

2018

8twelve Coalition

A Neighborhood's Perspective

Summary results from a community survey of neighborhood residents and Coalition partners

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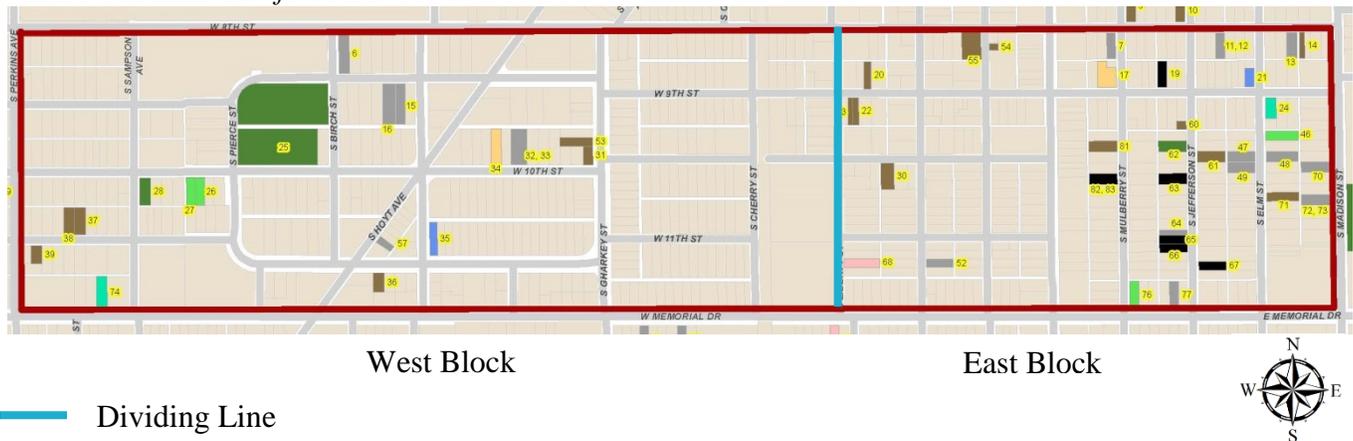
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Introduction

Habitat for Humanity International prioritized its neighborhood revitalization efforts in 2010, centered on residential areas hit hardest by the housing and economic crisis. This approach aligned traditional “housing” efforts, such as building new houses, with a more holistic approach. It focused on engaging neighborhood and community leaders in the revitalization efforts. Habitat for Humanity International also realized housing represented one aspect of community needs. Addressing dilapidated houses, abandoned homes and eyesores has a rippling effect on the community. Robert Wood Johnson Foundation (2007) discovered there is even a link to residents’ health status based on perceived neighborhood conditions and sense of community. Common characteristics of thriving neighborhoods tended to include residents’ increased sense of security in the home, safety, pride, and level of community engagement.

Neighborhood revitalization relies on a grass-root effort to engage residents and build community support. Residents need to feel ownership of these efforts and spaces in order to make *sustainable* changes. The Greater Muncie Indiana Habitat for Humanity recognized this need and formed the 8twelve Coalition in 2014. To accomplish this, the 8twelve Coalition recruited members from major neighborhood associations (Thomas Park/Avondale and South Central), local businesses, community service organizations, and residents. Through a series of community meetings involving residents, the Coalition created a five-year strategic plan in 2015. The plan focused on utilizing community assets and resident commitment to revitalize the neighborhood; increase business development, improve residential space/homes and encourage greater levels of community engagement. Figure 1 maps the Coalition’s service area: a 50 block region with approximately 1,148 residents. The North/South boundaries are 8th Street and 12th/Memorial Street, respectively; and East/West boundaries are Madison Street and S. Perkins Ave.

Figure 1.
8twelve Coalition Defined Service Area



One goal of the strategic plan was to establish four sub-committees or Action Teams: Beautification, Housing, Services, and Business. Each team then met and created an individual action plan to achieve outcomes and outputs that served the goals of the Coalition and strategic plan. This coalition structure, the Steering Committee working in conjunction with four Action Teams, was finalized in February 2016. With this structure in place, the Coalition also recognized the need for data collection and

evaluation in order to document their progress. This would allow the Coalition to formalize the impact of their activities and outputs and demonstrate *measured results* for their outcomes.

Data Collection and Methods

Data Collection

In 2016, the 8twelve Coalition administered two surveys. "Success Measures" created these survey instruments as an evaluation resource offered through Neighborhood Works. One survey targeted household residents, and the other the community partners of the Coalition, e.g., individuals representing businesses and organizations in the 8twelve area.

According to the Delaware County GIS Department (via Habitat representatives), there are 674 households in the 8twelve area. During March to September of 2016, Habitat staff and volunteers administered the resident survey. These were door-to-door, face-to-face interviews, using a list of 199 available addresses. Specific details regarding sample selection, interviewer recruitment, training and supervision, and survey administration procedures were unavailable to the SSRC.

Habitat emailed the community partner survey to 27 individuals known to have active business and organizational interests in the 8twelve area in September 2016. The electronic survey was available for a period of two weeks. Any further details regarding the collection of this information, such as reminders sent or other inducements to solicit participation are unknown.

