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AmeriCorps  
2022-01-18 AI Understanding National Performance Measures SDP

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[EC]

>>: Good afternoon, everyone that they can for joining us. Before we begin, I will review some of the Zoom features that will be used for this event. The audio for this event is broadcasting both by phone and online. The event is lecture only so your microphones are muted to reduce background noise.

To adjust audio, click the small arrow next to your audio settings and select the speaker. Some viewers get better audio and streaming while others get better quality by phone so you have any 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 the view options button and select exit full screen and this will display the chat panel on the right side. If you need Zoom technical assistance for the event, you can e-mail us at [americorpswebinarsupport@lsi.com](mailto:americorpswebinarsupport@lsi.com). I will put that in the chat.

The chat panel is disabled. It will be used to provide links and resources. You can ask any questions you have by using the Q&A panel.

You can select the closed caption icon for live captioning in English or if you wish to view captioning in Spanish, you can select the StreamText link, and I will post that in the chat in a moment.

We are recording this event so we will get started with that and I will turn it over to our presenters.

>>: Hello and thank you Mike and thank you to everyone for taking the time to join us today. I am calling and I am a Manager of Program Training at AmeriCorps Seniors. It is my pleasure to discuss our national performance measures with you.

AmeriCorps, formerly known as the Corporation for National Community Service is a federal agency responsible for civic engagement. This is through service and volunteer through efforts and national data service here in the United States. We help millions of Americans improve their lives, analyze their fellow citizens through service. We do this mostly by working hand-in-hand with local partners to have ingenuity and a

can-do spirit of the American people.

Our mission is to improve the lives, strengthen communities and sponsor civic engagement through service and volunteering. The National Service is an opportunity to volunteer your time and talents. Through AmeriCorps and AmeriCorps seniors, individuals serve our country and the community. As mentioned, during previous training, the programming allows us to extend our program reach.

Before we began, as a reminder, here is the schedule for our training sessions. All of the sessions have been recorded. The sessions are give you information specific to increase the knowledge of our program, best practices, and how to respond to requests for funding.

Here is our agenda for today. We have a test on national performance measures specifically. For those have attended the other webinars, you know we cannot get here before talking about performance measurement a little bit. We will start by going over performance measures at the highest level, what they are, what you do with them, and we will look at work plans and specific parts of the application and how senior volunteers are across the work plan.

Here is some basic information about the notice for funding opportunity. Base are due at the close of business on February 3rd and today we will be focusing our efforts on understanding our performance measures.

Our agency has a uniform set of measurements used across AmeriCorps seniors allowing grantees to measure or exhibit and communicate. Last AmeriCorps is to unified stories about the impact of our program. First, why performance measures? All in all, we are a federal program. If you receive a grant, you use taxpayers dollars as well and that comes with certain responsibilities including that to collect relevant data, measure the impact and use the information to improve and increase your impact.

Why do we measure performance? One reason is accountability. Performance measurement satisfy the needs of the funders and stakeholders including AmeriCorps

participants, core members, community numbers to see that the program of the project is getting results. Performance measurements help with the feedback, so you know if the intervention is making a difference and helps you to decide how to make the most effective use of the resources. What are the benefits of using this? AmeriCorps focuses on national priorities or areas of the National Service, success, and experience. National performance measures prevent the data for any strong agencywide for the National Service story. AmeriCorps reflects high quality data and results in similar interventions to see about the National Service.

to ensure AmeriCorps it's the data and reports with confidence, guidance for the national performance measures include the intervention, target population, outcome and output and information collecting. I want to talk about how these are structured. There are some components, and we will talk about each component. With a visual, they start off very broad and get more specific as you move up.

Let's talk about what each means and we will start down there. There are several focus areas. You have the programs in primary focus areas or education and there are all of these different services. There are more specific objectives. This is where we get to the specific measures.

This is the outputs and outcomes. You have the outputs and outcomes that we are able to measure, and we have the different outcomes and outputs. Output is the number of service provided. It answers the question how much service do we perform.

Outcomes have the changes or benefits that occur. Outcomes reflect changes in the individuals, organizations, communities or environment. For example, you have the organization, and this is how we can prevent issues or how the system will produce and enhance the capacity organization. However, what makes the change compelling is not just the type of change. With the performance measure, you can tell of a change occurs. We are going to look at how this can change.

Outcomes regarding attitude are changing and understanding our ability to see

improvement.

AmeriCorps goes across all of the training practices. The objective is within each focus area so if we take a look at the education purpose area, it can be translated into two slightly more specific objectives. We are getting a little more concrete activity that is going on. Now this is where we get to the specific measures going in the outputs and outcomes. For every national performance measure outfit, it pairs with a single part and for each performance measure, each must select one output and one of the associated outcomes.

Outcomes and outputs are working with the measure performance, and we know performance measurement is an ongoing systematic process and tracking your program and project outputs and outcomes. Outputs are the amount of service provided. They measure the completion of activities that individuals get from products or programs develop. To answer the question, how much service did we perform? You do not answer what change can result that the service provided?

