Free Online Resources for

Community Development Practitioners

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Purpose of this Overview

This overview reports on over two dozen organizations, describing their online offerings. It includes a review of the six leading nonprofits and HUD, which provide the majority of free resources and serve a breadth of community development work. In addition, it offers a brief overview of the sites serving niche areas within the industry.

Summary

Offering access to more than 4,000 resources through its database and thousands more news stories, Fannie Mae Foundation's **KnowledgePlex** is the largest source of free information available to community development practitioners. KnowledgePlex electronically searches the online resources available from its 24 community development partners and serves them up under a series of topics for those who prefer to browse or via a very powerful search engine that accesses the actual content of the documents for key words. It focuses on policymakers, as well as practitioners, media and scholars. And its offerings go beyond static resources. It also offers a series of online presentations on a variety of topics ("expert chats" produced with its partners), as well as an industry calendar (also populated by its 24 partners), and a continuous news feed of community development media coverage, which is summarized for registered users in a free weekly email.

The **Enterprise Resource Database** includes access to 600 free resources on housing and community development. It includes a wealth of hands-on, how-to documents that serve as adaptable model documents in housing, finance, community development, supportive housing and more. Unique to Enterprise is its suite of tutorials (housing development, fundraising, resident services and workflow) and other tools that serve up specific resources from its Enterprise Resource Database in a variety of formats for jumpstarting a housing or community development project.

The **U.S. Department of Housing and Urban Development (HUD)** provides over 800 publications and data sets through various online resources, including its online Library and HUD USER, where one can access original HUD reports as well as raw data. In addition to its focus on housing, HUD's webpages also offer resources and information devoted to community and economic development issues and homelessness.

NeighborWorks America offers almost 700 resources. Most notable are its Community Strategies collection of 240 forums, reports and papers on key topics in community development and its Best Practices section, which includes 282 entries from the 237-member NeighborWorks® network that describe innovative approaches used in revitalizing neighborhoods and serving families.

LISC also has a total offering of more than 500 resources. LISC offers almost 150 publications online, mostly reports, available free in PDF format only to registered users. Topics include: Affordable Housing (40), Social and Economic Development (64), Organizational Development (13), Planning and Land Use (17). It also offers online expert chats in a variety of topics and has a well-stocked library of 380 links to other online resources.

The **Housing Assistance Council** offers 300-plus publications, mostly reports, information sheets and case studies, with a few manuals. They are available for free in PDF format or for a small charge for the print version. Notable is its Rural Housing and Economic Development Gateway, a collection of 88 resources created to provide technical assistance, training, and information resources in support of community development in rural America.

Providers and Their Free Online Resources for
Community Development Practitioners

Publisher and Resource	URL
Fannie Mae Foundation	www.fanniemaefoundation.org
KnowledgePlex	www.knowledgeplex.org
Expert Chats	www.knowledgeplex.org/xchat.html
DataPlace	www.dataplace.org
Enterprise	www.enterprisecommunity.org/resources
Enterprise Resource Database	www.practitionerresources.org/
Housing Development Tutorial	http://www.enterprisecommunity.org/resources/tutorials/housing_development/
Workforce Tutorial	http://www.enterprisecommunity.org/resources/tutorials/workforce_development/
Online Publications	www.enterprisecommunity.org/resources/publications_catalog/
Funding Database	www.enterprisecommunity.org/resources/funding_database/
Online Events	www.enterprisecommunity.org/training_and_events/webinars/
Child Care Library	www.enterprisecommunity.org/resources/publications_catalog/default.asp#child
Community Development Library	www.enterprisecommunity.org/resources/publications_catalog/default.asp#cdl
Community Development Software, LLC	http://www.communitydevelopmentsoftware.com/home.asp
Green Communities	http://www.greencommunitiesonline.org/
Department of Housing and Urban Development	www.hud.gov
HUD Online Library	www.hud.gov/library/index.cfm
HUD USER	www.huduser.org
NeighborWorks America (NRC)	http://www.nw.org/network/home.asp
Publications	www.nw.org/network/pubs/studies/default.asp
Community Strategies	www.nw.org/network/comstrat/comstrat.asp
Best Practices (Winning Strategies)	www.nw2.org/WinningStrategies/index.asp
Web Links	www.nw.org/network/links/links.asp
LISC	www.lisc.org/
Publications List	www.lisc.org/resources/
Experts Online	www.lisc.org/resources/experts_index.shtml
Housing Assistance Council	www.ruralhome.org/index.php
Publications List	http://www.ruralhome.org/info.php
Rural Housing and Ec. Dev. Gateway	http://www.hud.gov/offices/cpd/economicdevelopment/programs/rhed/gateway/about.htm

Major Community Development Resources

Fannie Mae Foundation

The Fannie Mae Foundation creates affordable homeownership and housing opportunities through innovative partnerships and initiatives that build healthy, vibrant communities across the United States.

