Community Association Capacity Inventory

The following survey is intended to provide a better understanding of the current status of community associations in Baltimore. Information gathered may benefit community based organizations, Baltimore City government agencies, and city-wide organizations.

Citizens Planning and Housing Association, Inc. (CPHA) will use this survey to identify programmatic focuses and initiatives for community leaders. The survey responses will also be used to provide Baltimore’s community associations with precise and targeted programming or assistance.

Community association presidents should fill out one survey for their community association. The survey is available as a form or as a PDF to download, print, and return to CPHA. Both versions can be found at www.cphabaltimore.org/survey. If you chose to complete a printed version of the survey, please mail the survey to CPHA 3355 Keswick Road, Suite 200, Baltimore, MD 21211.

The survey should take less than 20 minutes to complete. Your time and responses are greatly appreciated.

If you have any questions about this survey, please contact Mel Freeman by phone (410-539-1369 x101) or by email (melf@cphabaltimore.org).

Sections:

Section 1: Organizational Information
Section 2: Mission, Goals, and Programs
Section 3: Board and Elections
Section 4: Organization/Administration
Section 5: General Meetings
Section 6: Members
Section 7: Partnerships/Coalitions
Section 8: City-Wide Community Association Resources

Please Return To:
CPHA
3355 Keswick Road, Suite 200
Baltimore, MD 21211
Organizational Information
Section 1 of 8

Name of organization: _____________________________________________________________

Acronym of association: __________________________________________________________

Phone number of community association’s president: _________________________________

Email of community association’s president: _________________________________________

Fax number of community association: _____________________________________________

Mailing address of community association: __________________________________________

City, State, Zip Code: _____________________________________________________________

1. What is your association’s website? _____________________________________________

2. What are your community association’s official boundaries? ________________________
                                                                                     _____________________________________________________
                                                                                     _____________________________________________________

3. Annual date of community association elections. _________________________________

4a. Are you a registered 501c3 nonprofit with the IRS? □Yes □No □I don’t know

    4b. If no, do you want to be? □Yes □No □I don’t know

5. Is your organization incorporated? □Yes □No □I don’t know

6. Does the organization have by-laws? □Yes □No □I don’t know

7. Title of organization’s leader: ________________________________________________

8. Name of organization’s leader: ________________________________________________

Mission, Goals, and Programs
Section 2 of 8

9. The organization has a mission statement that clearly defines its vision, purpose, and goals.
       □Yes □No □I don’t know

10. What are the most important goals of your organization? ____________________________
                                                                                     _____________________________________________________
                                                                                     _____________________________________________________
                                                                                     _____________________________________________________
11. Please indicate all of the topics that are important to your community:
   □ Historic Architecture  □ Vacant Houses  □ Nuisance Houses  □ Zoning  □ Crime  □ Drugs
   □ Safety  □ Land Beautification (tree wells, open space, gardens, etc.)  □ Rats  □ Sanitation
   □ Trash  □ Social Events  □ Community Events  □ Parking  □ Traffic
   □ Economic Development  □ Membership  □ Other ________________________________

12. How many social events (block parties, festivals, etc.) does your community association host each year where residents can interact in an informal manner? ________________________________

13. Over the past three years, how has the frequency of social events changed?
   □ Increased  □ Decreased  □ Remained the same  □ I don’t know

14. Is there active orientation of new residents, for instance, a welcome packet or welcoming team? □ Yes  □ No  □ I don’t know

15a. Is there a printed newsletter for the community? □ Yes  □ No  □ I don’t know
   15b. If so, how many times in a year is it distributed? ________________________________
   15c. If so, how is the newsletter delivered? (mark all that apply)
      □ Available for pick up at certain locations  □ At meetings  □ Door-to-door delivery
      □ Other ________________________________

16a. Does the organization have an e-blast or email newsletter? □ Yes  □ No  □ I don’t know
   16b. If yes, how does one sign up to receive an e-blast or an email newsletter? (mark all that apply)
      □ Through association’s website  □ By simple request (email, phone, in person)
      □ By signing in at a community association meeting  □ Other ________________________________

17. Please mark all of the social media that your association uses.
   □ Blog  □ List Serve/Google Group/Yahoo Group  □ Twitter  □ Facebook Page
   □ Meetup.com  □ iNeighbors  □ Currently do no use any social media
   □ Other ________________________________

18. How can your organization mobilize residents to take action in a crisis situation? (mark all that apply) □ CERT Team  □ E-blast  □ Phone Tree  □ Block Captains
      □ Currently cannot mobilize residents in a crisis situation  □ Other ________________________________

19. Does your organization have block captains? □ Yes  □ No  □ I don’t know

20a. Does your organization have any committees? □ Yes  □ No  □ I don’t know
   20b. If yes, please list each committee with a short description.

