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National Performance Measures SDP_2021-12-16_Transcript

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EC

>>: Good afternoon and thank you for joining us. Before starting, let's review the Zoom features we are using for this event. The audio for this event is broadcasting by phone and online. This event is lecture only. Microphones are muted to reduce background noise. To adjust audio through your computer, go to the bottom left of the screen, click the small arrow next to audio settings and select a speaker. Some viewers get better audio when streaming while others get better quality by phone. If you have audio difficulties, you may want to try a different connection method.

There are several Zoom features we will use today. At the top of the screen, click view options button and select exit full screen to display the chat panel on the right side of the sites. If you need Zoom technical assistance for this event, email us at AmeriCorps webinar support and the link is in the chat. The chat panel is disabled for attendees and will be used by presenters to provide links and resources. You can ask questions using the Q&A panel. If you wish to view live closed captioning, you can click on the CC at the bottom of the screen. If you wish to view captioning in Spanish, select the StreamText to view them in your browser.

We are recording this event so we will start the recording and turn it over to our presenters.

>>: Hello and thank you for joining us today. I am the Senior Manager of the program impacted training here at AmeriCorps seniors and I appreciate the time on this Thursday afternoon. AmeriCorps was formally known as a Corporation for National and Community Service is the federal agency responsible for civic engagement. That means we lead civic engagement through service and volunteerism, through grantmaking efforts and national service in the Nashville United States.

We've helped millions of Americans improve their lives and the lives of their fellow citizens through service. We do that mostly by working hand-in-hand with local partners to the ingenuity and can-do spirit of the American people to talk of countries most pressing challenges. Our mission is to improve lives, strengthen communities, and foster civic engagement through service and volunteerism.

National Service is an opportunity to volunteer your time and talent to make a difference in people's lives and get things done for America. The AmeriCorps and AmeriCorps seniors, individuals of any age can serve our country and their community

but putting their valuable skills to use. As we have mentioned during previous trains, the senior demonstration program or FDP as we like our acronyms, it allows us to expand our programs in a way that's different from our standard three programs.

I will be touching on a little bit about that and discussing national performance standards for today's session. This is a series and host of webinars that our team will be leading throughout the year and through January. This gives you information to assist you and increase knowledge of programs, best practices and how to respond to requests for funding.

We will do a couple of things today for our agenda. We will go into national performance measures. For those who attended our other webinars in the series, we have done so without talking about performance measurements and today we will really dive into that. We will look at our work plans and parts of the application and how to allocate your own peers.

Here is some information. Applications are due at 5 PM Eastern on February 3 of next year. Today we will focus on understanding performance measures. Let's get into it. Our agency has a set of measurements used across AmeriCorps seniors and AmeriCorps. It allows grantees to measure and assess their effectiveness and communicate to key stakeholders and allows AmeriCorps to tell the unified story of the impact of the programs.

This is a federal program, and we take our role as stewards and taxpayer dollars seriously. If you receive an AmeriCorps senior grant, you become a steward of taxpayer dollars as well and that comes with certain responsibilities including the responsibility to collect relevant data, measure your impact and use the information to improve and increase your impact.

Accountability, performance measurement satisfies the funders and stakeholders including AmeriCorps participants, board members, community members, staff and clients. They see the programmer project is getting results. Performance measurement helps you communicate achievements in a way that funders and stakeholders will find meaningful and compelling. Another reason to measure performance is to determine if the change you thought would happen with your intervention is actually occurring.

Performance measurement is a systematic way to collect reliable information about the intervention implementation and progress toward outcomes.

You can also use performance measurement data to spot and collect problems. You reaching the population you attended, and some people require more or less intensive service to show positive outcome? Even when an intervention is implemented exactly as planned, performance measurement can help you find ways to strengthen intervention to make it more effective. Performance measurement is a way to get feedback, so you know if your intervention is making the expected difference and helps to decide how to make the most of your limited resources.

What are the benefits? This is going until national areas or national service and experience prepared national performance measures provide data for the strong agencywide narrative to tell the whole story of National Service. AmeriCorps collects high-quality data for interventions to demonstrate the power impact National Service has.

Before I dive into performance measures, I want to discuss how we structure these measures. There are a couple of different components, and we will walk through the different components. This is like a pyramid, and they start off broad and get more specific as you move up.

Let's talk about what each one of these mean. We will start the focus area at the base. There are several AmeriCorps focus areas because carbon programs, the primary focus areas are education, economic opportunities were healthy futures. Those six focus areas across all of the programs. The objective is a general category within each focus area. Let's take a look at the education focus area, which is translated into two slightly more specific objectives, school readiness and K-12 success. We are getting a little bit more concrete in terms of the specific kind of activity that is going on, but there are still pretty broad.

