

# **National Common Senior Companion Program Performance Measures**

**The Urgency of Now!**

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# Learning Outcomes

## Participants will:

- Understand common performance measures; their benefits and uses
- Review the background for creating common SCP performance measures
- Discuss content of the packets; learn how packets are being used
- Practice working with raw data and reporting



# Background

- What happened?
- Why did this happen?
- Who was involved?
- What exactly came out of the effort?
- What's the status of the effort?

# What happened?

## Common performance measures

Developed work plans and instruments measuring results related to:

- independent living for seniors
- support for caregivers



# Common SCP Performance Measures

- In-Home Care/Activities of Daily Living
- Companionship
- Respite Care

# Why did this happen?

- Why use common performance measures?
- What are the benefits?



# Why did this happen?

## Some Common Performance Measure Benefits

- Lower burden for individual SCP
- Able to speak of “critical mass” results; Improve opportunities to report at regional and state level
- Increase ability to go after and secure funding at regional or state level
- Increase media attention



# Who was involved?

## Working Group

- Jolene Niernberger, Ft. Jays Kansas SCP
- Rebecca Smith, Greater Columbia Region SCP
- Vicki Suliin, Gerontology Network Services of Kent County Michigan SCP
- Jessica Holz, Suffolk Co. New York FGP/SCP
- Carole Mandino, SCP of Northern Arizona
- Jane Quist, CNCS
- Angela Roberts, CNCS
- Nathan Dietz, CNCS
- Vicki Hover-Williamson, CNCS

# What exactly came out of the effort?

## Companionship Overview

### 1. Work plan

- Community Need (how to localize)
- Results (outputs, intermediate outcomes, end outcomes)

### 2. Instruments and Instructions

### 3. Instructions for Summarizing results

### 4. Recommended data analysis and reporting

# What's the status of the effort?

- Lesley West, CT and pilot testing process



# Pilot Update

- 2 SCP projects in CA (Mar-July 07)
- 1 SCP in CT (Sept-Oct. 07)
- Surveys: Respite Caregiver Survey, Companionship/Outreach Assessment, Independent Living Skills Assessment
- Respite Survey: Test-Retest and interviewed respondents, directors, site coordinators.



# Exercise

## Experience with the Material

### In pairs:

1. Review Assessments and complete the summary tool using raw data (#6-10)
2. Enter totals in summary sheet
3. Complete report statement
4. Respond to questions and report out



# Individual Reflection

## Taking it Home

- Consider how you might use common performance measures for your project.
- Jot down your ideas.

# Contacts for Common SCP Performance Measures

## The Resource Center

[www.nationalservice.gov/resources](http://www.nationalservice.gov/resources)

Search: Optional Senior Companion Program work plans

## Questions about Common SCP PMs? Contact:

- Your CNCS State Office
- Vicki Hover-Williamson [vhover@cns.gov](mailto:vhover@cns.gov)
- Project STAR
  - 800-548-3656
  - [star@jbsinternational.com](mailto:star@jbsinternational.com)