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<tr>
<th>Committee</th>
<th>Description</th>
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Citizens Planning and Housing Association, Inc.
410.539.1369     www.cphabaltimore.org
21. On average, how many times per year does your community association rally residents around a specific topic? ___________________

22. Does your organization support city, state, and national public policy coalitions which work on issues outside of the immediate community?
   □ Often □ Occasionally □ Infrequently □ Never □ I don’t know

23. The following is a list of activities that neighborhood associations often do. Please check all of the activities that your association does.

   **Sanitation**
   □ Neighborhood Clean-Ups
   □ Recording/Reporting Sanitation Violations
   □ Educating Neighbors
   □ Other _________________________

   **Housing**
   □ Recording/Reporting Housing Violations
   □ Covenant/Architecture Review
   □ Marketing/Home Buyers Programs
   □ Other _________________________

   **Crime**
   □ Neighborhood Walkers/Patrol
   □ Recording/Reporting Crimes
   □ Hot Spot Program Work
   □ Drug House Nuisance Cases
   □ Other _________________________

   **Zoning and Development**
   □ Zoning Review/Urban Renewal Plan
   □ Design Review/Planned Urban Development
   □ Advocating for Commercial Revitalization
   □ Testifying Before the Zoning Board
   □ Other _________________________

   **Community Activities**
   □ Community-wide Festivals or Events
   □ Leadership Training
   □ Block Improvement/Beautification Projects
   □ Other _________________________

   **Youth**
   □ Academic Activities
   □ Sports/Recreational Activities
   □ Art/Music Activities
   □ Other _________________________

   **Health**
   □ Health Education
   □ Health Referrals
   □ Drug Treatment Referrals
   □ Other _________________________

   **Other Activities**
   □ Other _________________________
   □ Other _________________________
   □ Other _________________________
   □ Other _________________________

**Board and Elections**
**Section 3 of 8**

24a. Is there an elected board? □ Yes □ No □ I don’t know

24b. If yes, how many people serve on the board of directors? _________________________

25. On average, how many members vote in an election? _________________________

26. Please check off all the roles currently filled:
   □ President or Chair □ Vice-President or Vice-Chair □ Secretary □ Treasurer
   □ Other _________________________
27. How long are board terms? ________________

28. How often are former officers re-elected? (Either to the same position or to a new position on the board.) □Never □Rarely □Sometimes □Often

29. Are the income levels of the board representative of the income levels of the residents served by the organization? □Yes □No □I don’t know

30. How often does the board meet outside of general community association meetings? ______

31a. Is there a way to submit anonymous questions or concerns to the board?
□Yes □No □I don’t know

31b. If yes, how so? ____________________________________________

Organization/ Administration
Section 4 of 8

32. What is your annual budget? ________________

33a. In the last two years, has the organization applied for and received one or more grants?
□Yes □No □I don’t know

33b. If yes, how much grant money were you awarded in the last two years? ________________

34. Does your organization have a bank account? □Yes □No □I don’t know

35. How do you keep track of your finances? (mark all that apply) □Excel □Quickbook □Word □Paper/Pen □Ledgerbook □We don’t have a system to track our finances □Other ____________________________

36. Do you report the state of the budget at general meetings? □Yes □No □I don’t know

37. Does your organization employ paid staff? □Yes □No □I don’t know

General Meetings
Section 5 of 8

38. How many general meetings are held a year? ____

39. How are these meetings advertised? (mark all that apply) □Flyer □Newsletter □Word of Mouth □Email □Phone □Meetings are not actively advertised □Website □Facebook □Meetup.com □Other ____________________________

40. On average, how many residents attend each general meeting? (This does not include invited guests/non-residents). __________________________
41a. Do you have a sign-in sheet at your meetings? □Yes □No □I don’t know
   41b. If yes, what do you do with this information? (mark all that apply)
   □Add new names to listserv □Add new names to spreadsheet or other database
   □Follow up with new attendees □Nothing □Other ____________________________

