outcomes</b></p> <ol style="list-style-type: none"> <li>1. Decreased time for completing new construction/renovation of projects <i>Indicator:</i> Number of work days saved.</li> <li>2. Increased safety of community residents (due to demolition, renovation or remediation). <i>Indicator:</i> Sponsor able to identify specific skill areas where NCCC team filled gaps.</li> <li>3. Enhanced capacity of the sponsor to overcome labor gap and move to the next level of construction or renovation. <i>Indicator:</i> Sponsor able to identify specific skill areas where NCCC team filled gaps.</li> </ol> <p><b>End Outcomes</b></p> <ol style="list-style-type: none"> <li>1. Increase in the number of households able to move into newly constructed or renovated homes, in a timely fashion. <i>Indicator:</i> Number of households that were able to move into new or renovated homes sooner due to NCCC assistance (as reported by sponsor).</li> <li>2. Improved community morale/or engagement due to the NCCC construction work. <i>Indicator:</i> Sponsor able to cite tangible evidence that work assisted by NCCC has led to improved community morale and/or increased community engagement.</li> </ol>

## Housing/Renovation Projects Log Administration

Questions	Instructions
What result does this instrument measure?	Output: Houses or other public structures are renovated or built with assistance from NCCC members. Output: Houses or other structures are gutted or demolished. Output: Houses or other structures complete mold remediation. Output: Volunteers leveraged.
Who should complete the instrument?	The team leader or project supervisor should complete the log.
When should the instrument be completed?	The log should be completed on an ongoing basis for the duration of the project - as work begins on each unit and after work is completed.
What other preparation is needed?	The person who will be completing the log (team leader or project supervisor) should be trained in how to complete the form and where to go if they have questions while filling it out. The log is available in Word and Excel.
What should be done after the instrument is completed?	The person completing the log should submit the completed form/spreadsheet with the PCR.

## Housing Construction-Renovation Projects Log Instructions for Person Completing the Form

Use the Housing Construction-Renovation Projects Log to help you track the number of houses or other residential structures where work was completed with the assistance of NCCC members.

For each house/residential structure that NCCC team members serve:

- Enter the street address, zip code and type of structure. Also note the date that work started.
- As work is completed on the house/structure, indicate the primary type of work that was done (see definitions below) and the date the work was completed.
- Last, note the number of volunteers that worked on the structure that were managed or coordinated by NCCC members.

When the project is completed, total the number of houses/public structures where work was finished and return the form with the PCR.

See the example on the next page.

### **Definitions: Type of Work Completed**

Construction can include one or more phases of construction (e.g. laying foundation, putting up walls, roof, landscaping, finishing work inside and out, etc.).

Renovation may include work on any part of the home or residential structure, including upgrading, or repairing to improve soundness or livability.

Gutting involves taking apart the inside of the house - removing damaged materials and possessions, carpeting, walls, windows, floors, doors, etc.

Demolished means the building is torn down, manually or mechanically.

Mold remediation involves cleaning the mold to safe levels, eliminate the mold and fungal growth and to remove contaminated materials.

**EXAMPLE**

In this example, the project completed work on 7 houses and 1 residential structure. Three units were demolished, and five received mold remediation. In addition, the team managed or coordinated a total of 27 volunteers to assist with the work.

**Housing/Renovation Projects Log**

Street Address	Zip Code	Type of Structure (1)	Type of Work (2) <i>Check ONE item per location.</i>					Date Started	Date Completed	Volunteers Managed/ Coordinated by NCCC Members
			C	R	G	D	MR			
1. 1220 Noriega	94101	H	C	R	G	✓D	MR	1/3/11	1/19/11	4
2. 1809 Sanchez	94109	H	C	R	G	D	✓MR	1/3/11	2/10/11	4
3. 1928 Sanchez	94109	H	C	R	G	D	✓MR	1/3/11	1/31/11	2
4. 1322 Balboa	94101	H	C	R	G	✓D	MR	1/3/11	1/20/11	6
5. 1324 Balboa	94101	H	C	R	G	✓D	MR	1/3/11	1/19/10	4
6. 1811 Sanchez	94109	H	C	R	G	D	✓MR	1/5/11	2/8/11	2
7. 1540 Lawton	94109	S	C	R	G	D	✓MR	1/10/11	2/6/11	2
8. 1930 Sanchez	94109	H	C	R	G	D	✓MR	1/10/11	2/12/11	3
9.			C	R	G	D	MR			
10.			C	R	G	D	MR			