Methods

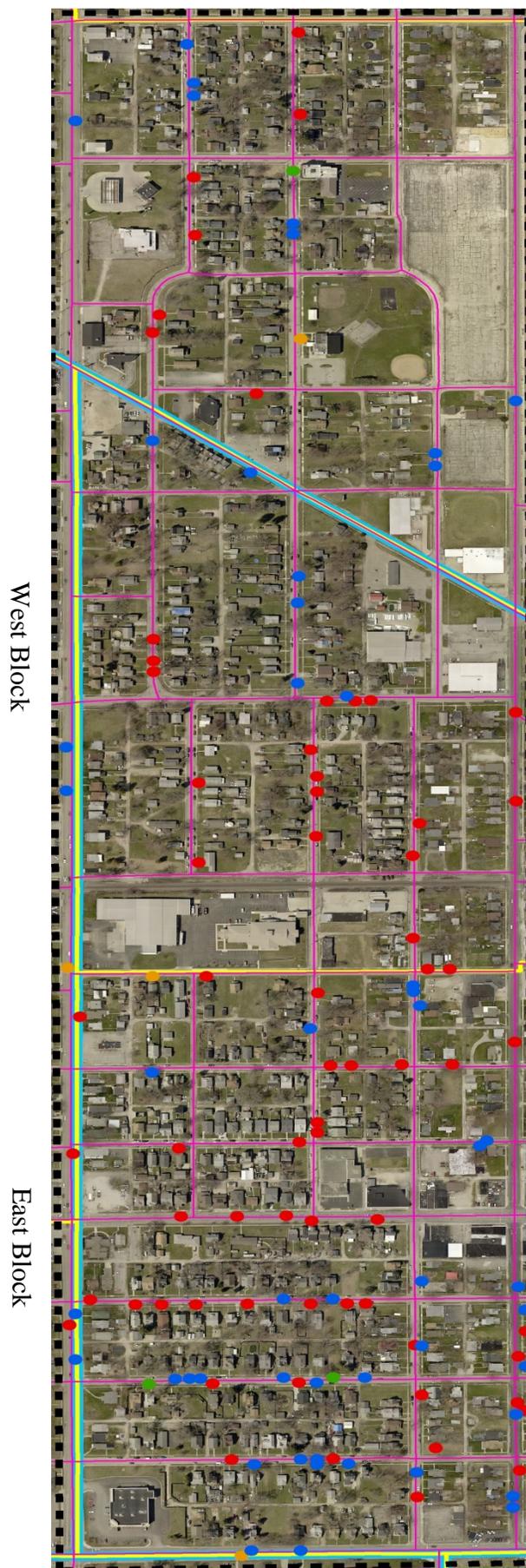
Habitat for Humanity entered the responses for both the residents' and the partners' surveys into an MS Excel spreadsheet. Habitat representatives directly emailed this data to the Social Science Research Center (SSRC) for analysis. The SSRC reviewed and cleaned the data for inaccuracies, and exported it into SPSS, a software analysis tool. Response categories to survey items were assigned numeric values as applicable, i.e., scale, yes/no, and multiple choice. Statistical tests summarized and compared (when appropriate) responses to the items from these surveys. Note: there are limitations to the strength of any conclusions we can draw from this information, due to the small sample size. A larger sample size for the residents' survey, and additional demographic items in the survey, may offer more robust findings.

After general analysis and consultation with Habitat representatives, the SSRC decided to study responses by two geographic sub-areas: eastern residences in the 8twelve service area and western residences. Liberty Street was a natural divider, as it aligns with the Census blocks as well. Using Liberty Street as the divide between eastern and western blocks, there are 342 households in the east and 332 households in the west. Once resident geography was recorded, responses were analyzed by geographic area to decipher any differences by subgroup. For any statistical tests presented, the significance level was set at a value of .05. That is, if a significant relationship exists at a $\leq .05$ level, there are only 5 chances in 100 that the relationship occurred by chance alone. Alternatively, there is a 95% probability that a systematic difference exists between the comparison groups. This is not necessarily a causal link or relationship; but a true difference in responses between groups. For the purpose of this report, statistical comparisons are noted (as appropriate), between the East and West blocks of residents.

In order to make these comparisons possible, the SSRC utilized the GIS Research and Map Collections at Ball State University Library, who geocoded each respondent address listed in the data file. This created a point map of the completed resident surveys and where the 8twelve Coalition had conducted services (see Figure 2). This map also demonstrates survey limitations as well as considerations for resident survey results. For example, there are a small number of respondents relative to the total number of households. In addition, a greater concentration of completed surveys and completed revitalization projects came from the East Block. All of these are factors that can affect survey results, especially when comparing any differences that may exist between the two blocks.

Figure 2.
Resident Respondent Locations and 8twelve
Interventions

- Resident Surveys
- Residential Improvements
- Business Partnership
- Community Assets



Results

The resident survey included 30 items. The items were a mixture of multiple choice, yes/no, and open-ended questions. In order to provide structure to the presentation of results, the SSRC categorized the items based on responses to general descriptive questions versus those that related more directly to the Quality of Life Framework. Results for general items are reported first, followed by a brief description of the Quality of Life Framework and related survey results.

Resident Survey-General Results

There were 78 completed resident surveys: 55 from the East Block and 23 from the West Block. The majority of residents (88.5%) indicated that they lived in a single-family home, while just over half (59.7%) owned their houses. Interestingly, 70.0% of those who responded have moved into their current home since the 2000s; with the majority since 2010. When asked about moving into the neighborhood specifically, the majority (62.1%) moved into the neighborhood since 2000, with over 40% of those moving in since 2010. Thirty-one (31) respondents indicated renting their home. Almost 83% of those responding to a follow-up item ($n=29$) indicated paying rent directly to a landlord. See Table 1 for a detail of respondent rental arrangements.

Table 1.
Renter's Arrangements

	<i>N</i>	%
I pay rent directly to a landlord.	24	82.8
I pay rent to someone else living in the same home.	2	6.9
I live in the home, but do not pay rent.	3	10.3

When asked how satisfied residents were living in their neighborhood, most indicated moderate levels of satisfaction. The response options were transferred to a six-point scale, ranging from “Very satisfied” (6-highest value) to “Very dissatisfied” (1-lowest value), and a mean satisfaction score was then calculated. This average satisfaction score was 4.24, indicating a more positive estimate of residential satisfaction. When collapsing these categories to their base (satisfied versus not satisfied) three-out-of-four of respondents (75.6%) indicate being satisfied with living in their neighborhood (see Table 2). Geographically, no statistically significant difference exists between East and West Block residents.