We get into the specific measures that are reflected in the outputs and outcomes. Every national performance measure output must be paired with a single outcome. For each performance measure, applicants must select one output and one of the associated outcomes. Let's dive into outputs and outcomes.

Through outputs and outcomes, we can measure performance. Performance measurement is the ongoing systematic process of tracking or program of projects outputs and outcomes. Outputs are the amount of services provided. They measure the completion of activities and document the fact that individuals receive services, products were created or programs developed. We can answer the question, how much service did we perform or what products did we develop? They do not answer the question of what changed as a result of the service provided or product developer

Outcomes reflect the change or benefits that occur. Outcomes reflect changes in individuals, organizations, communities or the environment. This may include changes in attitude, knowledge, behavior or condition. Changes in an organization may know how to better serve community members pick outcomes answer the question, what difference does service make for beneficiaries? In general, the most telling outcomes address change in behavior or conditions. However, what makes a change compelling is not just the type of change, but the magnitude or amount of change.

Of course, the change should reflect the activities intended purpose. You can see if it changed because of the intervention and use other approaches such as knowledge. Let's talk about the types of outcomes we may see including changes in attitude of belief, knowledge or skill, behavior or condition. Outcomes regarding attitude or belief involves a change in thought or feeling. For example, a caregiver feels they have more social support after receiving respite services.

Outcomes measuring knowledge in scale involve a change in understanding or ability. This is what a person learns pickup for example, a student improves reading ability after attending tutoring sessions. Outcomes addressing behavior involve changes in actions such as conduct or habits, often in a specific context. For example, a student improves class participation after dissipating in a school mentoring program. Outcomes regarding condition involve a change in situation or circumstance. For example, a family's transition into a safe, affordable housing after receiving referrals and counseling or community receives a new afterschool program because a youth organization has been able to build capacity to provide services.

Let's review the measurement requirements in addition to the selected applicable focus area. First, you must submit a work plan that results in an alto outcome specified

in the national performance measures. All unduplicated volunteers, nonstop and programs of volunteer service years must be placed in a work plan. The maximum cost per unduplicated volunteer in all performance measures included in the work plan may not exceed the allowable cost per volunteer or VSY. I want to touch on key documents on the website. The most important document is the notice of funding opportunity. There are a couple of tools I would like to point out. The first is a tool used for performance measures found in appendix B, national performance measure instructions. The second is the work plan development worksheets.

Appendix B, national performance measure instructions summarize performance measure requirements, and a work plan development worksheet allows you to plan work outside of the grants or management system. Here is a shot of appendix B, the national performance measure instructions including all of the performance measures. The national performance measures are like a menu, and you select the measure that best describes what you do. As you see, they are organized in terms of the focus areas. These contain in-depth instructions. This is where you will go to learn more about that.

I want to take a minute to highlight our work plan development worksheet. This template is designed to help you as you design your performance measures. This worksheet can help you organize and will fit your performance measures together with the volunteer activities. I do want to note that we recommend that you use the worksheet and instructions to map out your work plans, and then use the completed worksheet to transfer the information to the egress system, which I have to admit can be a bit clunky at times. All of this information is in the performance measure instructions, but I would like to walk through them.

The following sections must be completed for all work plans. The first is the description of the community need. This must be completed for each output you select. This need statement should explain the compelling need that will be addressed by the volunteers.

Next is the output. As we mentioned, outfits are the immediate result of the volunteer service. These are usually accounts for numbers of children served. The output is selected using the pulldown menu found in the AE grants PMM.

Next is the service activity or activities, which is the task volunteers will perform. The service activity description should explain what the AmeriCorps Seniors volunteers are doing anyway that shows how they will achieve the outputs and outcomes.

They state who the beneficiaries are and what the volunteers will be doing with the beneficiaries. State how often volunteers will provide the service and for how long. State where the service will take place. For each output, you may select more than one service activity.

Service activities can be selected using the pulldown menu in the grants system. The X is the number of unduplicated volunteers. For stipend programs, this is the number of volunteer service years were the as to why that will be for each service activity. For the non-stipend program, this is unduplicated volunteers. Unduplicated volunteers can only be counted once for those assigned to a service activity.

Now, you have the total number of volunteers. Here you enter the total number of volunteers engaged in the activities if you are to assign them according to each activity. In this way, this is the difference between the above is volunteers can be counted more than once per couple example, if the same volunteer has two types of activities such as tutoring and mentoring, you account for both assignments in this field.

Next are the targets because this is the number you anticipate achieving in the third or last year of your performance by. For example, if you think that your serving children in the last year of the performance period, you will enter 50 as the target. You have outcomes that are the longer permanent change or improvement expected in the community due to the volunteers and service. The outcome is selected using the pulldown menu in the egress system.

