



# CNVS AmeriCorps Education Awards Grant Program Performance Measures 2008-2011

Programs participating in the CNVS AmeriCorps Education Awards Grant Program will agree to work towards the achievement of the following performance measures.

There are 4 Primary Service Area Performance Measures and 3 General Performance Measures.

## **PRIMARY SERVICE AREA PERFORMANCE MEASURES**

These measures track the number of people served in four distinct service areas: 1) education, 2) health, 3) nutrition, and 4) social services/other human needs.

Based on their position descriptions, members will be required to select a Primary Service Area. Members who have more than one position description may have and be able to report on more than one primary service area.

Once members identify a primary service area, they will be able to report on any of the specific service activities within that service area.

These measures are all output measures.<sup>1</sup> Members will report on the number of new (unique individuals) served during their term of service based on the following categories: children (birth to 9 years), youth (10-23 years), adults (24-55 years), and seniors (56+).

This data is collected on the Service Activity Log and reported monthly.

## **GENERAL PERFORMANCE MEASURES**

These measures are required data for the Corporation and pertain equally to all members. There are three performance measures focused on Community Volunteer Generation, Member Service Year Learning, and Local Community Partner Development.

**Community Volunteer Generation** is an output measure that refers to the number of non-AmeriCorps community volunteers recruited, trained, and/or supervised by AmeriCorps members and the number of hours non-AmeriCorps community volunteers contribute to the service site. This information is collected on the Service Activity Log and reported monthly.

<sup>1</sup> Output measures refer to products or services delivered (e.g. students tutored, etc.) Intermediate outcomes refer to changes that have occurred in the lives of beneficiaries or members, but have fallen short of a significant benefit for them. End outcomes are changes that have occurred in the lives of beneficiaries and/or members that constitute significant benefits for them. *Project STAR, AmeriCorps Program Applicant PM Toolkit.*

**Member Service Year Learning** is an aligned performance measure that has outputs, intermediate outcomes, and end outcomes. The learning assessment evaluates the impact of members' training and enrichment activities during their term of service. It also collects information about members' plans for life after AmeriCorps. The pre-service assessment will be included in the enrollment paperwork. The end of term assessment will be administered online for members utilizing the online time and data tracking system and paper forms will be included in member handbooks. It will be part of members' exit paperwork.

**Local Community Partner Development** is an aligned performance measure that has outputs, intermediate outcomes, and end outcomes. Local community partners are the CNVS AmeriCorps service sites where the member performs their service. These may be schools, social service agencies, other nonprofits, or your program. The purpose of this measure is to capture the impact of having an AmeriCorps member at the site on the programs, projects, and services at that site, to assess the value of having AmeriCorps at the site. This will require that site supervisors or a site representative familiar with the AmeriCorps program complete an AmeriCorps impact survey.

## #1 PRIMARY SERVICE AREA: EDUCATION

Specific Service Activities:	Definition	Measure	Output Measure: # of New People Served	Data Collection Tool/Responsible
Education	A teaching or instruction activity that takes place in a school or educational program at the service site (except for literacy programs, health education, and environmental education).	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Literacy	An activity in a literacy program that increases or improves an individual's ability to read, write, speak in English, compute and solve problems at levels of proficiency necessary to function on the job, in the family of the individual and in society.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Tutoring	An activity that increases academic achievement in core subjects through planned, consistent, one-to-one or small-group activities and sessions, which build on students' academic strengths and target students' academic needs.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Mentoring	Number of formal, sustained relationships established between an older or more experienced person and a younger or less experienced person for the purpose of academic, social, or career support. This does not include the relationship between a teacher and his or her students in a classroom setting.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Educational Enrichment programs	Activities that take place in after-school or recreational programs at the service site.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member

## #2 PRIMARY SERVICE AREA: HEALTH

Specific Service Activities:	Definition	Measure	Output Measure: # of New People Served	Data Collection Tool/Responsible
Delivery of Health Services	Any health care service delivery, health education, or health-related service activity, including physical, mental, and emotional health.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member

## #3 PRIMARY SERVICE AREA: NUTRITION

Specific Service Activities:	Definition	Measure	Output Measure: # of New People Served	Data Collection Tool/Responsible
Nutritional Services	Food production, food preparation, food distribution and related activities.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member