Table 2.
Resident Satisfaction with Neighborhood

	<i>N</i>	%
Not Satisfied	19	24.4
Satisfied	59	75.6
Total	78	100.0

The trend for positive perceptions continued as respondents were asked whether or not they would recommend their neighborhood as a good place to live. Over two-thirds of respondents (69.8%) “definitely would” or “probably would” recommend their neighborhood to someone, as seen in Table 3. This compares to less than 1-in-3 residents who “probably would not” or “definitely would not” recommend their neighborhood.

Table 3.
Recommend Neighborhood as a Good Place to Live

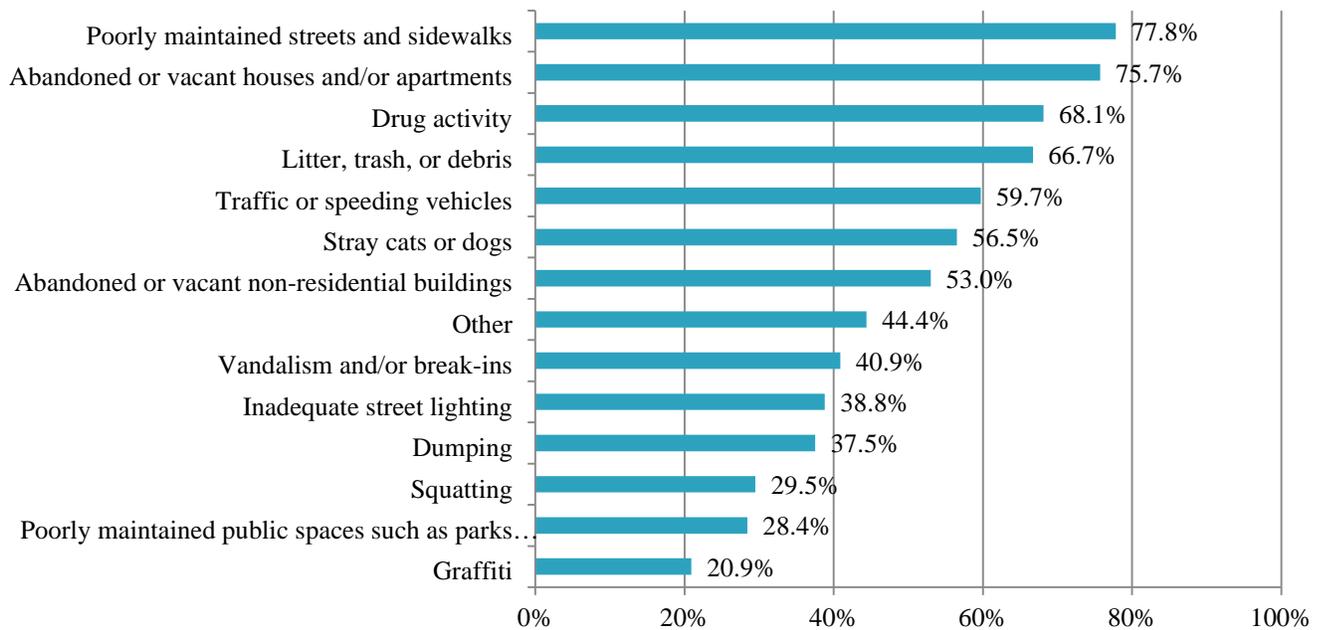
	<i>N</i>	%
Definitely would not recommend the neighborhood	10	13.7
Probably would not recommend the neighborhood	12	16.4
Probably would recommend the neighborhood	26	35.6
Definitely would recommend the neighborhood	25	34.2
Total	73	100.0

We then collapsed these neighborhood recommendation categories (would vs. would not recommend the neighborhood as a good place to live), and compared resident responses from the East and West Blocks. Almost three-fourths (74.5%, $n = 51$) of the East Block respondents indicated they would recommend the neighborhood to someone. Comparatively, almost two-thirds (59.1%, $n = 22$) of West Block participants would recommend their neighborhood. There was a statistically significant difference ($p = .05$) between the East and West Block residents in their reported likelihood of recommending their neighborhood as a “good place to live.” Specifically, those in the East Block were more likely to recommend their neighborhood, than were West Block residents.

Interviewers also asked residents if they would *choose* to continue living in the neighborhood. This item also captures the respondents’ overall perception of the neighborhood. All fifty-seven residents who answered this item stated they would choose to continue living in the neighborhood. Almost half of the respondents who answered an open-ended follow-up question describing why they felt the way they did (47.4%, $n = 14$), chose a positive remark to describe their neighborhood. Reasons such as “quiet,” “neighbors,” and “family” were the top three words used to describe the reasons they stay in the neighborhood. Figure 3 represents the frequency of those words used; where the larger the word pictured, the more often it described a reason residents gave to continue living in the neighborhood.

Figure 4.

Most Prominent Neighborhood Issues Identified by 8twelve Residents



Although the residents did feel there were issues, they seemed to be happy with the public services available in the 8twelve area. Respondents were asked if they were or were not satisfied with specific public services. Several of the services received satisfaction ratings above 90%, with many of the services receiving similar satisfaction ratings between the East Block and West Block. The repair, cleaning and plowing of streets was the lowest rated service overall, as well for residents in the East Block of the 8twelve area. Traffic control was the lowest rated service for the West Block. See Table 5 for a complete summary of this item.

Table 5.