Finally, we ask for tracking outputs and outcomes and this is the tool you will use for data collection. We have a list of instruments that can be selected using a pulldown menu. Going back to allocating volunteer service years or unduplicated volunteers. What does that mean? You will fill out a different workplan for each set of performance measures you use and assign a certain number of unduplicated volunteers or VSY to that workplan. This funding opportunity requires applicants to demonstrate cost-effective practices in achieving performance goals through services described in the proposed work plan. Applicants must include work plans that meet the following

requirements. For volunteer assignments, those for siphon volunteers for every 7500 and federal funding, at least one volunteer service year must be posted work plans that resulted national performance measure outcomes for the selective focus area.

For volunteer assignments, those for not siphon volunteers for any \$1000 in federal funding, at least one unduplicated volunteer must be placed in a work plan resulting in national performance measure outcome for that selected focus area. It is fairly simple to calculate the number of unduplicated volunteers or VSY years you need, and arithmetic rule should be used to determine how to round unduplicated volunteers for volunteer service years on an outcome-based workplan. Grantee should round to the nearest whole number.

For example, say an applicant requesting 300,000 and federal funding would require 46.1 volunteer service years and work plans are resolved in national performance measure outcome. Since 46.1 is less than 46.5, this would be rounded to 46 volunteer service years and work plans and resulted national performance measure outcomes. I would like to recap a couple of key points. AmeriCorps expects applicants use national performance measures as part of the comprehensive performance measurement strategy reliant on both performance and evaluation data to learn from their work and make tactical and strategic adjustments to achieve their goals.

Applicants are required to use the identified performance measures outlined in this noses. More information can be found in appendix B of the performance measure instructions.

Finally, they require applicants to demonstrate cost-effective practices in achieving performance goals through the services described in the work plan. Applicants must include work plans that meet the following minimum requirements for soap and volunteers and on-site and volunteers.

We have a brief poll. I ask you, if you should choose your output and outcome target, how would you do so? You should choose the output and outcome based on what you think is a big enough number for AmeriCorps, an assumption you will reach everyone in the community and those intended effects on 100% of its recipients, realistic estimate of how many people you can expect to reach and the realistic impact

of the program on those people found by your own research, your potential partners and the input of others or a dartboard?

It warms my heart that no one selected dartboard, and everyone selected the correct answer of C, realistic estimate of how many people you can expect to reach, and the realistic impact of the program on those individuals informed by your own research, your partners and the input of others. With that, I am going to turn it over for any questions. My colleague, Colin will be building questions and you can use the Q&A function.

>>: It looks like we have one question that just came in and is a good reminder for anyone else who has the question. Where can I get a previously recorded session?

>>: The previously recorded sessions can be found on the AmeriCorps seniors and the demonstration program funding opportunity. I am going to post the link into the chat with that specific page. In addition to the recorded sessions for the previous opportunities, you will find all of the relevant information including the application deadline, required documents, previously asked questions and notice of funding opportunity. National performance measure and instructions as well as grant application instructions. It is a one-stop shop for all information regarding the funding opportunity.

>>: The work plan worksheet is available as a Word document?

>>: It is. We have the work plan worksheet as an appendix in the grant application instructions. You can just download that from the website and the template is at the end the code includes instructions as well for each of the required areas.

>>: The next question is can I have multiple sites for volunteers in multiple states?

>>: Sure. I would refer to appendix a as that is the list of the areas, which is the list of areas where we are focused on. We ask that it does not constrain you to those areas. You can list the counties or areas you intend to serve.

>>: Does the grant require a three-year commitment?

>>: A lot of this information can be found in the notice of funding opportunity. I will post a link to that opportunity in the chat as well.

Specifically, to answer that question, the proposed period of performance for the funding opportunity is from July 1, 2022 to June 30, 2024. That is a two-year period of performance.

>>: Can you write for more than one priority area?

>>: Yes, you can

>>: Holiday objectives are appropriate, and can they be drawn from different focus areas?

>>: They can be drawn from different focus areas. We do not constrain organizations with a number of objectives that are appropriate. You may find you have one objective and that is totally fine. You may find you are good with multiple objectives and that is equally as fine.

>>: For first-time grantees, does AmeriCorps prefer a collaboration or partnership or can a single organization apply?

>>: A single organization can apply.

>>: There is a request for clarification of can we apply for stipend program in addition to another?

>>: For that, I would refer to the notice of funding opportunity.

>>: Is there a size limit on the nonprofit? How large does the nonprofit have to be?

>>: There is no size limit on the nonprofit. You will see within the notice of funding opportunity we have a minimum requirement in terms of the funds that one can apply to. We don't have any specific sizes for the organizations that apply. We recognize that impact can be through a range of organizations and sizes so we encourage all to apply.

>>: We can do a quick provided. Is your number you're looking to fill? Or programs are looking to fill?