KnowledgePlex: http://www.knowledgeplex.org/
The affordable housing and community development resource for professionals
KnowledgePlex is published by Fannie Mae Foundation and its founding partners to provide policy-makers, practitioners, media and scholars of affordable housing and community development access to information, resources, news, special reports, calendar of events, chats and discussion forums. It offers a venue for professionals to gather, to learn and to locate practical solutions and innovative ideas, timely news and authoritative information, and opportunities to interact with leaders in the housing field. With 24 industry partners participating in its content and events, KnowledgePlex is the hub of housing and community development information and activity. Documents on a variety of topics form an up-to-date, comprehensive collection practitioners can browse or search to locate research, case studies, best practices, scholarly articles and opinion pieces. It offers content recommendations based on the document the user is viewing and includes a feed of the latest news stories, which editors highlight in an email *Week in Review*. Discussion forums allow questions of housing experts during live chats, or partnering with peers to troubleshoot problems in ongoing discussions. The calendar gathers information from sources several times each week and publishes events from across the country. Finally, extranets are available for partner organizations and communities of practice. Registration is optional, and many of the resources are available to non-registered users.

DataPlace: http://www.dataplace.org
DataPlace provides housing and demographic data at geographic scales ranging from the neighborhood to the nation, for policy-makers, practitioners and scholars of community development. It offers easy access to a variety of housing and demographic data, thereby complementing the affordable housing and community development resources currently available on KnowledgePlex. Data sets for version 1.0 will include 1990 and 2000 Census, Home Mortgage Disclosure Act, Section 8 Expiring Use, and Consolidated Plan special tabulations from the 2000 Census. It offers multiple indicator display formats (maps, tables, charts, and statistical profiles for geographic areas). Along with the data, it contains aids to facilitate data use, such as metadata, analytic guidebooks, and illustrative analyses, housing data books and housing market reports, and a directory of housing data resources on the Web. Registration is optional and will be conducted through the KnowledgePlex site. Certain functions, such as the ability to save maps or user-defined neighborhoods for future sessions, might only be available to registered users.

Enterprise

Enterprise Community Partners helps America's low-income families with their struggle out of poverty by providing decent homes, access to steady employment, quality child care and safer streets. Working nationwide with a network of over 2,500 community organizations and through 17 offices, Enterprise has leveraged close to $7 billion in investments and donations to help build over 200,000 affordable homes since 1982.

Information Resources: http://www.enterprisecommunity.org/resources/
The premier portal to hands-on, how-to information in housing, finance, and community development

- **The Enterprise Resource Database^{TM}** (ERD) provides real-life, how-to resources practitioners can use today. Browse among 10 categories that offer more than 1,200 practical resources, from overviews and model documents to spreadsheet templates and program guides and descriptions. Among its resources are more than 100 Web links.
- **Housing Development Tutorial** provides a comprehensive, step-by-step guide to developing affordable housing. It is a one-stop shop of information and tools to improve, or expand, affordable housing production systems.
- **Funding Database** provides the largest database of community development funding sources in the United States. It leads to donors, and walks through the process of effective fundraising. Information on 900 donors interested in community development, representing private and government funding, is updated daily.
- **Publications** are online for free, and in print for an affordable price. These include case studies and how-to documentation on housing, finance, safety, jobs, child care and nonprofit management.
- **Online Events** offer skill-building and programmatic topics as well as perspectives on the structure, sustainability and effectiveness of community development and housing, and issues affecting them.
- **Workforce Tutorial** provides a step-by-step guide to developing a workforce program that succeeds by designing a program to serve both job seekers and employers with equal success. It links to tools, strategies, Internet resources and suggestions for improving program performance, and it guides workforce service providers clearly, systematically and chronologically through the process.
- **Child Care Library** helps improve child care in the community. It is a series of seven manuals that help providers and community development practitioners improve the child care supply, quality and affordability. Available free online and for purchase in print, it includes substantial resources for more information and support.
- **Community Development Library** offers tools and resources for success in community development through a series of 37 manuals, two videos and a CD ROM (in six categories) that addresses housing and organizational issues for small nonprofits.

