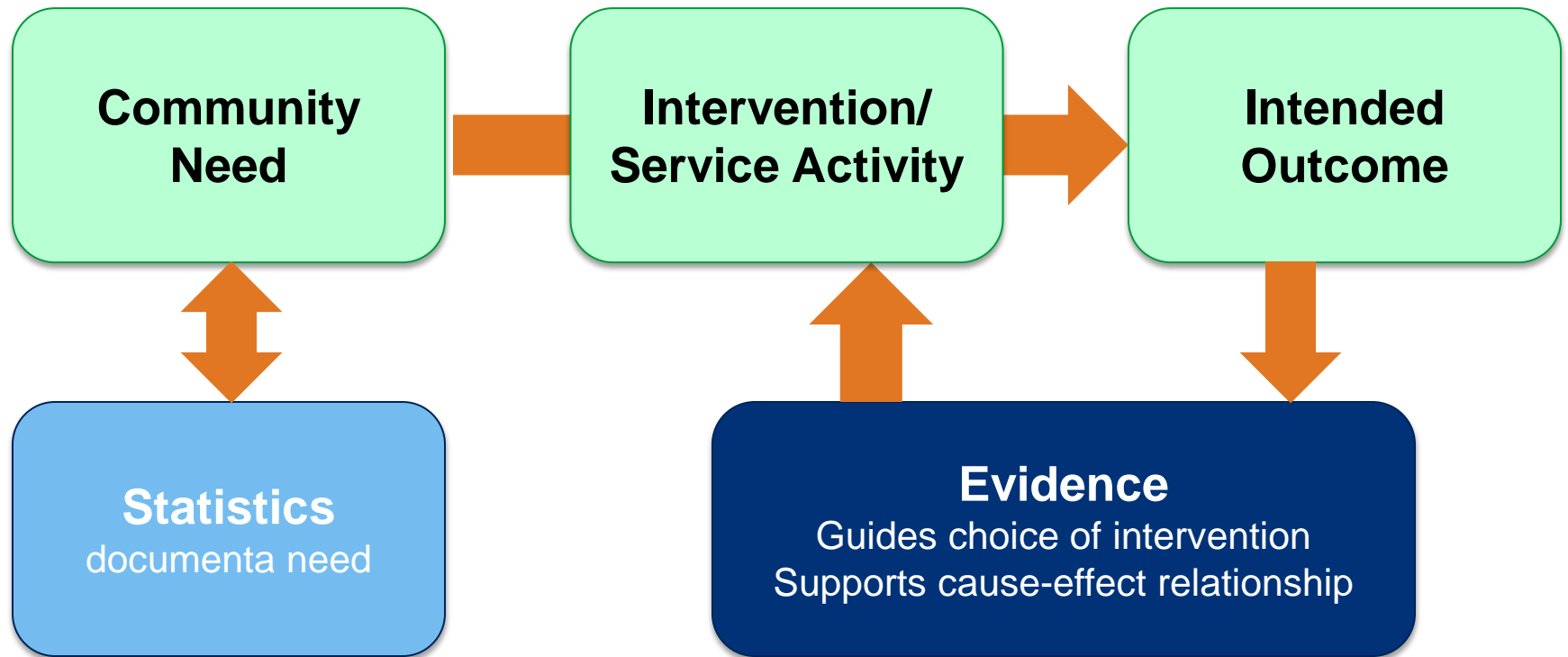# RSVP Performance Measures

Performance Measurement

- **Performance Measurement is:**
  - The ongoing monitoring and reporting of program accomplishments and progress
  - It explains what level of performance is achieved by the program

- **Performance Measures are:**
  - Outputs used to ensure effective implementation of a program
  - Outcomes used to assess the result of the service provided by the program