Outcomes are the changes or benefits that occur. Outcomes reflect changes in the individuals, organizations, communities or the environment. It may include changes in attitude, knowledge, behavior. For example, you have the organization name, and this is for a community member. The outcomes answer the question, what difference in our service can make this year? How does the new system or product go with the organization and serve the community?

In general, that compelling outcomes address changes in the condition, however, what makes a change compelling is not just the type of change, but that magnitude or amount of change. Of course, the change reflects the activities that can occur. In summary, performance measures show if a change occurs. You define if it occurred because of an intervention and what kind of approach is used.

Let's talk about the types of outcomes that we may see and the changes in attitudes and beliefs, knowledge, skills, behavior or condition. Outcomes regarding

attitude are changes in thoughts or fields. For example, a caregiver may feel that they have more social support after working. Outcomes measuring knowledge and skill in both a change in understanding or ability and what a person learns. For example, a student improves their reading ability after attending a session.

Outcomes addressing behavior involved changes in action, conduct or habits. For example, a student with class participation from their teachers after participating in a school mentoring program. Outcomes regarding situation and/or circumstance. For example, a family transitions into affordable housing after receiving referrals to counseling. maybe they receive a new afterschool program with a youth organization.

Let's review the performance measurement requirements for measuring the applicable services. We will talk about the output and outcomes with the national performance measures. We have to volunteers or the volunteer service years, VSY and the programs must be included in the work plan. You have the unduplicated volunteer or VSY, performance measures.

Everyone is familiar with the documents. You have the notice of funding opportunity. Use the performance measures with the instructions in the work plan development worksheet. The national performance measurements, you have the performance measurement requirements and the worksheet. Appendix B are instructions including all of the applicable performance measures. The national performance measures recommend measures that affect the grant and what you do. You will see they are organized in different areas and comes with instructions at the beginning where it goes more into depth.

Next, I want to highlight the work plan development worksheet to help you plan your performance measures. To help you organize how you use your performance measures. We recommend that you use the worksheet to map out the work plan and use the completed worksheet to transfer the information.

Now all of this information and the performance measure instructions and I want to

walk them real with you. You can look at all of this for your work plan. The description workplan community is a description with the output and these explain how to track by the volunteers. As I mentioned, this goes with the services and this because of the services. This is a pulldown menu.

The service activity explains what the AmeriCorps seniors are doing and how they will receive the outputs and the outcomes. This is what the volunteers will be doing. The volunteers provide service, and the outputs are more than one service activity in the service activity is in the pulldown menu.

A number of unduplicated volunteers or VSY, the stipend program is the one that is performed for each service outcome. Each VSY, then on stipend program is the number of unduplicated volunteers. The number of volunteers is where you enter the total number of volunteers for each activity. According to each activity. Volunteers can be counted more than once. The same volunteer has two different act types of activities, and they can both be counted.

The targeted number goes with the last performance. For example, if they are tutoring (inaudible) the outcomes are the longer-term program or improvements in the community with a volunteers and their service. The outcomes are in the pulldown menu. Finally, you use this for tracking the outcomes echo this is the reported tool for data collection. This is in the pulldown menu.

I went to go back to the volunteer service years and the work plan. There is a workplan with performance measures and a certain number of volunteers or VSY. The opportunities demonstrate a cost-effective strategy in achieving performance goals that are described in the work plan. This meets the following minimum requirements. For volunteers with the stipend program, they have \$500 and federal funding, and one volunteer service year must result in a national performance measure outcome for that area.

The volunteer is for non-volunteers for every 1000 and federal funding and must

be with the national performance measure outcome or performance area. If we can go back one side and I want to take a moment talking about the volunteer service. Your service year equals 1044 hours. For example, volunteer service may serve 2080 hours per year. In this equation for the VSY, volunteers serving or averaging 15 hours per week is a simple way to calculate the unduplicated volunteers. You are going to run to the nearest whole number. The VSY is only applicable for a second program.

To recap a couple of key points. AmeriCorps national performance measures are part of a comprehensive performance measure strategy and relies on performance and evaluation data in their work that is applicable to achieve their goals. You have the identified performance measures, and I will refer you to Appendix B of the performance measure instruction sheet.

The funding opportunity requires you to demonstrate achieving performance goals through the services described in the portfolio. Applications must meet the following minimum requirements. The volunteers are going with the stipend volunteer with \$500 and federal funding at least one volunteer service year and must result in a national performance measure outcome. For volunteer funding with non-stipend volunteers, every \$1000 in federal funding, one must be having a workplan resulting in the national performance measure outcome.

A brief poll is popping up right now. When thinking about your outcome and output targets, you should base it on what you think they big enough number for AmeriCorps. B everyone in a committed and program has attended effects on 100% of recipients. C, realistic estimate I will give everyone a brief moment to select their choice.

This should be informed by research partners. The dartboard, I would recommend not. Now I will turn it over to questions. Again, please use the Q&A function found at the bottom of the screen.

