

**Aligning Performance Measures using the Logic Model**  
**Answers to Self-Assessment**

Q#	Question	Correct Answer	Where can I find more Information?*
1	<i>Developing a logic model has many benefits for program planning. Which of the following is NOT considered a benefit of developing a logic model?</i>	<p><b>The correct answer is:</b> <i>Eliminates the need to involve volunteer stations in data collection planning.</i> Whether or not you develop a logic model, it is a good idea to involve volunteer stations in data collection planning. In fact, sharing your logic model with stations may be one way to clarify expectations and negotiate any data collection hurdles from the beginning.</p> <p>Developing a logic model can benefit program planning in the following ways:</p> <ul style="list-style-type: none"> <li>• Builds understanding about what your program is doing and why.</li> <li>• Simplifies description of your program for better communication.</li> <li>• Helps spot gaps in program logic.</li> <li>• Helps clarify what to evaluate and when.</li> </ul>	<p>See Project STAR’s Logic Model Resources, including the basic logic model description, a logic model worksheet, and logic model “puzzles” for practice:  <a href="http://nationalserviceresources.org/star/sc-logic">http://nationalserviceresources.org/star/sc-logic</a></p> <p>For detailed examples of logic models that demonstrate how service activities fit into the bigger picture of addressing community needs, see Logic Models for Corporation Environmental Programs:  <a href="http://nationalserviceresources.org/star/logic-environment">http://nationalserviceresources.org/star/logic-environment</a></p>
2	<i>Components of the logic model are arranged in a specific order. Which of the following outlines the correct order of the logic model components?</i>	<p><b>The correct answer is:</b> <i>Community Need, Inputs, Activities, Outputs, Intermediate Outcomes, End Outcomes.</i></p>	<p>See Project STAR’s Logic Model Resources, including the basic logic model description, a logic model worksheet, and logic model “puzzles” for practice:  <a href="http://nationalserviceresources.org/star/sc-logic">http://nationalserviceresources.org/star/sc-logic</a></p>

\*The recommended listings are materials developed by Project STAR. For more resources on logic models, enter the search term “logic model” at The Resource Center ([www.nationalserviceresources.org](http://www.nationalserviceresources.org)).

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3	<i>Which of the following is NOT recommended to include in your Community Need Statement?</i>	<p><b>The correct answer is:</b> <i>Explanation of plans to report progress on service activity.</i> This is not necessary to include in the community need section.</p> <p>You <b>should</b> include the following in your community need statement:</p> <ul style="list-style-type: none"> <li>• Description of your community.</li> <li>• Outline of specific unmet needs in your community.</li> <li>• Reliable, recent source(s) to establish need (e.g. studies, articles, statistical data collected by government agencies).</li> <li>• Reason why your service activity will address this need.</li> </ul>	<p>The same logic model components (community need, inputs, service activities, etc.) are also used in performance measurement work plans. Access the Checklist for Performance Measurement Work Plan and the Senior Corps Performance Measurement Toolkit from this page:</p> <p><a href="http://nationalserviceresources.org/star/sc">http://nationalserviceresources.org/star/sc</a></p>
4	<i>Which of the following questions should you NOT answer with your Activity Statement?</i>	<p><b>The correct answer is:</b> <i>WHY is this activity needed?</i> This question was already answered in your community need statement.</p> <p>You <b>should</b> include the following in your service activity description:</p> <ul style="list-style-type: none"> <li>• WHO will be doing the activity?</li> <li>• WHEN will it be done?</li> <li>• WHERE will it be done?</li> <li>• HOW LONG will it take?</li> <li>• WITH WHOM will it occur?</li> </ul> <p>Imagine the reader knows nothing about your service activity. How would you describe it to a potential client, parent, or interested community member, for example?</p>	<p>Access the Checklist for Performance Measurement Work Plan and the Senior Corps Performance Measurement Toolkit from this page:</p> <p><a href="http://nationalserviceresources.org/star/sc">http://nationalserviceresources.org/star/sc</a></p>

