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LSI  
Understanding of National Performance Measures  
1/19/2022

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>>: Good afternoon and thank you for joining us. Before we get started, let's review the zoom features we are using for this event.

The audio for this event is broadcasting by phone and online. This event is lecture only; the microphones are muted to reduce background noise. To adjust audio through your computer, go to the bottom left of the screen, click the small arrow next to audio settings and select a speaker.

Some viewers get better audio when streaming while others get better quality by phone. So, if you have any audio difficulties you may want to try a different connection method. There are several zoom features we will use today.

At the top of the screen, click the view options button and select exit Fullscreen to display the chat panel on the right side of the slides. If you need zoom technical assistance for this event, please email us at [AmeriCorpswebinarssupport@lsidc.com](mailto:AmeriCorpswebinarssupport@lsidc.com).

The chat panel is disabled for attendees, it will be used by the percent are to provide links and resources. You can ask questions using the Q&A panel. Select for English and if you wish to view them in Spanish select the string text link. We are recording this event, let's start recording and turn over to our presenters

>>: Hi and thank you for joining us on this Wednesday afternoon my name is: white and I'm the senior manager of program impact and training at AmeriCorps seniors. It is my pleasure to talk about performance measure this afternoon. Today we will review national performance measure for the funding opportunity from foster grandparent and senior companion programs here is some just basic information about the notice recently announced.

Just to reiterate, applications are due at close of business on February 3 of this year. This is a part of the series of webinars that AmeriCorps will give, this is the last and not series. However, we have recordings of each additional webinars that are located on our website. Here is our agenda for today. I'm going to do a couple of things; we are going to talk about national performance measure and general, for those who have attended our other webinars in this series you know that we really haven't been able to get there without talking about performance measure a little bit of the time.

We will also start by going through the work plans and talk about how you can allocate your volunteers within your application. Our agency has uniform set of measurements that are used across AmeriCorps seniors and AmeriCorps. It allows grantees to measure and assess your effectiveness and communicate to key stakeholders. It allows AmeriCorps to tell a unified story about the impact of our programs.

As we think about why performance measures? there is a couple reasons for that. All in all, we are a federal program, and we take our role as stewards of taxpayer dollars seriously. If you receive an AmeriCorps seniors grant and you become a steward of taxpayer dollars as well and that comes with certain responsibilities including the responsibility to collect relevant data, measure your impact, and use information to improve an increase or impact.

So, why do we measure performance one? Reason is accountability. This allows participants, board members community member staff and clients to see their program is getting results. Another reason to measure performance is to determine if they change you thought what happened with their intervention is actually occurring. Performance measure is a systematic way to collect reliable information about the inner vision. Do

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some people require more or less intensive service to show a positive outcome even when an intervention is implanted exactly as planned performance measure can help you find ways to strengthen the intervention to make it more effective.

Performance measurement is a way to get feedback, so you know if your intervention is making the expected difference and helps you decide how to make the most effective use of your limited resources. What are some of the benefits of using national performance? AmeriCorps can focus efforts on national priorities. Areas of need where National Service has had success and experience. National performance measures provide the data for a strong agency wide narrative to tell the National Service story.

AmeriCorps will collect high quality data in the results of similar interventions to demonstrate the powerful impact of National Service. To ensure that AmeriCorps can get the data and report results with confidence, guidance from the national performance measure includes definitions for the intervention target population outputs and outcomes and information collecting data and collecting measure. Before I dive into performance measure, I want to briefly discuss how we structure our measures. There is a couple of different components. We will walk through all of the components and a bit.

You can see it is a pretty broad triangle. Gets more specific as you go up the pyramid. Let's quickly discuss each one of these what they mean, and we will start with the focus area. There are several AmeriCorps focus areas for FGP and SCP, are stipend programs, the primary focus areas are education, economic opportunity, and healthy futures. For reference, AmeriCorps has six focus areas. The objective is a general category within each focus area. Looking at the education focus area, you can see it is translated into two slightly more specific objectives, school readiness and K-12 success.