Green Communities: http://www.greencommunitiesonline.org/
Green Communities is a five-year, $555 million initiative to build more than 8,500 environmentally healthy homes for low-income families, created by Enterprise in partnership with the Natural Resources Defense Council. It provides grants, financing, tax-credit equity, and technical assistance to affordable-housing developers who meet specified criteria.
National Resident Services Collaborative: http://www.residentservices.org/
Established by NeighborWorks America and Enterprise, this site includes resources to improve and increase the delivery of resident services in affordable housing for families.
Supportive Housing Investment Partnership (SHIP): www.shippartners.org
A partnership of Enterprise and the Corporation for Supportive Housing (CSH), SHIP will combine their resources to create more permanent housing with services for homeless families and individuals. The site will link users to CSH's site for resources.

Department of Housing and Urban Development (HUD)
HUD is the federal agency charged with increasing homeownership, supporting community development initiatives, and improving access for all to affordable housing. With oversight of most federal housing policies and programs, HUD provides resources and assistance to organizations and communities that share its mission.

HUD Online Library: http://www.hud.gov/library/index.cfm
The HUD library provides access to a wealth of information, publications, fact sheets, and reports on housing and community issues, as well as links to outside resources and

organizations working in the field. The library is organized into 20 "bookshelves," each focused on an individual facet of HUD's mission, and provides easy navigation through the myriad documents and web pages available. The library acts as the clearinghouse for HUD publications and includes an archive of historical resources that may no longer be accessible elsewhere. The first bookshelf includes a list of the most frequently visited pages on HUD's website.

HUD USER: http://www.huduser.org
Sponsored by the Policy Development and Research Information Service, HUD USER is the online home of over 800 publications and datasets for housing research. Most of the information is available to download for free, while print copies are available from the HUD USER store for a small fee. Affiliated with the HUD USER site is the Regulatory Barriers Clearinghouse that collects and publishes state and local regulatory reform strategies that support affordable housing.

NeighborWorks America
(Neighborhood Reinvestment Corporation)
Strengthening communities and transforming lives
NeighborWorks America is a national nonprofit organization created by Congress to provide financial support, technical assistance, and training for community-based revitalization efforts. It has a network of more than 235 community-based organizations creating healthy communities through the work of thousands of residents, business people, government officials and other partners. Its Neighborhood Housing Services of America provides direct financial services to NeighborWorks network organizations by serving as a unique secondary market that brings assets to communities suffering from disinvestment and decline.

Community Strategies: http://www.nw.org/network/comstrat/comstrat.asp
The "Community Strategies" section of the Neighborhood Reinvestment Corporation's website represents the shared experience of the NeighborWorks® network and Neighborhood Reinvestment Corporation in various areas of community development and affordable housing. About 240 resources are available on a variety of subjects, including Aging in Place, Community Economic Development, Minority Homeownership and Predatory Lending; in a variety of formats: forums, reports and papers, articles and resources and links.
Publications: http://www.nw.org/network/pubs/pubs.asp
Reports and studies on a variety of affordable housing and community development topics.
Best Practices (Winning Strategies): http://www.nw2.org/WinningStrategies/index.asp
These 282 entries are best practices from the 237-member NeighborWorks network. They describe and record innovative approaches used in revitalizing neighborhoods and serving families.
Web Links: http://www.nw.org/network/links/links.asp
These 117 links are broken into eight categories: Community Development, Legislative, Government, Publications, Housing, Philanthropy, Leadership and Youth Development.

Local Initiatives Support Collaborative (LISC)
Helping neighbors build communities
A leading national intermediary, LISC dedicates the "Resources" section of its site to news, calendar events, resources, and a reference glossary and links for nonprofit community development corporations. You must register to download resources, receive their monthly online newsletter or participate in the Experts Online chats.