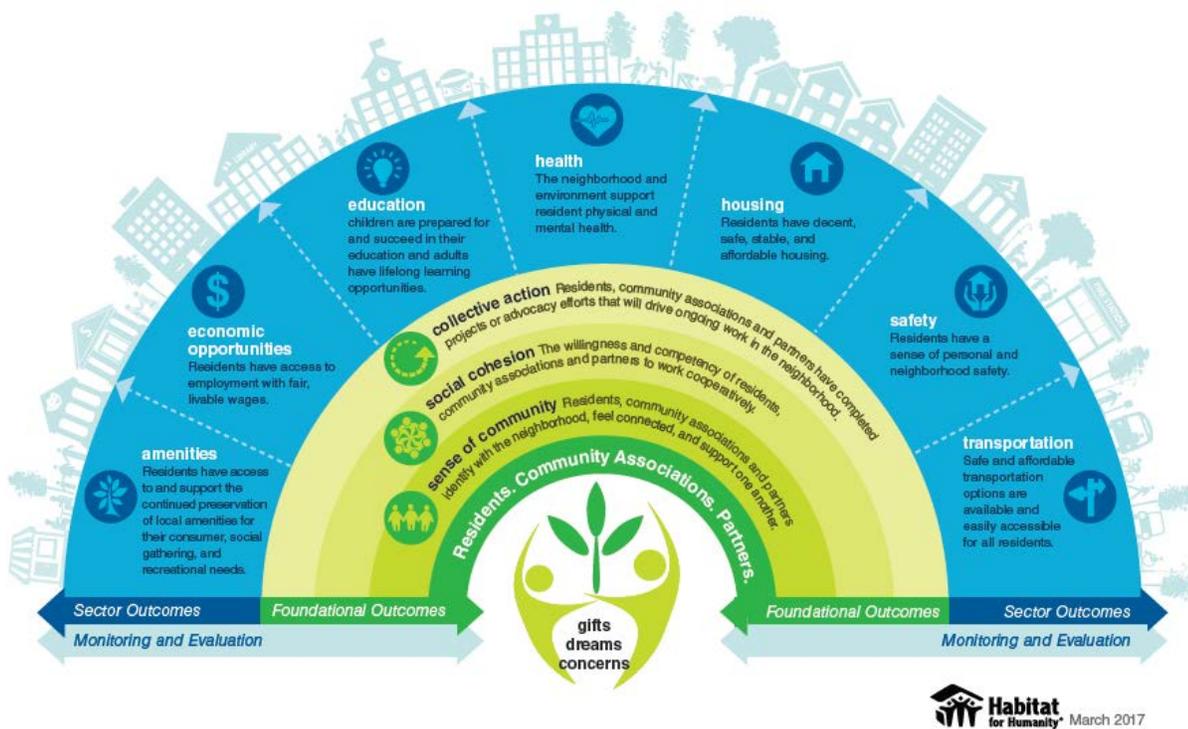
Percent of Residents Satisfied with Public Services

	General	East Block	West Block
	%	%	%
Public utilities, such as water, electric, and gas	90.9	91.3	90.0
Emergency services, such as fire department and ambulances	90.8	91.1	90.0
Public transportation	89.8	85.0	100
Sanitation services, such as trash pickup and recycling	87.9	87.0	90.0
Parks, playgrounds, and recreation centers	80.6	88.4	63.2
Police response	80.3	80.0	81.0
Public library facilities	80.0	83.3	72.2
Traffic control	55.7	61.0	45.0
Street repair, cleaning and plowing	48.5	44.4	57.1

Resident Survey-Quality of Life Framework Results

In addition to capturing general information regarding the residents of the 8twelve area, the majority of items on the survey were designed to reflect the Quality of Life Framework used by Habitat for Humanity when assessing revitalization projects. Habitat for Humanity International, through years of work, has developed a framework to guide efforts. This framework puts into perspective the aspects and how they relate to each other while contributing to sustainable changes regarding neighborhood revitalization. The framework also provides a reference for monitoring and evaluating multiple community initiatives. All aspects of the framework are meant to represent a holistic view of community and resident health, where relationships are a key component (see Figure 5).

Figure 5.
Quality of Life Framework



Habitat for Humanity March 2017

Early into the coalition’s formation, the 8twelve gathered input from community members (i.e., residents, businesses, and partners) regarding dreams and goals for the area. The results of these meetings provide the framework for determining measurable outcomes of the revitalization effort. The resident survey described herein provides a baseline for these efforts. It identifies both “Foundational Outcomes” and “Sectional Outcomes,” which interact with one another in various ways to improve the vitality of core features of communities.

Foundational Outcomes

The first foundational outcome summarized involves residents' sense of community. In the survey, respondents were asked the extent to which they felt they are a part of the neighborhood. This item gives insight to the residents' perceived level of community. Almost three-fourths of the respondents (74.4%, $n = 55$) indicated they felt they were a part of their neighborhood, at least to "some extent." See Table 6 for more complete results of this item.

Table 6.
Extent Residents Feel They are a Part of Their Neighborhood

	<i>N</i>	<i>%</i>
No extent	10	13.5
Little extent	9	12.2
Some extent	23	31.1
A great extent	21	28.4
A very great extent	11	14.9
Total	74	100.0

Once the frequencies per response category were calculated, the responses were assigned a numeric value based on a five-point scale, ranging from "A very great extent" (5) to "No extent" (1). This created a comparison of means for the East Block and West Block respondents. The mean for this item among residents in the East Block was 3.40 ($n = 52$, $SD = 1.22$) and 2.68 ($n = 22$, $SD = 1.13$) in the West Block. The difference between these means was statistically significant ($p = .02$); where East Block residents were more likely than West Block residents to feel like they were a part of their neighborhood. As previously mentioned, the majority of the 8twelve Coalition's activities have occurred in the East Block. This may provide more opportunities for neighbors to regularly engage with each other and the revitalization efforts to which they share proximity. Also, the residential areas in the West Block are more dispersed than the East Block. Larger physical separations and empty space can be an obstacle for inclusion and building a strong sense of community.