We are getting more concrete in terms of specific activities that is going on that there are still pretty broad. Now we will get into the specific measures. These are reflected in outputs and outcomes. Every national performance measure output must be paired with an outcome. For performance measure, applicants must select one output and one of associated outcomes. Let's dive into outputs and outcomes. It is through outputs and outcomes that we are able to measure performance. We know that performance measurement is the ongoing systematic process of tracking your programs or projects output and outcomes.

Outputs are the amount of service provided. They measure the completion of activities and document, and the fact individuals receive services, products were created, or programs were developed. Outcomes reflect the changes or benefits that occur. Outcomes can reflect changes in individuals' organizations communities or environments. This may include changes in attitudes, knowledge, behavior, or condition. For example, changes within an organization may include an enhanced system to better serve community members.

Outcomes answer the question, what difference did our service make for beneficiaries in general, the most compelling outcomes address changes in behavior or conditions of. However, what makes a change compelling is not just the type of change but the magnitude or amount of change. Let's talk a little bit about the type of changes we might see, including changes in an attitude or belief knowledge or skill behavior or condition.

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Outcomes regarding attitude and belief involve a change in thought or feeling for example a caregiver may have more social support after receiving services. Outcomes measure knowledge and skill involving change in understanding or ability. What a person learns. Outcomes addressing behavior involves changing and actions such as conduct or habits often in a specific context. For example, a student improves class participation after participating in a school mentoring program.

Finally, outcomes regarding condition and while they change and situation or circumstance. For example, a family is transitioned into safe affordable housing after receiving referrals and counseling or a community receives an afterschool program because a youth organization has been able to build capacity to provide resources.

Let's review our specific performance measurement requirements as it relates to this application. You must M a workplan that results in an output and an outcome specified in the national performance measure. All unduplicated volunteers or lawn care service years must be placed in a workplan. The maximum cost per year volunteer service year may not exceed the allowable cost for VSY. We have a lot of important key documents, the most important is the notice of funding opportunity.

However, I want to draw you to two other ones that should be used for your application. One of them is appendix B, national performance measure instructions and the second is workplan development worksheets. The national performance measure instruction summarizes performance measure requirements. Workplan development allows you to plan work plans outside of e-Grants. The tools we would use for performance measure are in appendix B for national performance measure instructions. These instructions include all of our performance measures.

National performance measures are like a menu, you will select the measures that best describe what you do. As you can see, they are organized in terms of focus areas. We do have instructions, and the beginning of this appendix and that is the place you would go to no more about it in depth. I also want to take a brief moment to highlight the workplan template which is designed to help you plan your performance measure.

The workplan can help you organize how you will fit your performance measure together with the volunteer activities. We really recommend that you use the worksheets and use the completed worksheets to transfer the information into e-Grants. Now, all of this information can be found in our performance measure instructions. I wanted to walk through them with them. The following sections must be completed for all of our work plans.

**Description of Community Need:** The description of the community need must be completed for each output you select. This needs statement should explain the compelling need that will be addressed by the volunteers. **Output:** Outputs are the immediate results of the volunteers' services. These are usually count- numbers of children served, etc. The output is selected using the pull-down menu in the eGrants.

**Service Activity:** The service activity (or activities) is the task that the volunteers will perform. The service activity description should explain what the AmeriCorps Seniors volunteers are doing in a way that shows how they will achieve the outputs and outcomes. State who the beneficiaries are, and what the volunteers will be doing with the beneficiaries. State how often volunteers will provide the service and for how long. State where the service will take place. For each output, you may select more than service

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activity. The service activities are selected using the pull-down menu in the eGrants. For each service activity selected, the eGrants will select a different workplan.

**Number of Unduplicated Volunteers:** For FGP and SCP, this is the proposed number of volunteer service years (VSY) that will be performed for each service activity. Each VSY can only be counted once when a volunteer is assigned to a service activity. VSY is one VSY per 1044 hours served. We will further discuss later in a slide in the presentation.

**Total Number of Volunteers:** Here, you enter the total volunteers engaged in the activities, if you were to assign all of them according to each activity. In this way, volunteers can be counted more than once- for example, if the same volunteer does two different types of activities such as tutoring AND mentoring, you can account for both assignments in this field.