Publications List: http://www.lisc.org/resources/
LISC offers almost 150 publications online, mostly reports, available (to registered users only) free in PDF format. Topics include: Affordable Housing, Social and Economic Development, Organizational Development, and Planning and Land Use.
Online Experts: http://www.lisc.org/resources/experts_index.shtml
LISC has an online archive of Web-cast events, whose topics include: Financial Management, Green Building, Board Development, Strategic Planning, HUD Regulations, Vacant Properties and Housing Design.
Web Links: http://www.lisc.org/resources/links/
LISC has short descriptions and links to many other online resources for community development practitioners.

Housing Assistance Council (HAC)

HAC helps local organizations build homes in rural America. It emphasizes local solutions, empowerment of the poor, reduced dependence and self-help strategies. It assists in the development of both single- and multi-family homes and promotes homeownership for working low-income rural families through a self-help, "sweat equity" construction method. It maintains a special focus on high-need groups and regions, including Indian country, the Mississippi Delta, farm workers, the Southwest border colonies and Appalachia.

Publications List: http://www.ruralhome.org/info.php
HAC published 300-plus publications, which include mostly reports, information sheets and case studies, with a few manuals. They are available for free in PDF format or a small charge for the print version.
Rural Housing and Economic Development Gateway:
http://www.hud.gov/offices/cpd/economicdevelopment/programs/rhed/gateway/about.htm
This is an information clearinghouse created to provide technical assistance, training and information resources in support of community development in rural America.

Niche Community Development Resources

Affordable Housing Design Advisor
http://www.designadvisor.org
A tool, resource, idea bank and step-by step guide to design in affordable housing
Developed to help organizations that produce affordable housing achieve higher design quality, this site is funded by HUD and led by an advisory group that includes the American Institute of Architects and leaders in affordable housing (including Enterprise). It is full of useful – and usable – information. Browse under "What is Good Design?" and "Why is Design Important?" to find information about essential issues. View examples of what makes design good in the "Gallery." Under "Checklist" review the *Design Considerations Checklist* for principles focused on the special challenges of affordable housing. Read the *20 Steps to Design Quality*, a systematic, detailed procedure for making sure that excellent design is built into every step of development and that key design opportunities are taken advantage of – all firmly in the context of real-world development concerns. And before you begin a project, consider using the *Project Book*, a design-focused workbook that gives you a simple, effective way to collect all the information you will gather through the tools and activities provided at every step of the design process. Finally, on the homepage, scroll down to find "Demystifying Density," which offers PowerPoint presentations you can download and use to help change zoning or to fight not-in-my-backyard syndrome.

Annie E. Casey Foundation (AECF)
AECF fosters public policies, human service reforms, and community supports to better serve low-income children and families. Its offerings focus primarily on policy and planning.
Publications: http://www.aecf.org/publications/index.php
AECF offers approximately 250 publications on families, communities, justices and economic building, all available for free in PDF format.
KIDS COUNT: http://www.aecf.org/kidscount/
The KIDS COUNT Data Book uses 10 key measures of child well-being to track the conditions of children living in the rural (non-metropolitan) portion of each state as well as 71 large cities across the country. The KIDS COUNT website offers the ability to create charts and graphs based on many indicators of child well-being. It also offers supplemental county-level data and special reports.

Brookings Institution Center on Metropolitan Policy
http://www.brookings.edu/metro/metro.htm
Independent research shaping the future
The Urban Markets Initiative (UMI) aims to improve how much data is available, its quality and how it is used to improve urban markets. It offers a roundtable series on topics including retail and commercial urban investment, tools and decision-making around low-income consumer preferences and credit scoring in low-income communities. The objective of this series is to solicit participants' views and learning, uncover best practices and identify information barriers. UMI also includes the design and implementation of a federal data agenda to help get relevant information on our urban areas to those whose decisions impact our urban areas. Finally, UMI invests in pilot projects and scalable models to demonstrate how interventions in the information cycle can facilitate urban markets.

Build it Green (formerly the Green Resource Center)
http://www.builditgreen.org/
Build it Green is located in Berkley, Calif. Its mission is to develop the market for green building by offering technical assistance and training while connecting consumers and professionals with

all sectors of the green building industry. It offers many free online resources, including an impressive materials database of green products for California.