Another factor to the "Sense of Community" Foundational Outcome is whether residents will support each other. Survey respondents were asked how likely they thought neighbors would be to help each other out in different hypothetical situations. This item used a five-point scale ranging from "Very likely" (5-highest value) to "Not at all likely" (1-lowest value). All of the calculated means were higher than a 3.00, or the best-practice cutoff indicating neutrality. See Table 7 for details. Helping the elderly had the highest mean score ($M = 3.90$, $SD = 1.18$). There was no significant difference found between the East and West Block. This indicates that residents are interested in more than just existing in their neighborhood; they want the *experience* of living in a community and developing a sense of interdependence.

Table 7.
Situations Neighbors Would Assist Each Other

	<i>N</i>	Mean	<i>SD</i>
An elderly neighbor needed someone to periodically check on him or her.	70	3.90	1.18
You needed a favor, such as picking up mail or borrowing a tool.	71	3.73	1.22
You needed a ride somewhere.	72	3.51	1.42
A package was delivered when you were not at home and it needed to be accepted.	70	3.49	1.35
You needed someone to watch your house when you were away.	70	3.46	1.44
A neighbor needed someone to take care of a child in an emergency.	68	3.37	1.48
A neighbor needed someone to watch a pet when he or she is not home.	69	3.10	1.43

The next foundational outcome is “Social Cohesion,” defined as the willingness for residents and partners to work together. One aspect of that is communication. The activities and efforts of the 8twelve rely on communication to help involve and engage more residents. Residents and partners cannot work together effectively if information is not shared. Overall, 40.3% ($n = 29$) of respondents thought information was shared either “a great deal” or “a fair amount.” Comparing the two blocks, the East Block seemed in line with the general rate; 46.0% ($n = 23$) accounting for the same two category choices. However, only 27.3% ($n = 6$) of the West Block residents indicated similar sentiments (see Table 8).

Table 8.
Degree Neighbors Share Information about Local Happenings

	General		East Block		West Block	
	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
A great deal	14	19.4	12	24.0	2	9.1
A fair amount	15	20.8	11	22.0	4	18.2
Some	10	13.9	6	12.0	4	18.2
A little	18	25.0	13	26.0	5	22.7
Not at all	15	20.8	8	16.0	7	31.8
Total	72	100.0	50	100.0	22	100.0

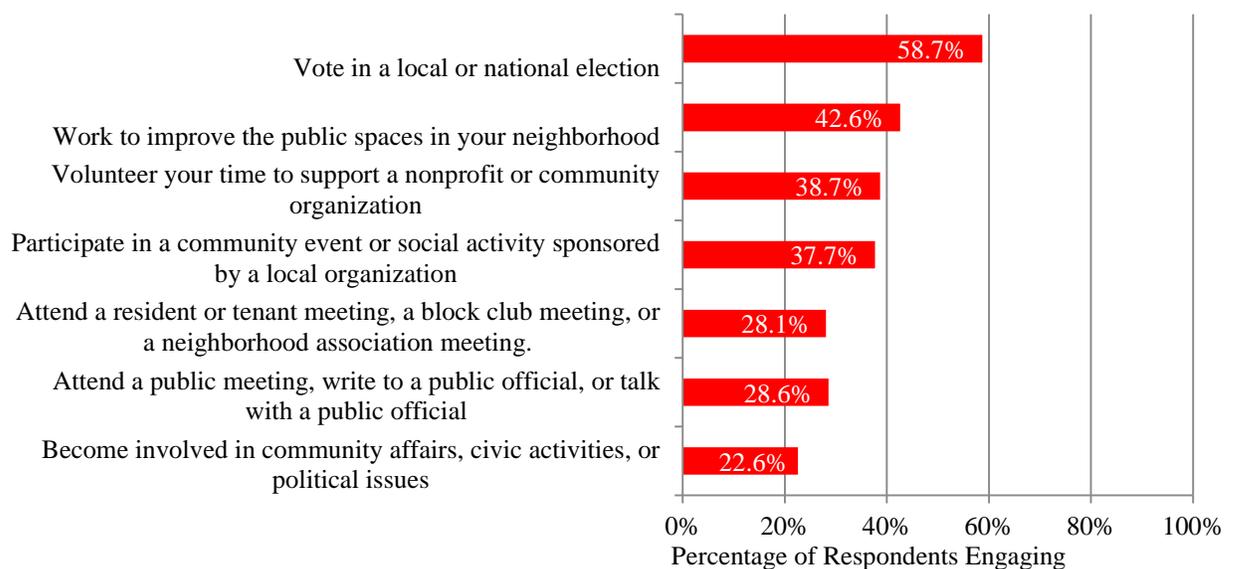
Mean scores between the two blocks were examined to determine if any difference exists in resident perceptions related to this item, using a similar five-point scale (5 = “a great extent” to 1 = “not at all”). A mean score for the East Block was 3.12 ($n = 50$, $SD = 1.45$) and the West Block had a mean score of 2.50 ($n = 22$, $SD = 1.37$). While it seems the East Block mean is considerably higher, the difference between these scores is not statistically significant.

Also related to the foundational outcome addressing social cohesion, respondents identified how they found out about what is happening in their neighborhood. This can help guide future communication efforts as the Coalition can utilize those methods that are the most efficient and effective. The top three sources of neighborhood information were:

- Relatives, neighbors, and friends ($n = 51$),
- Flyers ($n = 27$), and
- Local human service organizations ($n = 16$).