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5	<i>Which of the following would you include with your inputs?</i>	<p><b>The correct answer is: ALL OF THE ABOVE.</b></p> <p>The following are all considered inputs:</p> <ul style="list-style-type: none"> <li>• Material resources needed for the activity</li> <li>• Numbers of volunteers</li> <li>• Volunteer hours</li> <li>• Training to be provided</li> <li>• Reimbursements to volunteers to be provided</li> </ul>	<p>Access the Checklist for Performance Measurement Work Plan and the Senior Corps Performance Measurement Toolkit from this page:</p> <p><a href="http://nationalserviceresources.org/star/sc">http://nationalserviceresources.org/star/sc</a></p>
6	<i>What is an output?</i>	<p><b>The correct answer is: ALL OF THE ABOVE.</b></p> <p>The following are considered outputs:</p> <ul style="list-style-type: none"> <li>• Number of persons served</li> <li>• Quantity of service provided</li> <li>• Number of times an activity is performed</li> <li>• Amount of products or things created</li> </ul>	<p>See the Senior Corps Performance Measurement Toolkit for additional information on outputs.</p> <p><a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of outputs in the work plan context, see the Senior Corps Performance Measurement Work Plan Library.</p> <p><a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>
7	<i>An output also reflects changes in the beneficiary because of the service.</i>	<p><b>The correct answer is: FALSE.</b></p> <p>Outputs are simply counts of services provided, products created, or people served. They do not reflect changes in beneficiaries due to the service provided.</p>	<p>See the Senior Corps Performance Measurement Toolkit for additional information on outputs.</p> <p><a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p>

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8	<i>What does an outcome reflect?</i>	<p><b>The correct answer is: ALL OF THE ABOVE.</b></p> <p>The following are considered outcomes:</p> <ul style="list-style-type: none"> <li>• Changes in knowledge, skills, attitudes, or behavior.</li> <li>• Changes in the beneficiary’s social environment (community conditions).</li> <li>• Changes that address the community need.</li> <li>• Consequences of the project’s service activity.</li> </ul>	<p>See the Senior Corps Performance Measurement Toolkit for additional information on outcomes. <a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of outcomes in the work plan context, see the Senior Corps Performance Measurement Work Plan Library. <a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>
9	<i>In this example of a telephone reassurance program, match the names of the logic model components to the descriptions.</i>	<p><b>The correct answers are:</b></p> <p><b>Community Need:</b> Homebound seniors living alone are often isolated, worried about personal health and safety, and increasingly vulnerable to institutionalization.</p> <p><b>Inputs:</b> Volunteers, telephones, training for volunteers</p> <p><b>Service Activity:</b> Volunteers make daily calls to homebound seniors to check on their well being and engage in conversation.</p> <p><b>Output:</b> Seniors receive daily telephone calls from volunteers.</p> <p><b>Intermediate Outcome:</b> Seniors report they feel safer and more secure due to daily calls.</p> <p><b>End Outcome:</b> Seniors report they feel more confident about their ability to remain in their own homes.</p>	<p>For practice with logic models, try these logic model puzzles: <a href="http://nationalserviceresources.org/star/sc-logic-puzzles">http://nationalserviceresources.org/star/sc-logic-puzzles</a></p> <p>The Senior Corps Performance Measurement Toolkit discusses all of these components in more detail: <a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of all of these components within an aligned work plan context, see the Senior Corps Performance Measurement Work Plan Library. <a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>

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10	<p><i>In this example of a tutoring program, match the names of the logic model components to the descriptions.</i></p>	<p><b>The correct answers are:</b></p> <p><b>Community Need:</b> Some students are falling behind in school because teachers cannot provide the individualized assistance and encouragement they need.</p> <p><b>Inputs:</b> Volunteer tutors, tutor training, classroom space, books and school supplies.</p> <p><b>Service Activity:</b> Volunteers tutor teacher-identified students after school in various subjects for which they need help.</p> <p><b>Output:</b> Students receive one-on-one tutoring after school twice a week.</p> <p><b>Intermediate Outcome:</b> Students improve their homework completion rate.</p> <p><b>End Outcome:</b> Students improve grade point averages (GPA's) for the year.</p>	<p>For practice with logic models, try these logic model puzzles:  <a href="http://nationalservicerresources.org/star/sc-logic-puzzles">http://nationalservicerresources.org/star/sc-logic-puzzles</a></p> <p>The Senior Corps Performance Measurement Toolkit discusses all of these components in more detail:  <a href="http://nationalservicerresources.org/star/sc-toolkit">http://nationalservicerresources.org/star/sc-toolkit</a></p> <p>For examples of all of these components within an aligned work plan context, see the Senior Corps Performance Measurement Work Plan Library.  <a href="http://nationalservicerresources.org/star/workplan">http://nationalservicerresources.org/star/workplan</a></p>