## #4 PRIMARY SERVICE AREA: SOCIAL SERVICES/OTHER HUMAN NEEDS

Specific Service Activities:	Definition	Measure	Output Measure: # of New People Served	Data Collection Tool/Responsible
Community outreach	Any activity related to community organizing or outreach.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Economic Development	An activity that support economic or community development or revitalization, including thrift store services.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Environment	Any service activity that engages in environmental education, clean-up activities, land conservation, or restoration.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member

Disaster recovery/relief	An activity that engages in disaster mitigation, preparedness, recovery, or response.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Housing or shelter	Any service activity related to shelter, housing, or homelessness including residential assistants, house managers, construction, housing advocacy, etc.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Other human needs	Other activities that meet an unmet local need.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Public safety	Any activity related to family or domestic violence, abuse or neglect of children or elderly, victim/witness assistance, conflict resolution or mediation, fire prevention/safety, crime awareness, neighborhood watch, delinquency, Homeland Security, or etc.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Social work/case management	Social service planning, delivery, client advocacy, etc.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Transportation	An activity involving transportation of goods or clients as a direct service.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member
Volunteer coordinator/manager	An activity related to the recruitment, training, or supervision of non-AmeriCorps community volunteers.	Output	Children (birth to 9 years) Youth (10-23 years) Adults (24-55 years) Seniors (56+ years)	Service Activity Log (monthly) completed by member

## #1 GENERAL PERFORMANCE MEASURE: COMMUNITY VOLUNTEER GENERATION

Specific Service Activities:	Definition	Measure	Measure Description	Data Collection Tool/Responsible
Engagement of Community Volunteers	Number of non-AmeriCorps volunteers recruited, trained, and/or supervised by CNVS AmeriCorps members.	Output	# of non-AmeriCorps community volunteers	Service Activity Log (monthly) completed by member
Contribution of Community Volunteers	Number of hours contributed to members' service site by non-AmeriCorps volunteers recruited, trained, and/or supervised by CNVS AmeriCorps members.	Output	# of hours contributed by non-AmeriCorps community volunteers	Service Activity Log (monthly) completed by member

## #2 GENERAL PERFORMANCE MEASURE: MEMBER SERVICE YEAR LEARNING

Objective	Measure	Measure Description	Data Collection Tool/Responsible
Brief online and pdf form learning assessment that evaluates the impact of members' training and enrichment activities during their term of service. It also collects information about members' plans after their AmeriCorps service is completed.	Output	# of AmeriCorps members that participate in this activity.	Pre-Service Skill Inventory and End of Service Year Learning Assessment completed by member.
Assessment of new skills gained during term of service.	Intermediate Outcome	% of AmeriCorps members who gain at least one new personal and/or professional skill as a result of member development activities.	Pre-Service Skill Inventory and End of Service Year Learning Assessment completed by member.
Assessment of improvement in 3 out of 7 categories of personal or professional skills.	End Outcome	% of CNVS AmeriCorps members who improved their personal or professional skills as a result of their service year.	Pre-Service Skill Inventory and End of Service Year Learning Assessment completed by member.

### #3 GENERAL PERFORMANCE MEASURE: LOCAL COMMUNITY PARTNER DEVELOPMENT

Objective	Measure	Measure Description	Data Collection Tool/Responsible
Assess the scope and range of CNVS AmeriCorps service sites.	Output	# of AmeriCorps site supervisors that participate in this activity.	Site Supervisor Contracts completed by Site Supervisor
Assess member involvement in expansion and creation of new programs, projects, or services.	Intermediate Outcome	% of reported new or expanded programs, projects, or services as a result of AmeriCorps member involvement	Service Site AmeriCorps Impact Survey/Site Supervisor or Rep.
Assess changes in the quality of programs, projects, or services as a result of AmeriCorps member involvement based on pre and post service surveys completed by the site supervisor.	End Outcome	% of reported improvement in the quality and sustainability of services as a result of CNVS AmeriCorps member involvement based on a set of 7 indicators.	Service Site AmeriCorps Impact Survey/Site Supervisor or Rep.