The third Foundational Outcome is “Collective Action.” This outcome gauges the strength of sustainability, to help the Coalition determine the likelihood that ongoing work in the neighborhood will continue past formal organizational involvement (from Habitat for Humanity). The Coalition and Quality of Life Framework defined this by the number of revitalization projects completed, and building strong advocacy efforts among residents. While the Coalition has many projects, it also wishes to inspire a sense of self-advocacy for residents. Building key residents’ skills related to community organizing and mobilizing will help carry the Coalition and its vision of a healthy neighborhood into the future. Table 9 provides a list of the applicable activities respondents identified engaging in within their community, during the last 12 months (2016). These activities target the development of self-advocacy. When taking a closer look, voting in elections was the top engagement activity, followed by work to improve public spaces in their neighborhood and, finally, volunteering for a nonprofit or community organization.

Table 9.
Community Activities Residents Participated in During the Past 12 Months (2016)



Sector Outcomes

Building on these Foundational Outcomes are Sector Outcomes. These outcomes represent more specific ways to “fine tune” the information provided by the Foundational Outcomes. Sector outcomes are factors believed to contribute to a resident’s holistic life change. That is, as improvement in one area is noted, it can have a ripple effect on the others. The first of these we will consider are the amenities available to residents in their own neighborhood. These include necessities such as access points to food, clothing, and banking. Overall, we see that the majority of respondents (61.0%, $n = 36$) thought that “many” or “almost all” of the basic goods and services they require were available right in their neighborhood (see Table 10).

Table 10.
Amenities Perceived to be Available in Neighborhood

	<i>N</i>	<i>%</i>
None	3	5.1
Few	11	18.6
Some	9	15.3
Many	15	25.4
Almost all	21	35.6
Total	59	100.0

Respondents also indicated it was important to be able to access certain amenities right in their neighborhood. Response choices utilized a five-point scale, ranging from “Very Important” (5) to “Not at all important” (1). We find that main food shopping and purchasing gasoline were viewed as the most critical resources that respondents wanted to be located in their neighborhood, $M=3.97$ ($SD = 1.18$, $n = 67$) for food shopping, and 3.80 ($SD = 1.17$, $n = 66$) for purchasing gasoline, respectively. Table 11 details the importance of activities based on responses overall, and those for each block. The amenities help encourage residents to focus their daily routines within the neighborhood. It reinforces the connection to their neighborhood and provides vital support to local businesses. These businesses can contribute by reinvesting back into the neighborhood, creating a cycle of support for everyone.

Table 11.
Mean Importance of Accessing Specific Neighborhood Amenities, by Community Geography

	General		East Block		West Block	
	<i>N</i>	Mean	<i>N</i>	Mean	<i>N</i>	Mean
Do your main food shopping	67	3.97	47	3.62	20	4.18
Purchase gasoline	66	3.80	46	3.74	20	4.95
Receive medical or health care	65	3.57	55	3.52	19	3.68
Do your banking	66	3.47	46	3.39	20	3.65
Do other kinds of shopping	67	3.45	47	3.38	20	3.60
Receive dental care	65	3.31	46	3.22	19	3.53
Eat out	66	3.23	46	3.24	20	3.20

Similarly, these amenities were also the most frequently used by residents. Table 12 reports the most commonly accessed amenities *used and located* in the respondent’s neighborhood. Again, purchasing gasoline and food shopping were the most prevalent. It should be noted that this area of the city recently lost a grocery store which was present at the time of the survey. While the chain that closed this store

also closed several others across the area, another chain bought and has since reopened two new stores. However, these new openings are not in the 8twelve neighborhood, and no plan has been announced to reopen a grocery store in this location. The nearest comparably sized supermarket is now located approximately two miles away from the 8twelve neighborhood. Future surveys may find the perceptions of available food shopping amenities much different than what is presented here.

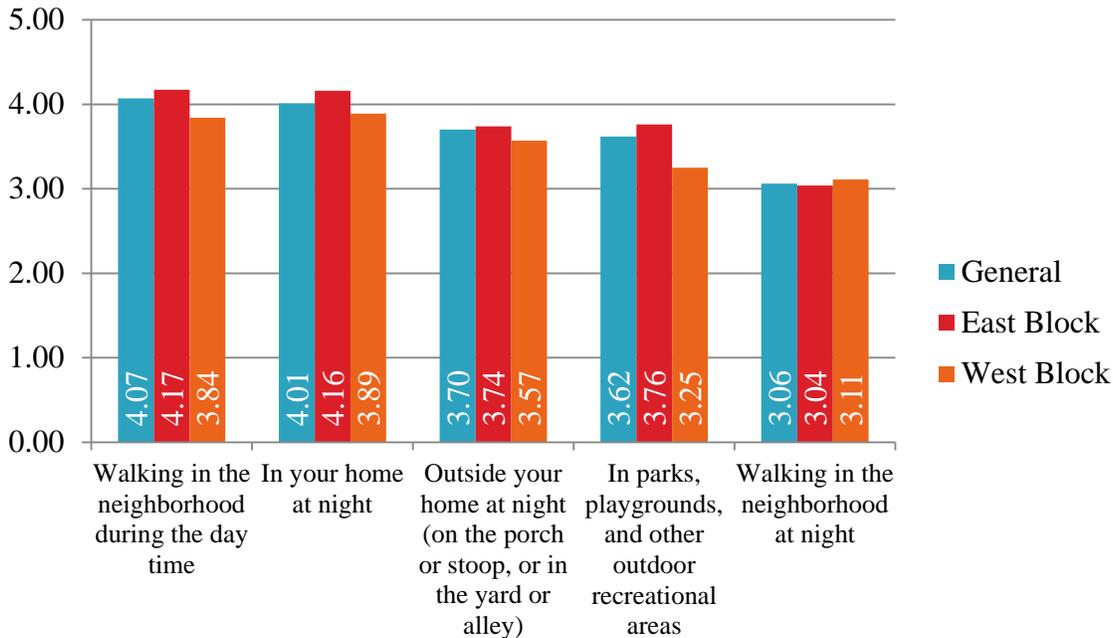
There appears to be a disconnect with medical or health care: while residents indicate it is important to access medical or health care, it is the ranked second to last amenity available and accessed from within their neighborhood. While receiving medical or health care is not traditionally a daily activity, results suggest it is still important to residents to have it readily available. Health, or support for a resident’s physical and mental health, is also one of the Sector Outcomes associated with the residents’ quality of life. As the Coalition continues building advocacy and revitalization efforts, a closer look at current health care services available, and perhaps more importantly what services are *not* available within the neighborhood, is necessary.