California Community Economic Development Association (CCEDA)
http://www.cceda.com/
CCEDA is a statewide membership association comprised of organizations actively engaged in revitalizing California's neighborhoods. It provides members a clearinghouse for information and action that advance the field and elevate the discussion through training and continuing education, technical assistance, advocacy and public policy. The majority of its online resources focus on creating and sustaining Individual Development Accounts.

Center for Law and Social Policy (CLASP)
www.clasp.org
Strengthening policy for low-income families
CLASP offers hundreds of reports, policy briefs, fact sheets and analyses (1996 – current) on topics such as: childbearing and pregnancy prevention, child care and early education, child support and fathers, child welfare, civil legal assistance, couples and marriage policy, disconnected youth, post-secondary education and training, prisoner re-entry, project for the future of equal justice, welfare policy, work-life and workforce development and transitional jobs.

Community Development Software, LLC
http://www.communitydevelopmentsoftware.com
Distributors of **Housing Developer Pro**™ and **Neighborhood Survey Pro**™ software. Housing Developer Pro™ provides the best automation tool for housing rehab specialists. From the information you enter, it automatically produces the documents you need for your project. It creates written specifications and cost estimates, tracks change orders and construction draws, and maintains contacts. Neighborhood Survey Pro™ software provides timely, accurate neighborhood information. Easy to learn and easy to use, it allows you to use volunteers to collect information on a hand-held computer and download it into a secure database.

Consortium for Housing and Asset Management (CHAM)
http://www.cham.org
Information on property and asset management training
Designed specifically for property managers of community-based organizations and others in the nonprofit housing industry, the CHAM website helps you responsibly own and professionally manage affordable housing. The consortium is a collaboration of Enterprise, LISC and the Neighborhood Reinvestment Corporation. The CHAM website primarily focuses on providing useful resources for property managers, such as links to relevant publications. Examples of the publications include "Should We Accept That Property?" "Making a Match," "The Options of Property Management" and "A Guide for the Management of Low-Income Housing Tax Credits." In addition to publications, it contains special sections on forms and training. Users can download model forms for carrying out day-to-day management activities, as well as search for training opportunities hosted by various organizations in property management.

Corporation for Supportive Housing (CSH)
http://www.csh.org/
Supportive housing, it works
CSH helps communities create permanent housing with services to prevent and end homelessness. This site offers extensive resources on planning, financing and sustaining supportive housing for a wide variety of populations. The Publications section offers 67 titles, and the Resources Library provides more than 320 resources under seven headings: Capacity Building (25), Housing Development (55), Housing Operations (18), Policy and Advocacy (10), Population Specific (65), Service Planning (17) and Service Operations (27). Of particular value

is the Financing Guide:
http://www.csh.org/index.cfm?fuseaction=Page.viewPage&pageID=3089.

Development Training Institute (DTI)
http://www.dtinational.org/
DTI was created in 1981 to advance the knowledge and practice of community building in America. It serves the men and women who lead organizations engaged in community building initiatives (including community-based organizations, banks, philanthropic institutions, etc.). Renowned for its training, DTI offers a limited selection of free online resources.

Fannie Mae's Home Counselor Online
http://www.efanniemae.com/sf/technology/counseling/hco/
Your technology tool of choice
Home Counselor Online is a highly-regarded housing counseling management tool that electronically links the housing counseling process with the loan process and lender partners. The tool was created for home-buyer counselors and lenders to streamline and electronically manage the process from initial interview through education and reporting. It includes tools to determine financial readiness, assess eligibility for various loans and automatically pull credit reports. It offers a variety of reports, captures data for HUD 9902 reporting, helps track clients as well as produce demographic and financial profiles and allows design and production of custom reports. It is fully supported by Fannie Mae's Customer Contact Center. The tool does require a somewhat lengthy registration. Depending on whether your organization is a counseling agency or a lender, the registration forms are different. You must download, fill out, sign and fax in several forms to receive a user ID and password.

Institute for Community Economics (ICE)
http://www.iceclt.org/
ICE is a national community development organization promoting economic justice through community land trusts and community investment. Several resources on creating and sustaining land trusts are available for purchase.

National Association of Home Builders (NAHB) Research Center
http://www.nahbrc.org/marketresearch1.asp?TrackID=&CategoryID=1600&Type=
The NAHB Research Center, wholly-owned subsidiary of the National Association of Home Builders, is dedicated to advancing housing technology and enhancing housing affordability for the benefit of all Americans. It offers programs and technical information on a variety of home types, including green buildings, and its Tool Base Services (www.toolbase.org) is a database with a multitude of resources on construction.