- **Theory of Change:**
  - The mechanism by which programs outline how their programs work based on existing research or practice grounded in evidence and field experience
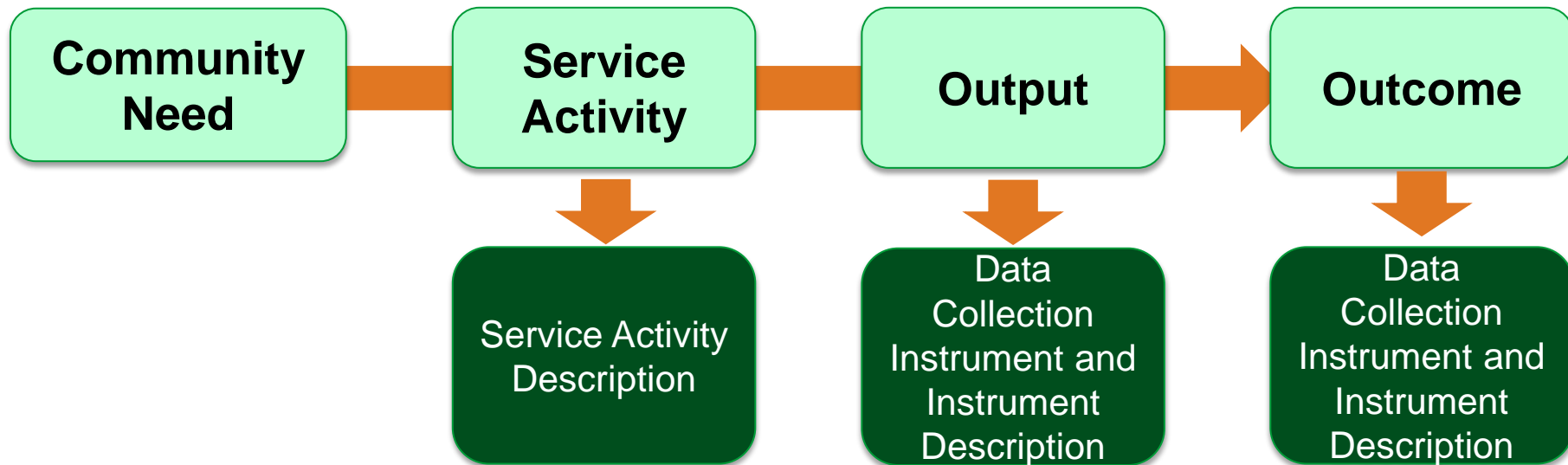
Theory of Change (Logic Model)

Community Need → Intervention/ Service Activity → Intended Outcome

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Theory of Change (Logic Model)

Community Need → Intervention/ Service Activity → Intended Outcome

Statistics
documenta need

Evidence
Guides choice of intervention
Supports cause-effect relationship

Performance Measures Work Plans

Performance Measures Work Plans

- **Community Need:**
  - Data documenting problem/need should answer these questions:
    - **SCOPE:** Who and how many are directly affected? How severe is this?
    - **SIGNIFICANCE:** What makes this a compelling need? Is it likely to become worse? What will happen if we do nothing?
    - **CAUSE(S):** Why does the need exist? How is it perpetuated?

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Performance Measures Work Plans

- **Service Activity:**

  – The task that volunteers will perform.

  – The description should include:

    - Who the beneficiaries are
    - What the volunteers will be doing with them
    - How often volunteers provide service,
    - For how long, and
    - Where the service takes place

Performance Measures Work Plans

- **Outputs:**

  – Amount of service provided
  (people served, products created, or programs developed)

- **Outcomes:**

  – Reflect the changes or benefits that occur
  – Can reflect changes in individuals, organizations, communities, or the environment
  – Address changes in attitudes/beliefs, knowledge/skills, behavior, or conditions

Common Pitfalls

Community Need/Problem statement	Explains service activities instead of presenting data demonstrating the specific issue in the community that the service activities will address.
	Turns into a "data dump" with too many indirect or unrelated statistics provided.
	The community need and intended outcome are not closely related.
Service Activity	Description of the design and service (how often, for how long, and where the service will take place, and who are the beneficiaries) is incomplete.
Outcome	Isn't likely to result from the service activities proposed.
	Doesn't directly relate to the community need.
Statistics	Are not relevant, compelling, or current Do not come from data on program similar to the one proposed (based on design and dosage) Do not make a strong case for the choice of intervention (service activity) Sources are not cited

Performance Measures Requirements

- Primary Focus Area
  - Disaster Services
  - Economic Opportunity
  - Education
  - Environmental Stewardship
  - Healthy Futures
  - Veterans and Military Families

Performance Measurement Requirements

- Percentage rules eliminated (no egg!)
- Replaced by cost per unduplicated volunteer in outcome-based assignments or in evidence-based programs with health education outputs
- New measures and new service activities

Performance Measurement Requirements

Year 1: For every $1,250 in annual base federal funding, at least one unduplicated RSVP volunteer must be placed in work plans that:

- 1. Result in National Performance Measure outcomes in a combination of any of the focus areas and/or Capacity Building Measures, or

- 2. Engage volunteers in an evidence based program that results in a National Performance Measure output in health education programming. (Evidence Based, see Appendix C)

Year 2 and 3: For every $1,000 in annual base federal funding, at least one unduplicated RSVP volunteer must be placed in work plans that:

- 1. Result in National Performance Measure outcomes in a combination of any of the focus areas and/or Capacity Building Measures, or

- 2. Engage volunteers in an evidence based program that results in a National Performance Measure output in health education programming. (Evidence Based, see Appendix C)

Additions to Measures

- New measures or service activities available in most areas
  - Disaster Services
  - Economic Opportunity
  - Education
  - Healthy Futures
  - Veterans and Military Families

New in Disaster Services

- Number of individuals receiving services: **Added** service activity to capture youth preparedness activities

Objective	Output	Service Activity	Outcome
Assistance Provided	**D1. Number of individuals that received CNCS-supported services in disaster preparedness.**	Training; Creating Disaster Kits; Performing Outreach; Youth Preparedness Other	None.