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Total volunteers managed/coordinated: 

27
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**Subtotals:**

0	0	0	3	5	8
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**Total (C + R + G + D + MR)**  
*Add up checked boxes in each column.*  
*Only count locations where work was COMPLETED.*

1. H = House, O = Other residential structure
2. C = Construction, R = Renovation, G = Guttled, R = Demolished, MR = Mold remediation

### Housing/Renovation Projects Log

Project Sponsor (name of organization): \_\_\_\_\_

Person completing this log: \_\_\_\_\_

Dates covered by project: From: \_\_\_\_\_ To: \_\_\_\_\_

Instructions: Use one row of the sheet to enter information for each house or other public structure built or renovated with assistance from NCCC members. Identify each building by location (zip code, street address), type of structure (house or other residential structure), and the primary type of work done (construction, renovation, gutting, demolition, mold remediation). Enter dates to show when work was started and completed. If applicable, enter the number of volunteers that NCCC members managed or coordinated at the work site.

Street Address	Zip Code	Type of Structure (1)	Type of Work (2) <i>Check ONE item per location.</i>					Date Started	Date Completed	Volunteers Managed/ Coordinated by NCCC Members
			C	R	G	D	MR			
1.			C	R	G	D	MR			
2.			C	R	G	D	MR			
3.			C	R	G	D	MR			
4.			C	R	G	D	MR			
5.			C	R	G	D	MR			
6.			C	R	G	D	MR			
7.			C	R	G	D	MR			
8.			C	R	G	D	MR			
9.			C	R	G	D	MR			
10.			C	R	G	D	MR			

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Total volunteers managed/coordinated:

**Subtotals:**       **Total (C + R + G + D + MR)**  
*Add up checked boxes in each column.*

**Only count locations where work was COMPLETED.**

- 1. H = House, O = Other residential structure
- 2. C = Construction, R = Renovation, G = Gutted, R = Demolished, MR = Mold remediation

## Information about the Housing/Renovation Project Sponsor Questionnaire

Questions	Instructions
<p>What does this instrument measure?</p>	<p>Intermediate Outcome: New construction/renovation projects are completed in less time.</p> <p>Intermediate Outcome: Increased safety of community residents (due to demolition, renovation or remediation).</p> <p>Intermediate Outcome: Enhanced capacity of the sponsor to overcome labor gap and move to next level of construction or renovation.</p> <p>End Outcome: More households are able to move into newly constructed or renovated homes, in a timely fashion.</p> <p>End Outcome: Community morale and/or engagement improve due to NCCC construction work.</p>
<p>Who should complete the instrument?</p>	<p>Project sponsors that recently completed a Housing/renovation project with NCCC. The survey will not be anonymous; however, it will be confidential and only the people analyzing the data will be able to view individual results.</p>
<p>When should the instrument be completed?</p>	<p>The survey will be sent out 30 days after a project is completed.</p>
<p>How will the data be collected? Who will administer the survey?</p>	<p>NCCC (HQ) will distribute and collect the survey electronically, using an online survey software tool.</p>
<p>How will the data be analyzed?</p>	<p>The data will be analyzed using the survey software, and responses will be summarized by question. Data will be aggregated by campus and NCCC issue area.</p>
<p>When will campuses see the results?</p>	<p>The schedule for releasing survey results will be determined during the pilot year.</p>
<p>How will the campuses assist in administering this survey?</p>	<p>Campuses will send a letter to the sponsor in advance to let them know the survey is coming via email, how the survey data will be used, and why it is important to complete the survey.</p>



## Housing/Renovation Project Sponsor Questionnaire

(continued from Successful Service Intervention questions...)

Now we would like to ask you some questions about the **housing renovation/demolition/mold remediation project** that an NCCC team completed recently to help your organization utilize volunteers.