Table 12.
Frequency of Amenities Used Within Residents’ Neighborhood

		Never	Rarely	Sometimes	Often
		%	%	%	%
Purchase gasoline	General	11.3	17.7	22.6	48.4
	East Block	9.1	18.2	22.7	50.0
	West Block	16.7	16.7	22.2	44.4
Do your main food shopping	General	14.5	16.1	27.4	41.9
	East Block	13.6	11.4	27.3	47.7
	West Block	16.7	27.8	27.8	27.8
Do other kinds of shopping	General	11.5	31.1	26.2	31.1
	East Block	11.6	23.3	25.6	39.5
	West Block	11.1	50.0	27.8	11.1
Do your banking	General	27.9	9.8	24.6	37.7
	East Block	23.3	4.7	32.6	39.5
	West Block	38.9	22.2	5.6	33.3
Eat out	General	18.0	21.3	41.0	19.7
	East Block	18.6	16.3	37.2	27.9
	West Block	16.7	33.3	50.0	0.0
Receive medical or health care	General	29.5	21.3	26.2	23.0
	East Block	25.6	23.3	25.6	25.6
	West Block	38.9	16.7	27.8	16.7
Receive dental care	General	34.4	23.0	29.5	13.1
	East Block	32.6	25.6	27.9	14.0
	West Block	38.9	16.7	33.3	11.1

The next Sector Outcome we address pertains to residents’ sense of security within the neighborhood. This includes both personal and general neighborhood safety. A five-point scale to gauge the residents’ perceived level of safety was used (with 5 being “Very safe” and 1 being “Not at all safe”). All situations reported a mean score above 3.00 (see Figure 6). We found no significant differences between these scores when analyzed by geographic area.

Figure 6.
Residents’ Perception of Safety in Specific Situations



Respondents also considered neighborhood safety, specific to segments of the local population (see Table 13). If residents feel personally safe and that certain groups are safe in the neighborhood, it will influence their participation in revitalization and building advocacy skills. Results indicate that respondents feel the neighborhood is generally a safe place for them personally, as well for children and seniors. There was, however, a significant difference between the residents’ perceptions of safety in the East Block and the West Block. Table 13 identifies these differences (*). Items regarding neighborhood residents going about their daily lives and children playing outside both revealed significant differences between the residents’ mean ratings: $p = .03$ and $p = .05$, respectively. West Block residents tended to have greater safety concerns. Some of this may be due to the residential and commercial dispersion of the West Block. The West Block disperses households less closely than what is observed in the East Block. Abandoned lots, businesses, etc., can instigate unsafe situations. These spaces can attract drug activity, taggers/graffiti artists, or homeless squatters. Again, while the differences between these means are statistically significant, the effects of a small sample size influence our ability to make any robust claims.

Table 13.

Safety Perceptions for Specific Groups, by Community Geography

	General		East Block		West Block	
	N	Mean	N	Mean	N	Mean
Neighborhood residents going about their daily lives*	70	3.71	48	3.88	22	3.36
Children and youth in schools	67	3.66	45	3.71	22	3.55
Senior citizens who live in the area	70	3.64	48	3.79	22	3.32
Children who are playing outside*	68	3.25	46	3.41	22	2.86

Partner Survey Results

The 8twelve Coalition also conducted a survey that assessed perceptions of both the Coalition members and its efforts. This survey, emailed to 27 partners, offered the Coalition insight to community leaders and business owner/operators' perceptions of the revitalization efforts. The survey serves as a report card assessing the efforts, activities, and formed relationships since the Coalition's conception. As with the residents' survey, these survey results serve as a baseline that highlights successful collaborations, and those that may need further attention.

From the 27 distributed, 23 partner surveys were completed and returned, a response rate of 85%. The respondents were asked to identify their role in the community. Three stated they were residents, 13 indicated that they represented an organization, and six self-identified as both a resident and an organizational representative. The number of years the partners had been living and/or working in the neighborhood ranged from one to 83 years. The majority, 55% ($n = 20$), had been involved in the neighborhood less than five years.

The partners were engaged with the Coalition via the steering committee, an action team, and/or attending neighborhood events. Over half, 69.6% ($n = 16$), participated on the steering committee. Also, 56.5% ($n = 13$) participated on an action team, and 52.2% ($n = 12$) reportedly attended neighborhood events.

Respondents' own self-assessment of their level of involvement revealed that 55% ($n = 11$) considered their level of involvement to be "Medium." Another 40% ($n = 8$) said their level of involvement was "High," and 5% ($n = 1$) indicated their level of involvement was "Low." Three did not answer this item. Overall, the partners viewed the Coalition's efforts as effective. Over half, 52%, rated the Coalition's efforts as "Very effective," followed by 38% indicating efforts are "Effective," and 10% perceiving them as "Somewhat effective."