National Council of State Housing Agencies (NCSHA)
http://www.ncsha.org/
NCSHA is a national, nonprofit organization created by the nation's state Housing Finance Agencies to assist them in increasing housing opportunities for lower-income and underserved people through the financing, development and preservation of affordable housing. NCSHA offers conferences annually and a limited number of publications for sale.

National Coalition for the Homeless (NCH)
http://www.nationalhomeless.org/
NCH publishes a variety of fact sheets about homelessness (mostly from 2003) and offers explanations of policy initiatives, as well as action alerts and advocacy toolkits. It also offers an archive of the stories of homeless people.

National Low Income Housing Coalition (NLIHC)
http://www.nlihc.org/
Dedicated solely to ending America's affordable housing crisis
NLIHC's policy agenda is organized around five priority areas (preservation, production, public housing, vouchers and housing plus services), whose corresponding committees, composed of NLIHC members, review policy proposals and make recommendations to the NLIHC Board of Directors on policy positions the coalition will take. Publications are available to download for free or purchase for a minimal charge, including its annual "Out of Reach" report on the income and rental housing data for the United States.

National Neighborhood Coalition (NNC)
http://www.neighborhoodcoalition.org/
The voice for neighborhoods
NNC is a membership organization that convenes people and organizations concerned about neighborhoods, provides information about programs and policies and advocates for neighborhoods and community and neighborhood-based organizations. It offers quite a selection of reports, information and even a toolkit on smart growth. Otherwise, it publishes a quarterly magazine, *Connectivity People and Places*, for its members.

Nonprofit Risk Management (NRM) Center
www.nonprofitrisk.org
The NRM Center was established to provide assistance and resources for community-serving nonprofit organizations.
Tutorials: http://nonprofitrisk.org/tutorials/tutorials.htm
NRM offers five free tutorials: Accident Response, Basic Risk Management, Workplace Safety, Volunteer Risk Management and Business Continuity Planning.

PolicyLink
www.policylink.org
PolicyLink is a national nonprofit research, communications, capacity building, and advocacy organization working to advance policies to achieve economic and social equity.
Publications: http://www.policylink.org/publications.html
It offers a selection of publications, all free in PDF form and most available in print for a minimal charge. Subjects include promoting healthy communities, offering economic opportunity, community policing, smart growth and social equity.
Equitable Development Toolkit: http://www.policylink.org/EDTK/tools.html
Geared primarily towards community builders, this offers background and information on a set of policy options to advance economic and social equity. Users can research and reference 23 topics, explained in terms of what they are, why they are helpful, how to use them, financing options, keys to success, challenges, policy suggestions and sample tools in action. Topics include: Brownfields, Minority Contracting, Real Estate Transfer Taxes, Local Hiring Strategies, Affordable Housing Development 101, Expiring Use, Commercial Stabilization, Community Mapping, CDFIs, Eviction Controls, Code Enforcement, Living Wage Provisions, Rent Controls, CRA, Inclusionary Zoning, Housing Trust Funds and Community Land Trusts.

Recapitalization Advisors Inc.
http://www.recapadvisors.com/default.asp
Recapitalizing and preserving existing affordable housing via innovative financial transactions
Under the "Learn" section, Recapitalization Advisors offers an extensive complete library of free documents describing the basics of affordable housing, the need, various federal programs, as well as a lengthy glossary.

Urban Institute's National Neighborhood Indicators Partnership (NNIP)
http://www.urban.org/nnip/
Democratizing information
NNIP is a collaborative effort by the Urban Institute and local partners to further the development and use of neighborhood-level information systems in local policymaking and community building. It offers an array of publications to help neighborhoods begin the process of compiling, understanding and leveraging local data. Its *Neighborhood Change in Urban America* research series focuses on the analysis of change over the 1990s using census data, made possible largely due to the development of the Neighborhood Change Database, which contains nationwide census data at the tract level with tract boundaries and variables consistently defined across the four U.S. Censuses from 1970 through 2000.

For more information, contact
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Columbia, MD 21044
410.964.1230
www.enterprisecommunities.org/resources