1. How many work days would you estimate were saved because of help provided by NCCC teams during the project's time period? *A work day is defined as the amount of work done by one person in eight hours.*

Work days saved

2. How many construction projects (buildings/units) were completed on schedule during this project's time period with help from NCCC teams?

Construction projects completed on schedule

3. Did NCCC teams help to fill gaps in specific skill areas where you have experienced shortages?

Yes → Please identify the specific skill areas where NCCC teams helped to fill gaps:

\_\_\_\_\_

No

4. Was any of the work done by NCCC teams during this period conducted to address health and safety concerns?

Yes → Please identify the health and safety concerns: \_\_\_\_\_

\_\_\_\_\_

No

4a. If yes, to what extent were those health and safety concerns alleviated due to the NCCC work?

- Not at all
- A little
- Somewhat
- A great deal

5. Has any of the work done by NCCC teams in this time period improved community morale and/or made people feel better about the community in which they live?

- Yes
- No → *Skip to question 6.*

5a. What tangible evidence, if any, such as increased involvement in the community, have you seen during this time period to indicate that work completed by NCCC has led to improved community morale?

- No evidence yet of improved community morale.
- Some evidence of improved community morale.

Please describe evidence of improved community morale. Include specific details and examples.

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6. During this time period, how many households were able to move into newly constructed or renovated homes sooner due to help provided by NCCC team(s)?

Households able to move in sooner

Is there anything else you would like to tell us about the work completed by NCCC teams during this time period?

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**Logic Model: Housing/Renovation**

Below is the logic model developed by NCCC for housing/renovation activities.

NEED	INPUTS	ACTIVITIES	OUTPUTS	INTER MEDIATE OUTCOMES	END OUTCOME
<p>Low resource communities and agencies* working for safe, decent, and affordable housing for low-income families/individuals, need short-term, intense labor for the construction or renovation of houses so that families/individuals can occupy them.</p> <p>*Agencies may include those doing demolition or mold remediation.</p>	<p><b>NCCC team of approximately 10 members</b></p> <p><b>6-8 weeks of service (1,920 hrs – 3,840+ hrs)/project</b></p> <p><b>Basic member training</b></p> <p><b>Transportation</b></p> <p><b>Basic tools</b></p> <p><b>Project materials:</b> Tools, equipment, etc. for construction, demolition.</p> <p><b>Specialized tools</b></p> <p><b>Orientation</b></p> <p><b>Project-specific training</b></p> <p><b>Technical supervision</b> <b>(Housing, food, and other local logistics, as needed)</b></p>	<p>NCCC members will perform residential construction, demolition and housing remediation on a daily basis (5 day work week). They will assist in the construction/remediation of, and/or serve as construction crew leaders, providing leadership, training and supervision to general volunteers.</p> <p>NCCC members will serve alongside volunteers, supporting them in order that the volunteers will have a positive service experience.</p>	<p><b>Houses or other residential structures renovated or built with assistance from NCCC members</b> Indicator: Number of houses in which NCCC members have assisted (or are assisting) with the construction or renovation. <i>Criteria:</i> At least one NCCC team has worked on the house in either a direct construction or leadership capacity.</p> <p><b>Houses or other residential structures gutted/demolished</b></p> <p><b>Housing or other residential structures complete mold remediation</b></p> <p><b>Volunteers leveraged</b></p>	<p><b>Decreased time for completing new construction/ renovation of projects</b> Indicator: Number of work days saved</p> <p><b>Enhanced capacity of the sponsor to overcome labor gap and move to the next level of construction or renovation</b> Indicator: Sponsor able to identify specific skill areas where NCCC team filled gaps.</p> <p><b>Increased safety of community residents (due to demolition, renovation or remediation)</b> Indicator: Sponsor able to identify tangible evidence of improved community morale or increased community engagement.</p>	<p><b>Increase in the number of households able to move into newly constructed or renovated homes, in a timely fashion</b> Indicator: Number of households that were able to move into new or renovated homes sooner due to NCCC assistance (as reported by sponsor)</p> <p><b>Improved community morale/or engagement due to the NCCC construction work</b> Indicator: Sponsor able to cite tangible evidence that work assisted by NCCC has led to improved community morale and/or increased community engagement.</p>