

Appendix A: Performance Measurement Requirements for AmeriCorps State and National Programs

Overview

The 2010 AmeriCorps State and National Application Instructions state that AmeriCorps programs are required, minimally, to submit one set of aligned performance measures — one output, one intermediate outcome, and one end outcome – that capture the results of the program’s primary activity, or area of significant activity for programs whose design precludes identifying a primary activity.

- Place your set of aligned measures, an output, intermediate outcome, and end outcome you expect to achieve as a result of your activities in the “Rationale and Approach” section of the AmeriCorps eGrants application. (While you are not required to report on end outcomes, you must describe the long-term impact you expect to achieve.)
- In the “Performance Measures” section of the AmeriCorps eGrants application, enter the output and intermediate outcome measures, including the indicator, target, instrument, and the performance measurement statement for each measure.

Programs are required to report on outputs annually, and to report on intermediate outcomes in the second and third year. Programs are not required to report on end outcomes.

The Corporation encourages you to exceed the minimum requirements for developing performance measures. Furthermore, if you are applying through a state commission, they may set a higher minimum requirement; check with your state commission for state requirements.

Creating a Set of Aligned Performance Measures for the Rationale and Approach

A set of aligned performance measures contains one output, one intermediate outcome, and one end outcome. Each of these results should relate to the same service activity. In addition, each result flows sequentially, from output to intermediate outcome, and from intermediate outcome to end outcome. Appendix B contains examples of logic models with aligned results. The following steps describe how to develop an aligned set of performance measures:

Step 1: Choose a primary or significant activity area. What is a primary activity?

This might include one or more of the following elements:

- A service activity that represents your AmeriCorps program’s primary purpose and objectives
- An activity area where members put most of their effort and time

- An activity area in which all or most of the members participate
- An activity that addresses one of the Corporation's priority areas
- For intermediary organizations, a significant activity can be that which most or many sites are implementing.

Step 2: (Recommended): Develop a logic model for your activity. This process can:

- Help you clarify the results you are trying to achieve and identify the key program elements that must be tracked.
- Help you develop a set of aligned performance measures
- For information on a program logic model, see Section II of this Toolkit.

Step 3: Identify an output to be measured from your primary activity or area of significant activity and write a statement. What you count - the output – should be what you track for changes. For instance, if you select “students tutored” as your output, you will select intermediate outcomes and end outcomes that identify changes for the same students.

Step 4: Identify an intermediate outcome for the same primary activity or area of significant activity. This intermediate outcome should be aligned with your output. In other words, the intermediate outcome should measure intended changes in the same beneficiaries identified in your output. Write a statement that answers the question: What changes will occur for beneficiaries because of the activity? Intermediate outcomes are changes that support the eventual end outcomes.

Step 5: Identify an end outcome for the same primary activity or area of significant activity. This end outcome should link with your output and intermediate outcome, and should measure a significant and lasting change that your beneficiaries will experience. This change may not occur until after your grant cycle ends. Write a statement that responds to the question: what significant changes will occur for beneficiaries because of the primary or significant activity?

Often, a helpful way to approach this task is to begin with the end outcome and work back to the output.

Step 6 (for the Performance Measurement Section of the eGrants application): Identify the indicators, targets and instruments for the output and intermediate outcome. Once you have completed your logic model and aligned the results, begin to identify the indicators, targets and instruments for the output and intermediate outcome performance measures.

Recommendations

The guidelines above are the minimum requirements set by the Corporation. In addition, AmeriCorps programs are encouraged to develop as many performance measures (outputs and intermediate outcomes) as they feel appropriate to demonstrate the results of their most important activities. AmeriCorps State programs should contact their state commission to inquire about state guidelines.

Primary Activity: See *Activity*.

Result: The outputs and outcomes you intend to track for a particular activity.

Outputs are counts of the amount of service that members or volunteers have completed, but do not provide information on benefits to or other changes in the lives of members and/or beneficiaries.

Intermediate-outcomes specify changes that have occurred in the lives of members and/or beneficiaries, but are short of a significant benefit for them.

End-outcomes specify changes that have occurred in the lives of members and/or beneficiaries that are significant and lasting. End outcomes are the long term impact of the service and may not always become evident until more than three years after the initial intervention.

Significant Activity: See *Activity*.

Target: The level of success a program expects to attain for efforts made over a given time period.

Output example: In the first year, 100 teen parents will participate in the high school dropout prevention program and attend all sessions.

Intermediate outcome example: After one year, 75% of those participants who attended all sessions of the dropout prevention program will have graduated or still be in school working toward graduation.