Let me open up the Q&A, and I will start with the first question. Because this is a demonstration program grant, are we able to propose projects outside of the program



area, especially if we see a growing need in the communities of that area? That is a great question. I would refer you to our funding priorities as seen in the notice of funding opportunity on the website.

The funding opportunity tells the applicants the focus areas that we would like them to focus on.

Taylor, your first question, explain the difference between a need in the narrative section and the community need in the work plan section. The description of the community need of the work plan should be for each output. It should explain the need that is explained by your volunteers. There is a lot in the summary, however, the information in the application provides more opportunity for you to further explain the community need that your program needs to address.

There is more information about the specific definitions including what we're looking for within the application and I would for those to the notice of funding opportunity and the funding opportunity application.

I would then look to the second question, can you restate the targets such as tutoring? You are exactly right. The output is the service provided including measure and that should be individuals receiving the service. If you are tutoring or planning to tutor 50 children, 50 would be the target. It could be a little bit different than how the outcome reflects the changes or benefits that may occur. How many of those 50 will have the knowledge, attitude or behavior?

With an unduplicated volunteers with the service areas, there is specific service and a workplan is for 2024. Somebody asked how do we know if we have a stipend or non-stipend volunteer? You can look at the difference between the stipend and non-stipend volunteers in the notice of funding opportunity on the webpage because they can provide a little bit more insight and guidance than what I can provide right now on the call.

You have the application ID number and there is a question about having a hard

copy of the application for the FTP. Those are a little bit beyond the scope of today's conversation, but each of them can be answered on our website through the frequently asked questions document that we have up there.

You have the senior demonstration progress stipend and there is not much difference. Again, I would refer you to our notice of funding opportunity that has a little bit more information on the demonstration program.

You asked if volunteers can go with the program director and is that position included and with the unduplicated volunteers. Let me see if I can take a stab at this. If you are writing out the proposal and you have funds for the program, say if you have \$400,000, with the stipend or non-stipend volunteers are divided by the \$400,000 with the federal funding by either \$1000 or \$7500. That would tell you what the minimum requirement of unduplicated volunteers or volunteers should be in the workplan.

Someone asked about the VSY if it is more than 1044 hours per year or for a two-year grant and the VSY is 1044 hours per year. That is per year.

Can you explain how the six-month training time fits into all of this? I think this may be a little bit beyond the scope of today's presentation. I will say that if you are thinking about the targets, you should be thinking how many people you want further performance period.

Another question is the stipend volunteers for every \$1000 of federal requires a volunteer and does it require per hour? The 1044 only references the stipend of volunteers. For the non-stipend volunteers, the requirement of the volunteers can be found in the notice of funding opportunity as well as the frequently asked questions.

Another question about the 50% stipend and the 50% non-stipend volunteers. Again, this question is answered in the notice of funding opportunity in the frequently asked questions. There is clarification and you have the number of children who really benefit or the outcome target and that is the number of children served.

List, the grants, this is going to do with the features of the area. Those with mental

health issues and the outcome of the individuals receive during that inclusion? Yes. One of our priority programs is there for the healthy futures focus area and we are asking for applications with the education opportunity, and this is for the underserved as well. You would be able to do that as well.

What if I cannot find enough qualified hunters? I cannot answer that question. This is a hypothetical. Way provide a lot of resources to the grantees and the new grantees. There is a dedicated portfolio manager and does not go with individualized training and technical assistance with the resources. We can look to implement a plan to help find volunteers.

For the last question, you have to volunteers and you can only serve 522 hours and they equate to one of VSY? Yes. A volunteer service year is a term equaling 1044 per year.

You would like the dollar amount with a grant location per year. It is going to go for both years. All of the information -- I would like to refer you back to the notice of funding opportunity, which really includes all of the information about the project, and it can be answered and a much more in-depth way. The project and budget time is for two years or 24 months. Applicants will receive funding for two years. This is an application that would not go with the notice of funding.

What happens if you don't get enough volunteers? I don't want you to think about it from a penalty perspective. You can get feedback from various partners where you get the volunteer terms where you feel are reasonable and feasible and you have the support and resources.

I see no open questions. I will pause for a brief moment and get a drink of water to see if there are any additional questions. If I missed anything, please let me know.

>>: It looks like we have answered the ones that have come through. One just came in. I just posted the frequently asked questions into the chat box as well.

>>: Thank you so much. I see Taylor's question about the non-stipend volunteer

time. Taylor, if you are looking for the notice of funding opportunity and the FAQs and you are receiving questions, I do have a contact person to send questions to all of the questions can be in the inbox to see the responses. I will see if I can put it into the chat. Thank you.

I does the additional questions, but before I leave, I went to say from the bottom of my heart to AmeriCorps seniors, how thankful we are and how appreciative we are of not just your interest in the notice of funding opportunity, but how you and your organization have done over the last several years. It is difficult and trying time and we do appreciate it. We look forward to the opportunity to work with you in the future.