The survey also measured partners' perceptions of the Coalition members' demonstrated qualities or skills. This item used a four-point scale: "Always" (4), "Often" (3), "Sometimes" (2) and "Rarely or never" (1). Eleven traits were examined, each achieving a mean score above a 3.00 (see Table 14). This indicates that, overall, community partners felt that Coalition members demonstrated desirable traits "Often" to "Always" while working with them.

Table 14.

Perceived Traits of Coalition Members

	<i>N</i>	<i>Mean</i>
Respect for the opinions of others	20	3.70
Responsiveness to questions and requests	20	3.65
Clear and honest communication with each other	20	3.60
Commitment to the same goals	20	3.55
Willingness to join in and do their share of the work	20	3.50
Ability to quickly resolve conflicts if they arise	20	3.45
Ability to tackle difficult problems	20	3.45
Willingness to compromise when necessary	19	3.42
Follow through on commitments made	20	3.40
Willingness to take risks	19	3.16
Willingness to devote the needed financial resources	20	3.15

A measure of the perceived effectiveness of the Coalition was also included in this survey. Partners rated a series of items, indicating the extent to which they felt the Coalition had accomplished each listed activity. Results are shown in Table 15. Respondents agreed that accessing resources and successfully partnering with other organizations were two of the most recognizable Coalition accomplishments. All activities listed were perceived to have been met at a “Moderate” level or to a “Great extent” with only a few activities receiving a “Limited extent” rating. Approximately only one-in-five partners (22%), though, felt that the Coalition had “established the relationships needed to affect critical issues of importance to the community,” at least “to a limited extent.” As the Coalition develops their next strategic plan, they may want to pay special attention to this activity.

Table 15.

Perceived Extent of Coalition Accomplishments

	Not at all		To a limited extent		To a moderate extent		To a great extent	
	N	%	N	%	N	%	N	%
Contributed to positive change in the community	0	0.0	1	5.9	4	23.5	12	70.6
Solved problems that could not be solved individually	0	0.0	1	5.9	4	23.5	12	70.6
Accessed resources that could not be otherwise obtained	0	0.0	0	0.0	1	5.6	17	94.4
Established the relationships needed to affect critical issues of importance to the community	0	0.0	4	22.2	2	11.1	12	66.7
Shared knowledge, expertise, and/or best practices with the community	0	0.0	2	11.1	5	27.8	10	55.6
Successfully partnered with other organizations to accomplish common goals	0	0.0	0	0.0	1	5.9	16	94.1
Fully participated in community coalitions and associations that bring organizations together	0	0.0	2	11.1	3	16.7	13	72.2
Widely recognized as a community leader that is engaged and responsive to local constituencies	0	0.0%	0	0.0%	9	52.9%	8	47.1%

The survey concluded with three open-ended items giving respondents a chance to share additional thoughts. The first item asked partners to list the most significant accomplishments of the past 12 months (2016). The top three accomplishments listed were:

- Funding
- Supporting neighborhood efforts and
- Building collaboration/Pocket park/Community garden

Partners were also positive regarding recommendations for the Coalition's internal functioning. Many commented that the Coalition should continue with current efforts, while others suggested that the Coalition encourage more resident engagement. Finally, when considering future efforts and serving the 8twelve community, partners' comments focused on two general areas: communication and residents. Many of the partners encouraged the 8twelve to access more communication venues such a large media campaign to engage more residents and possibly connect to future funding opportunities. The partners also suggested that the *number* of residents served by the Coalition increase, and that consideration be given to distributing more activities equally across the East Block and West Block.

Conclusion and Recommendations

As previously discussed, the two surveys serve as a *baseline* for the 8twelve Coalition. The data can serve as a starting point should the Coalition continue to monitor its efficiency, effectiveness, and resident satisfaction with revitalization efforts. The surveys offered feedback on progress, identified issues, and suggest areas for future inquiries that may not have been evident prior to the surveys.

Together, the surveys offered a wealth of information regarding current thoughts and attitudes pertaining to the neighborhood/service area, and the Coalition's activities and efforts. Both surveys reported positive ratings, remarks, and thoughtful insights. It is important to note, however, that these results are establishing base rates, against which a robust evaluation can measure changes. It is difficult to make definitive conclusions or generalize too much at this time. This is especially true due to the residents' survey small sample size and sampling methods.

The results of these surveys are invaluable as the 8twelve Coalition works towards their next strategic plan. More opportunities to build this data over time, measuring change from one evaluation cycle to the next and making the necessary adjustments, will position this kind of community revitalization effort as a model program for neighborhoods with similar contexts. Continuing the partner and resident surveys will provide important feedback, allowing Habitat to register changes in attitudes and perceptions from these initial summaries. This offers compelling data to demonstrate growth and quality control of efforts, which are key components of longitudinal/sustainable change.

If surveys continue, it will be important for the Coalition to revisit the survey instruments, methods, and procedures. For example, what items should be kept for comparison purposes, what items or response categories should be revised, and what new items addressing new information or needs should be added. Regarding survey methods, the Coalition can consider if opportunity sampling and face-to-face interviews are the most efficient and effective method to collect this data. Other methods may prove useful in improving resident representation in these measures. A more robust data management and response tracking system would improve the generalizability of these results, a key feature of model programming. Finally, it would be beneficial to document the training and supervision process that interviewers complete prior to their fieldwork, to ensure quality control, reliability, and validity of the data.

As more data is collected, results can continue to be organized using the Quality of Life Framework. As the 8twelve Coalition looks at the outputs from each action team, these, and other, survey results can help them accurately capture and quantify progress. Seeing the results as they relate to the Foundational and Sector outcomes will give the Coalition more purposeful actions as they strive to improve the quality of life for all 8twelve residents. This can place the Coalition in a favorable position for future funding opportunities, as well as serve as experts when replicating a similar coalition in future neighborhoods.