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11	<p><i>In this example of a tax assistance program, match the names of the logic model components to the descriptions.</i></p>	<p><b>The correct answers are:</b></p> <p><b>Community Need:</b> Low income elderly have difficulty understanding and completing their tax returns.</p> <p><b>Inputs:</b> 50 RSVP volunteers, 40 hours of training, office space, donated office equipment and supplies.</p> <p><b>Service Activity:</b> RSVP volunteers provide low-income clients with tax counseling and help them prepare tax returns.</p> <p><b>Output:</b> Low-income elderly clients receive assistance in completing their tax returns.</p> <p><b>Intermediate Outcome:</b> Tax returns are completed accurately (with RSVP assistance).</p> <p><b>End Outcome:</b> Clients express confidence in ability to complete future tax returns accurately.</p>	<p>For practice with logic models, try these logic model puzzles:  <a href="http://nationalserviceresources.org/star/sc-logic-puzzles">http://nationalserviceresources.org/star/sc-logic-puzzles</a></p> <p>The Senior Corps Performance Measurement Toolkit discusses all of these components in more detail:  <a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of all of these components within an aligned work plan context, see the Senior Corps Performance Measurement Work Plan Library.  <a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>

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12	<i>YOU be the judge of the following sets of performance measures. Are these measures aligned or not aligned?</i>	<p><b>The correct answer is:</b> <i>These measures are aligned.</i></p> <p><b>Activity:</b> Volunteers work one-on-one with clients with disabilities to build and maintain independent living skills.</p> <p><b>Output:</b> Clients receive independent living skill assistance.</p> <p><b>Intermediate Outcome:</b> Clients maintain or improve the number of activities of daily living they are able to perform.</p> <p><b>End Outcome:</b> Participating clients are better able to remain in their own homes due to service provided by volunteers.</p>	<p>The Senior Corps Performance Measurement Toolkit discusses all of these components in more detail:  <a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of all of these components within an aligned work plan context, see the Senior Corps Performance Measurement Work Plan Library.  <a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>
13	<i>Are these measures aligned or not aligned?</i>	<p><b>The correct answer is:</b> <i>These measures are not aligned.</i></p> <p>The end outcome reflects benefits to the volunteer, not the resident. The end outcome should measure benefit to the resident.</p> <p><b>Activity:</b> Volunteers will participate in meaningful social activities with nursing home residents identified as most in need of social contact.</p> <p><b>Output:</b> Identified residents receive regular visits from a volunteer.</p> <p><b>Intermediate Outcome:</b> Identified residents increase their participation in social activities at the nursing home.</p> <p><b>End Outcome:</b> Volunteers report improved mobility.</p>	<p>The Senior Corps Performance Measurement Toolkit discusses all of these components in more detail:  <a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of all of these components within an aligned work plan context, see the Senior Corps Performance Measurement Work Plan Library.  <a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>

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14	<i>Are these measures aligned or not aligned?</i>	<p><b>The correct answer is:</b> <i>These measures are aligned.</i></p> <p><b>Activity:</b> Volunteers prepare, package, and deliver hot meals to homebound seniors.</p> <p><b>Output:</b> Homebound seniors receive hot meals.</p> <p><b>Intermediate Outcome:</b> Homebound seniors eat most of the meals provided by volunteers.</p> <p><b>End Outcome:</b> Homebound seniors improve nutritional intake (diet).</p>	<p>The Senior Corps Performance Measurement Toolkit discusses all of these components in more detail:  <a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of all of these components within an aligned work plan context, see the Senior Corps Performance Measurement Work Plan Library.  <a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>
15	<i>Are these measures aligned or not aligned?</i>	<p><b>The correct answer is:</b> <i>These measures are not aligned.</i></p> <p>The intermediate outcome, improved behavior, is not aligned with the end outcome or the activity, which is focused on helping children improve pre-reading skills.</p> <p><b>Activity:</b> Volunteers assist with basic pre-reading skills to first grade children through <i>Jump-Start to Reading</i> activities.</p> <p><b>Output:</b> Children participate in <i>Jump-Start to Reading</i> programs.</p> <p><b>Intermediate Outcome:</b> Participating children improve school behavior (e.g. following the rules, paying attention in class).</p> <p><b>End Outcome:</b> Participating children demonstrate improved story comprehension (i.e. they are able to retell stories using basic story grammar and relating the sequence of story events.).</p>	<p>The Senior Corps Performance Measurement Toolkit discusses all of these components in more detail:  <a href="http://nationalserviceresources.org/star/sc-toolkit">http://nationalserviceresources.org/star/sc-toolkit</a></p> <p>For examples of all of these components within an aligned work plan context, see the Senior Corps Performance Measurement Work Plan Library.  <a href="http://nationalserviceresources.org/star/workplan">http://nationalserviceresources.org/star/workplan</a></p>