**Targets:** The target is the number that you anticipate achieving in the third year of the performance period. For example, if you think your volunteers will serve 50 children in Head Start in the third year of the performance period, you will enter 50 as your target.

**Outcome:** Outcomes are the longer term, permanent change, or improvement expected in the community due to the volunteers and their services. The outcome is selected using the pull-down menu in the eGrants. Finally, Instrument used for Tracking Output: This is the tool that will be used for data collection. The Instrument is selected using the pull-down menu in the eGrants.

I want to come back to allocating volunteer service years across our work plans. What does that mean? You will fill out a different workplan for each set of performance measures that you use. You will need to assign a certain number of unduplicated volunteers or VSY to that workplan. you have heard me reference Volunteer Service Year or VSY. This is a budget term that equals to 1,044 hours of volunteer service activity.

This funding opportunity requires applicants to demonstrate cost-effective practices in achieving performance goals through the services described in the proposed work plan. Applications must include work plans that meet the following minimum requirements: For volunteer assignments that are for stipend volunteers for every \$6,500 in federal funding, at least one Volunteer Service Year must be placed in workplans that result in National Performance Measure outcomes for the selected focus area.

It's fairly simple to calculate the number of unduplicated volunteers or VSY you need. Common arithmetic rules should be used to determine how to round unduplicated volunteers in outcome-based work plans. Grantees should round to the nearest whole number. For example, an applicant requesting \$300,000 in federal funding would require 46.1 VSY in work plans that result in national performance measure outcomes ( $\$300,000/\$6,500 = 46.1$ ).

Since 46.1 is less than 46.5, this would be rounded down to 46 VSY in work plans that result in national performance measure outcomes. As I said, a Volunteer Service Year (VSY) is a budget term which equals to 1,044 hours per year. For example, a volunteer service 2,080 hours per year (a volunteer averages 40 hours per week), serves as 2 VSYs while a volunteer serving 783 hours per year (averaging 15 hours per week) serves  $\frac{3}{4}$  of a VSY.

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A quick recap, AmeriCorps expects applicants to use natural forest measure as a part of car principal formants measuring stretch that relies on both performance measure and elevated data to learn from their work and make tactical and strategic adjustment to achieve their goals. Applicants are required to use the identified Performance Measures outlined in this Notice. For more information, please refer to Appendix B. Applicants must identify a Primary Focus Area and the work plan must include service activities in selected Primary Focus Area.

This funding opportunity requires applicants to demonstrate cost-effective practices so for every \$6,500 in federal funding, at least one Volunteer Service Year must be placed in workplans that result in National Performance Measure outcomes for the selected focus area. A quick pull at the end just to see what you would choose.

Would you choose your output and outcome targets based on? A - what you think is big enough number CNCS. B- An assumption that you will reach everyone in the community, and that the program will have its intended effects on 100% of its recipients. C- A realistic estimate of how many people you can expect to reach, and the realistic impact of the program on those people, informed by your own research, your potential partners and the input of others who know your community and the field. D- a dartboard.

Thank you so much for getting this right. I appreciate it. That was our presentation. I know we have a pretty intimate audience right now so I will see if my camera is working to go on camera and I as well as my colleague Emily are happy to answer any questions.

>>: Thank you, just a quick reminder, if you have questions this is a great opportunity to really pick AmeriCorps seniors collective brain you want to make sure you are using the question-and-answer function on zoom.

>>: As I give it a pause here, I'm going to put in the chat a link to AmeriCorps Senior companion placement opportunity. It is a link that will have the deadlines, recordings, frequently asked questions document, as well as all other materials. Again, applications are due by 5 PM Eastern on Thursday, February 3 of this year.

I will give it a brief moment. I do appreciate those chose to spend their afternoon with Emily and I today. We think this is a great opportunity for organizations across the country and we also want to thank you all for the work you and your organization have been doing. We know has been a trying couple of years, we do appreciate it and hope this is an opportunity that you can take a vantage of to further the impact in your organization and volunteers in your community.

Not seeing any questions, I will lock off and thank you everyone for taking the time this afternoon, we do appreciate it.

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