>>: I don't know if I totally understand the question. Appendix a has the list of the areas that we are targeting because these are counties with low vaccine rates and high poverty levels. There are those for service and engagement. You can do that even if they can find that in Appendix A. No matter where in the country your organization is serving, you can still do that.

>>: There is a question of our financial audits required?

>>: That is a little bit beyond the scope of this presentation right now. I would refer to the notice of funding opportunities, all of the requirements that one needs to make.

>>: Is the 1044 hours from the previous slide applicable to the reporting period or for the year?

>>: The 1044 hours would be applicable to one year.

>>: There are a couple of questions about the recording and whether it will be uploaded to the website. I know that you heard the audio going in and out, but we will post a copy of the presentation to the website. I just want to reiterate that.

>>: I was thrown for a loop as well. It will be on the website, and I will give the same presentation on January 18.

>>: Another question is other services other than –.

>>: I don't think I'm able to answer that question.

>>: I think that is it for those questions. We have a couple more minutes if anyone has any last-minute questions they want to ask. There are a few people asking when the information will be posted, will it be done within a week.

>>: For the recording, yes, we will aim for a quick turnaround.

>>: A couple more have come in. There it is one that you said one year so is this a one year, grantee or volunteer year?

>>: So a two year performance. That is for the grant. Each of those are broken into two fiscal years. Those years will be July one through June 30.

>>: The performance measures should clearly be stated on Appendix B.

>>: That is correct. This is kind of your main document. It lays out all of the requirements and lays out all of the initiatives and all of the specific performance measures including with the different measures.

>>: Any other questions, you can drop this into the Q&A box. If a volunteers help

within the first project year, they have to achieve all of their hours in the project year?

>>: Our volunteers have a minimum power requirement with the funding opportunity. This means they can get close to 1044 hours that can be for multiple volunteers.

>>: Why do they receive the federal funding?

>>: Organizations have the funding, and one grant is awarded.

>>: These are completed in the volunteer years, correct?

>>: The grantees are by the work. We want to have the unduplicated volunteer service years with the program and with the grantees, it is going with the numbers of federal funding and so many duplicated volunteers or so many in the service year.

>>: Can you clarify about the stipend volunteers?

>>: There are different requirements, and they can be a little bit nuanced. That individual – (inaudible).

>>: If volunteers don't complete the volunteer hours, how does that affect funding?

>>: We encourage all of our recipients – how many volunteers will you recruit, we recognize there are many things that have happened over the course of time during this pandemic that has affected our ability. These are conversations that you would have.

>>: It may be helpful to clarify where or what we can fit into the budget for the audit.

>>: Right. All of that can be found in the notice of funding opportunity and a lot of the information can also be found in the grant allocation. This can go with the perspective or the grantee as they have the funding opportunity. This can increase in instructions and reviews.

>>: Another clarification question – for.

>>: I hate to cut you off, but I want to be clear about applying for funding. They have the volunteers of the individuals that served even if they are not able to meet the

target measures. I did not mean to cut you off, but I wanted to be clear.

>>: It's okay if I think we're getting a couple of the same question so it's good to clarify.

There are a couple of questions about volunteers and the VSY and duplicated volunteers. Explain a little bit about how to make the required hours and when talking about the unduplicated, can you clarify?

>>: Yes, how many stipend volunteers will you need per \$328,000. With the 338,000, we know that for every 7000, 500 in the funds, there is at least one VSY equivalent 1044 hours associated with the national performance measure. So you have 320,000 divided by the 7000 and that comes out to 43 and you have about 44 VSY.

>>: Thank you for that quick calculation. Any other questions? We just went over the example of the VSY and the number of volunteers.

>>: The 1044 hours of VSY, that can be achieved with the minimum volunteer requirement hours for the program.

>>: Another question that came in about VSY and if you can elaborate a little bit more of what you mean by that.

>>: Let me try my best. The VSY is for 1044 hours per year. It is not necessarily a person and the number of hours. AmeriCorps Seniors have this 1044 hours. That is not to say it is one person. The work plan has a worksheet, and we have the number of unduplicated volunteers or the number of VSY, which is the number of volunteers that are engaged in the service. They can be counted more than once for each service.

>>: Thank you for that clarification. Hopefully that answers a lot of the questions.

>>: I recognize this, and I went to point everyone toward the notice of funding opportunity.

>>: There is another question about VSY. You times this by 1044 hours.

>>: So that is equivalent.

>>: The webinar is recorded and will be posted to the website, and it is dropped

into the chat. This will all be posted along with the notice of funding and everything that was provided in the presentation earlier.

That looks like it is all of the questions.

>>: Thank you to everyone for joining us on today's call. We really appreciate the time, and we appreciate the great work that you are doing across the country. There are so many people in a variety of ways. I appreciate all of your efforts and hope that we can utilize this opportunity.

Looking forward to seeing you on the next webinar.