

## Components of a Performance Measurement Report: *Suggested State Commission PM Reporting Requirements for Sub-Grantees*

### Introduction

Sub-grantee AmeriCorps programs are required to submit two “deliverables” in connection with their performance measurement requirements: performance measurement worksheets and progress reports that include performance measurement results. State commissions are required to report to the Corporation for National and Community Service via the annual Grantee Progress Report (GPR) whether each of their sub-grantee AmeriCorps programs met their performance measurement targets. It is prudent for state commissions to require sub-grantees to submit reports to state commissions that contain *sufficient detail* explaining how they achieved the stated results. This information will verify that the sub-grantees used a performance measurement system to measure results. This information will also allow state commissions to follow up with programs regarding performance measurement technical assistance needs and other program management needs.

Thorough reporting of results is also beneficial for sub-grantees. In addition to enhancing accountability, a report provides opportunities to reassess and adjust activities and resources, and identify technical assistance needs. Progress report information can also be shared with local stakeholders to build support for the program. Reports also serve as a “historical record” for current and future staff.

A good performance measurement report should contain, minimally:

- I. Description of the **service activity**: who conducted it, and the beneficiaries served.
- II. Description of the **methods** used to measure results: the instrument that was used, who completed the instrument, how many instruments were completed, and how the data were aggregated.
- III. Description of the **performance measurement results**: the results of the performance measurement, a statement on whether the sub-grantee met targets, and a description of why targets were not met, if applicable.

Also recommended: A description of what the program will do with the results: what improvements are planned, and how results will be disseminated to stakeholders.

The suggested reporting template on page 2 helps programs provide detailed information to verify performance measurement results. An explanation of each of the template’s components can be found on pages 3-4, followed by an example of how a program might report performance measurement results using the template.

State commissions may wish to consider using the reporting template to enhance their current reporting system.

The questions below serve as a suggested template for programs when they are required to report in an online "text box". Programs should copy the template, including the questions and their responses, and paste them into the text box of the reporting system. However, it may not be necessary for programs to respond to all of these questions if they are already covered in another area of your state's reporting system.

## Reporting Template

### **I. Service Activity**

Describe the activities being measured: If activities were not conducted as planned, explain.

### **II. Measuring the Performance Measure** (*complete sections II and III for each performance measure*)

#### *A. Anticipated Result and Target*

1. State the type of result: output, intermediate outcome, or end outcome.
2. State the anticipated result and target:
3. Indicator: What was measured to determine if the target was met?

#### *B. Method*

1. What instrument was used?
2. Who administered the instrument and to whom?
3. When and how often were data collected?
4. How many instruments were administered and how many were completed?
5. Were data collected as planned? If no, explain why.

### **III. Performance Measurement Results**

- A. Describe the results attained for this performance measure:
- B. Did you meet the target? If no, explain why you think you did not meet the target.

The following page contains further instructions for each of the components in the template.

## Explanation of Reporting Template Components

Suggested Report Components	What the program should say here
<b>I. SERVICE ACTIVITY</b>	
Describe the activities being measured: If activities were not conducted as planned, explain why.	Briefly describe the service activities conducted, including who participated in these activities. Note any significant differences between the service activity as stated in the original performance measurement worksheet and the activity as it was actually carried out.
<b>II. MEASURING THE PERFORMANCE MEASURE</b> ( <i>complete sections II and III for <u>each</u> performance measure</i> )	
<b>A. Anticipated Result and Target</b>	
1. State the type of result: output, intermediate outcome, or end outcome.	Indicate whether this result is an output, intermediate outcome, or end outcome.
2. State the anticipated result and target.	Reiterate the original performance measure result statement and include the anticipated target number or percent. (This is the result that should be described through the rest of section II.)
3. Indicator: What was measured to determine if the target was met?	Describe what was counted or measured to determine whether there was progress toward the anticipated result.
<b>B. Method</b>	
1. What instrument was used?	Provide the name or title of the instrument used to measure this result. For instruments that measure outcomes, indicate if they were pre/post or post-only measures.
2. Who administered the instrument and to whom?	Identify who administered the instrument and who completed it.
3. When and how often were data collected?	Describe when and how often data were collected. If data have not been collected yet, state when data collection will begin and when it will be completed.
4. How many instruments were administered and how many were completed?	Describe how many instruments were administered (e.g., surveys) and how many have been collected. If one instrument was used to collect data from many people (e.g., a sign-in sheet), note how many people provided information.
5. Were the data collected as planned? If no, explain.	If data were not collected as planned, explain what was done differently and why.