New in Economic Opportunity

- Financial Literacy: **Created** income tax assistance outcomes for financial literacy outputs (Assisting VITA and Income Tax Tutoring activities)

Objective	Output	Service Activity	Outcome
Financial Literacy	O1. Number of economically disadvantaged individuals receiving financial literacy services.	Assisting VITA; Income Tax Tutoring;	O18. Dollar value of tax preparatory fees saved by CNCS-supported organizations or national service participants.
Financial Literacy	O1. Number of economically disadvantaged individuals receiving financial literacy services.	Assisting VITA; Income Tax Tutoring;	O19. Dollar value of tax refunds generated by CNCS-supported organizations or national service participants.

New in Education

K-12 Success: **Added** existing post-secondary institution outcomes for tutoring activities

Objective	Output	Service Activity	Outcome
K-12 success	**ED2. Number of students that completed participation in CNCS-supported K-12 education programs.**	Tutoring-Public School; Tutoring-Faith-Based School; Tutoring-Other	ED10: Number of students entering post-secondary institutions.
			ED11: Number of students earning a post-secondary degree.

New in Education

K-12 Success: **Added** existing post-secondary institution outcomes for mentoring activities

Objective	Output	Service Activity	Outcome
K-12 success	**ED4A. Number of disadvantaged youth/mentor matches or children with special or exceptional needs/mentor matches that were sustained by the CNCS-supported program for at least the required time period.**	Tutoring-Public School; Tutoring-Faith-Based School; Tutoring-Other	ED10: Number of students entering post-secondary institutions.
			ED11: Number of students earning a post-secondary degree.

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New in Veterans and Military Families

- Number of veterans assisted: **Added** service activities to accommodate tracking post-secondary education activities

Objective	Output	Service Activity	Outcome
Veterans & Military Families Served	V3. Number of veterans assisted in pursuing educational opportunities.	Coaching/Counseling; Referring to services; Assisting with entering post-secondary education; Assisting with earning post-secondary degree	None.

New in Healthy Futures

- **Created** Objective: Inclusion of people with disabilities
- **Created** output measure to accommodate programs serving individuals with developmental disabilities better integrate into their communities

Objective	Output	Service Activity	Outcome
Inclusion of people with disabilities	H15. Number of individuals with developmental disabilities receiving services that promote self-determination, independence, productivity, and integration and inclusion in in community-based settings	Transportation; Companionship; Companionship—Dept. of Veterans Affairs; Financial Literacy or Housing Services; Preventing Elder Abuse; Supporting Integration	None

New in Healthy Futures

- Obesity and Food: **Created** output measure for programs that support Soup Kitchens, Food Banks, or Food Pantries whose service activities are not captured in existing measures

Objective	Output	Service Activity	Outcome
Obesity and Food	H16. Number of national service volunteer service hours in support of addressing hunger through service at Soup Kitchens, Food Banks or Food Pantries.	Assisting Soup Kitchens Assisting Food Banks or Food Pantries	None

New in Healthy Futures

- Obesity and Food: **Added** existing output measures that support physical education and nutrition education

Objective	Output	Service Activity	Outcome
Obesity and Food	H5. Number of children and youth engaged in in-school or afterschool physical education activities with the purpose of reducing childhood obesity.	HRSA sponsored Home Visiting Programs Coaching	None.
Obesity and Food	H6. Number of children and youth receiving nutrition education with the purpose of reducing childhood obesity. HRSA sponsored Home Visiting Programs None.	HRSA sponsored Home Visiting Programs Coaching Child Life programs Child Safety and Welfare Interventions	None.

New in Healthy Futures

- Access to Care: **Added** existing output and outcome measures that support distributing health care information and enrolling individuals into health care programs

Objective	Output	Service Activity	Outcome
Access to Care	H2. Number of clients to whom information on health insurance, health care access and health benefits programs is delivered.	Child Life programs Child Safety and Welfare Interventions HRSA sponsored Home Visiting Programs	H3. Number of clients enrolled in health insurance, health services, and health benefits programs.

New in Healthy Futures

- Access to Care: **Added** existing output measures that support basic access to health care and health education programs

Objective	Output	Service Activity	Outcome
Access to Care	H4. Number of clients participating in health education programs.	Training; Coaching; Leading or Assisting Bone Builders; Matter of Balance; Chronic Disease Self-Management Program; Other ACL Prevention Programs	None.

Evidence-based Programs

- Engage volunteers in an evidence based program that results in a National Performance Measure output in health education programming. (Evidence Based, see Appendix C)

- **TTA Call 3:** Evidence-based Programming Date/Time: Tuesday, October 6, 2015 at 2PM (Eastern)

- **TTA Call 6:** Refresher on New Performance Measures and Evidence-based Programming Date/Time: Tuesday, October 20, 2015 at 2PM (Eastern)

- Questions?