42a. Where are the meetings held? (Address) _______________________________________
   □ Our meeting location changes each time
42b. What day of the month/year are your meetings? ____________________________
42c. What time are your meetings? ____________________________________________

43. What percentage of time at community association meetings is allocated for open-floor
discussion? □0% □1-9% □10-19% □20-39% □40%+

44a. Are general meeting minutes shared with residents? □Yes □No □I don’t know
   44b. If yes, how are meeting minutes shared? (mark all that apply)
   □Email □Available upon request □At a general meeting
   □Other ____________________________________________________________

45a. Are there topic specific meetings held outside of general meetings?
   □Yes □No □I don’t know
45b. If yes, how many of these meetings are held each year? ____________________________

46. What opportunities are available to residents to talk to each other about concerns important to
them? (mark all that apply) □Blog □Listserve □Meeting Time
   □No opportunities’ currently exist □Other ____________________________

Members

Section 6 of 8

47. How do you define someone as a member of your organization? (mark all that apply)
   □Pays Dues □Attends Meetings □Participates in events □Registered as a member
   □Homeowner □Renter □Other __________________________________________

48. How many members does the association currently have? ____________________________

49. Are homeowners or renters members of your organization?
   □Only homeowners □Only renters □Both homeowners and renters

50a. Do members pay dues? □Yes □No □I don’t know
50b. If yes, how much? ____________________________
50c. If yes, how often? ____________________________

51. How are new members recruited? (mark all that apply) □Word of mouth □Flyers
   □Newsletter □Email □At Meetings □The community association does not recruit
   □Other __________________________________________________________
Partnerships/Coalitions
Section 7 of 8

52. Which types of organizations or institutions (churches, schools, businesses, etc) does your organization collaborate with? (mark all that apply)
   □ Business Owners  □ Developers  □ Politicians  □ Government Agencies
   □ Police or other safety representatives  □ Nonprofit representatives
   □ University Representatives  □ Representatives from religious groups
   □ Currently do not collaborate with any other organization  □ Other ________________

53a. Does your organization work with an umbrella organization?  □ Yes  □ No  □ I don’t know

53b. If yes, please list the umbrella organization. ________________________________

54a. Does your organization work with a CDC?  □ Yes  □ No  □ I don’t know

54b. If yes, please list the CDC. ________________________________

55. Please list the organizations you most often work with and issues you work together on below.

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<thead>
<tr>
<th>Organization</th>
<th>Issue</th>
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56a. Does your organization have liaisons to other organizations or associations?
   □ Yes  □ No  □ I don’t know

56b. If yes, can you please list what organizations you have liaisons for? ________________
     ________________________________

57. Over the past three years, how has your organization’s engagement with other organizations changed?  □ Increased  □ Decreased  □ Remained the same  □ I don’t know
Section 8 of 8

58. Please indicate your level of awareness of the following city-wide organizations by checking one box in each row.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Not Aware</th>
<th>Aware of Organization</th>
<th>Aware of Organization and familiar with services</th>
<th>Aware of organization and your CA has benefited from this organization’s services</th>
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<tbody>
<tr>
<td>Baltimore Heritage</td>
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<td>Baltimore Metropolitan Council</td>
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<td>Baltimore Neighborhood Collaborative</td>
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<td>Baltimore Open Space</td>
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<td>BNIA (Baltimore Neighborhood Indicators Alliance)</td>
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<td>Civic Works</td>
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<td>Community Law Center</td>
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<td>CPHA (Citizens Planning and Housing Association, Inc.)</td>
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<td>Mayor's Office of Neighborhoods</td>
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<td>Neighborhood Design Center</td>
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<td>Parks and People Foundation</td>
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59. What services or resources would you like to be provided to better improve your community association? (Please include any training, equipment, supplies, or anything else that would assist your community association). _____________________________________________________________

__________________________________________________________
Thank you for your time and responses. Your answers will greatly help CPHA expand and implement its initiatives and programs for community associations.

If you have any questions about the survey please contact Mel Freeman at CPHA at 410-539-1369 x101 or by email at melf@cphabaltimore.org.

Please Mail Completed Surveys To:
Citizens Planning and Housing Association, Inc.
3355 Keswick Road, Suite 200
Baltimore, MD 21211