<b>III. PERFORMANCE MEASURE RESULTS</b>	
<p>A. Describe the results attained for this performance measure.</p>	<p>Reiterate the original performance measure result statement but include the actual numbers.</p> <ul style="list-style-type: none"> <li>• An output statement should provide a specific count of services or accomplishments over a period of time.</li> <li>• An outcome statement should summarize what changed for whom, by how much, and over what period of time.</li> </ul> <p>If the results are comparing pre-post data, this should be included in the statement.</p>
<p>B. Did you meet the target? If no, explain why you think you did not meet the target.</p>	<p>Note whether or not the target was met. If the target was not met, explain why it was not met (e.g., unexpected developments or obstacles, ineffective measurement tool or methods), and how this problem will be addressed going forward.</p>

**Example: Using the Template to Report Performance Measures (year-end report)****I. Program Activity**

Describe the activities being measured: If activities were not conducted as planned, explain.

*Four AmeriCorps members serving in two-person teams conducted 11 Children's Health Insurance Program (CHIP) educational sessions for approximately 780 parents and guardians over the program year. The sessions covered CHIP's benefits, eligibility requirements, application procedures and instructions. The sessions were targeted to low-income families who have the greatest need for CHIP and who are most likely to meet the program's eligibility requirements. The sessions were held at the Gardenerville Community Center, Piedmont Community College, and the Raleigh Community Action Agency. Originally 12 sessions were scheduled but one was cancelled due to flooding at the sponsoring site and has not been rescheduled yet.*

**II. Measuring the Performance Measure****A. Anticipated Result and Target**

1. State the type of result: output, intermediate outcome, or end outcome. *This result is an end outcome.*
2. State the anticipated result and target: *By the end of the program year, at least 70 percent of parents/guardians surveyed who submitted application forms for their children will be approved to receive healthcare benefits through the Children's Health Insurance Program.*
3. Indicator: What was measured to determine if the target was met? *The percent of a sample of attendees surveyed who were approved to receive CHIP healthcare benefits.*

**B. Method**

1. What instrument was used? *CHIP Follow-up Telephone Survey (post-only), which includes questions about which children were approved to receive healthcare benefits through CHIP.*
2. Who administered the instrument and to whom? *AmeriCorps members asked 25% of the parents and guardians who attended CHIP educational sessions to respond to the interview questions. The sample of 25% of the parents/guardians was obtained by choosing every fourth name from the list of attendees after each session.*
3. When and how often were data collected? *Telephone interviews (about 7-10 minutes) were conducted within 45 days after each educational session.*
4. How many instruments were administered and how many were completed? *AmeriCorps members attempted interviews with 25% (175) of the 700 parents or guardians that completed the applications. Members obtained completed interviews with 60% (105) of the parents/guardians in the sample.*

5. Were data collected as planned? If no, explain why. *Data were collected as planned. However, not all parents/guardians in the sample were available to complete a telephone survey. Three attempts were made to contact each parent/guardian.*

**III. Performance Measurement Results**

- A. Describe the results attained for this performance measure: *By the end of the program year, 86 percent (90 of 105) parents and guardians surveyed (from a sample of 175, representing 25% of attendees) were approved to receive healthcare benefits for their children in the Children's Health Insurance Program.*
- B. Did you meet the target? If no, explain why you think you did not meet the target. *Yes, we met and exceeded our target of 70 percent: 86 percent of parents and guardians successfully enrolled their children in CHIP.*

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Project STAR is available to assist programs with performance measurement reporting.

**Project STAR**

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