Volunteer: Volunteers are citizens or residents in the community who offer their time and talents to assist your AmeriCorps program. Volunteers differ from AmeriCorps members in that they are under no formal obligation to provide a specified amount of assistance (e.g., as measured by service hours), and do not receive a stipend, education award or health benefits.

General Info

Performance Measurement Title:

[Yellow text box]

(NOTE: Give this performance measure a title—usually 3-4 words that describe the activity— and enter it in the text box.)

Measure Category:

Select a Measure Category... [Dropdown arrow]

*(NOTE: In eGrants, **Measure Category** will be a drop down menu; select one and continue. The Measure Category options include: Needs and Service Activities, Participant Development, and Strengthening Communities.)*

Service Category addressed by this Performance Measure worksheet:

Select a Service Category... [Dropdown arrow]

*(NOTE: In eGrants, **Service Category** will be a drop down menu of choices based on your earlier identification of Service Categories; select one and continue.)*

Needs and Activities

(Need) Briefly describe the need to be addressed (Max. 4,000 characters):

[Yellow text box]

(NOTE: Keep statements to one or two paragraphs.)

(Service Activity) Briefly describe how you will achieve this result (Max. 4,000 characters):

[Yellow text box]

(NOTE: Keep statements to one or two paragraphs.)

How Many AmeriCorps members will be participating in this activity?

[Yellow text box]

How Many Days per week (on average) will this activity Occur?

[Yellow text box]

How Many Hours per day (on average) will this activity Occur?

[Yellow text box] . [Yellow text box]

When does this activity Begin?

Month [Dropdown arrow] /Day [Dropdown arrow] /Year [Dropdown arrow]

When does this activity End?

Month [Dropdown arrow] /Day [Dropdown arrow] /Year [Dropdown arrow]

(NOTE: In eGrants, Month, Day, and Year will be drop-down options.)

Result:

(NOTE: You will need to select the **Result Type** that you intend to track for this activity – output or intermediate outcome– and click “Add New Results Section.”)

Result: Output

RESULT STATEMENT

1-2 Sentences stating the expected Result.

INDICATORS: A specific measurable item of information that specifies progress toward achieving a result.

Indicator:

(NOTE: In eGrants, **Indicator** is a drop down menu with options including “other.” If the options provided do not include the Indicator you are measuring, select “other” and describe the Indicator in the text box that will appear. Also, be aware that the options may include outcome as well as output indicators. Outputs are counts of things or services provided, or the number of people served; be sure to select an output indicator here.)

TARGETS: Target Description (Max. 250 characters)

Target # (number) or % (percent)

(NOTE: In eGrants, you will need to write a number in the **Target** box from your target statement— and indicate whether it is a whole number or percent—for example, of how many things or services will be created or provided. Output targets often use a number (#) rather than a percent.)

INSTRUMENTS: Specific tool to collect information (e.g., behavior checklist, tally sheet, attitude questionnaire, interview protocol) (Max. 250 characters)

(NOTE: In the text box above, identify your **Instrument** by name, who will administer it and how often.)

PERFORMANCE MEASURE STATEMENT: This is simply the expected result and target combined into one or two sentences (Max. 1,000 characters).

PRIOR YEARS' DATA: Report prior Years' data for this, if available (Max. 1,000 characters).

(NOTE: Now that you have completed the output performance measurement information, do the same for your intermediate outcome. Begin by identifying the Result Type as "intermediate outcome" and continue responding to the same information requests.)

Result: ▼

*(NOTE: You will need to select the **Result Type** that you intend to track for this activity – output or intermediate outcome– and click "Add New Results Section.")*

Result: Intermediate Outcome

RESULT STATEMENT

1-2 Sentences stating the expected Result.

INDICATORS: A specific measurable item of information that specifies progress toward achieving a result.

Indicator: ▼

*(NOTE: In eGrants, **Indicator** is a drop down menu with options including "other." If the options provided do not include the indicator you are measuring, select "other" and describe the indicator in the text box that will appear. Also, be aware that the options may include output as well as outcome indicators. Outcomes are changes that occur; be sure to select an outcome indicator here.)*

TARGETS: Target Description (Max. 250 characters)

Target # (number) or % (percent)

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*(NOTE: In eGrants, you will need to write a number in the **Target** box from your target statement— and indicate whether it is a whole number or percent—for example, of how many people will reach this outcome.)*

INSTRUMENTS: Specific tool to collect information (e.g., behavior checklist, tally sheet, attitude questionnaire, interview protocol) (Max 250 characters).

*(NOTE: In the text box above, identify your **Instrument** by name, who will administer it and how often.)*

PERFORMANCE MEASURE STATEMENT: This is simply the expected result and target combined into one or two sentences (Max. 1,000 characters).

PRIOR YEARS' DATA: Report prior Years' data for this, if available (Max 1,000 characters).