

*Examples for AmeriCorps Tutorial***Reporting Performance Measurement Results****Service Activity Example****I. Service 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.

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

1. State the type of result: output, intermediate outcome, or end outcome. *This is an output.*
2. State the anticipated result and target: *By the end of the program year, at least 800 parents and guardians will participate in training sessions to learn about the Children's Health Insurance Program (CHIP) and to enroll their children in the program.*
3. Indicator: What was measured to determine if the target was met? *The number of parents and guardians who attended CHIP educational sessions was counted.*

B. Method

1. What instrument was used? *The CHIP Attendance Roster, which includes the names and phone numbers of parents/guardians (attendees), was used to track numbers of attendees.*
2. Who administered the instrument and to whom? *AmeriCorps members administered the CHIP Attendance Roster and asked parents and guardians (attendees) to complete it.*
3. When and how often were data collected? *Data were collected at the beginning of each educational session.*
4. How many instruments were administered and how many were completed? *At least four CHIP Attendance Rosters were distributed at each session and almost all attendees (744 of about 780) completed it.*
5. Were data collected as planned? If no, explain why. *Data were collected as planned. Attendance data have been collected for all eleven educational sessions conducted during the program year. Approximately 5% of attendees did not want to put their names on the roster.*

III. Performance Measurement Results

- A. Describe the results attained for this performance measure: *Over the program year, 744 parents and guardians participated in training sessions to learn about the Children's Health Insurance Program (CHIP).*
- B. Did you meet the target? If no, explain why you think you did not meet the target. *We did not quite meet our target of at least 800 parents and guardians participating in the training sessions. This was due to the last-minute cancellation of one session at the Orange County Community Center. We are negotiating with Piedmont Community College to hold the final session there as soon as possible.*

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

1. State the type of result: output, intermediate outcome, or end outcome: *This is an intermediate 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.*

Performance Measure End Outcome Example

Anticipated Result: Parents/guardians of children who received CHIP benefits will report that children received preventive health care (regular visits to the doctor, immunizations, etc.) for as long as they remained in the program.

Based on high attendance at CHIP training sessions indicating high interest and motivation among parents, and the large numbers of children who were approved to receive CHIP benefits this year, we expect children enrolled in the program to receive regular preventive health care throughout childhood.