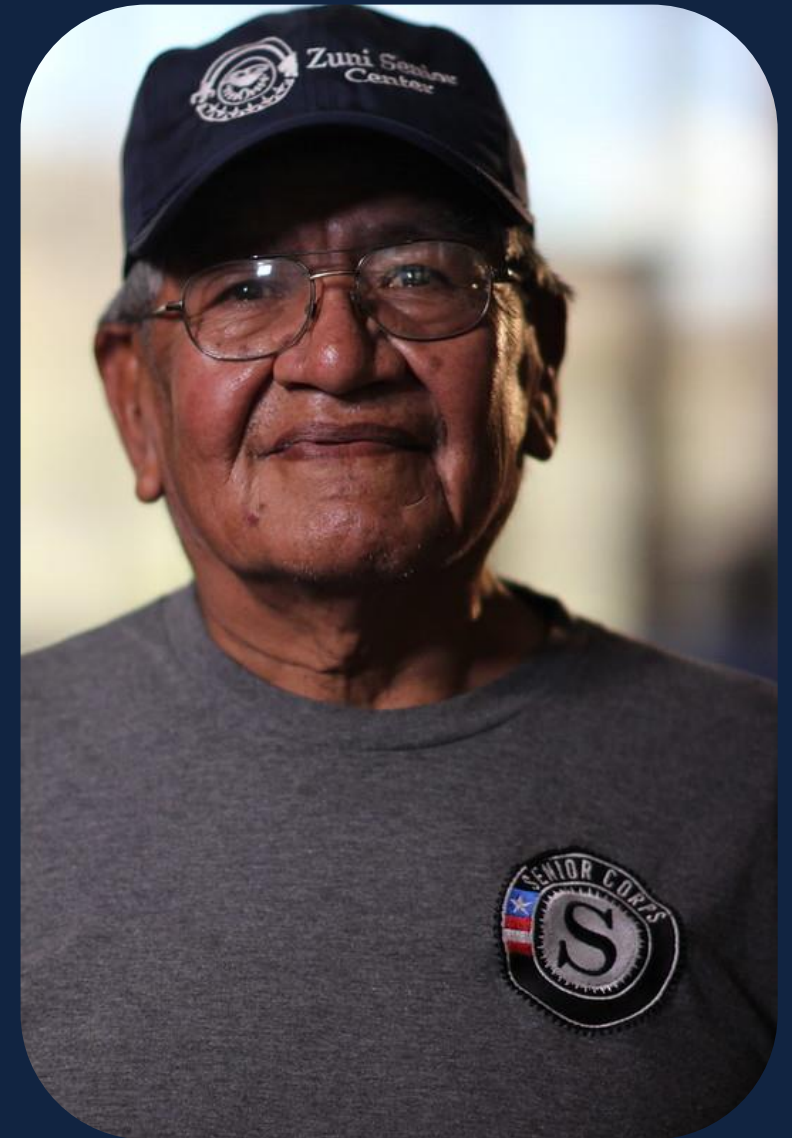




AmeriCorps Seniors

# Native Nations and Indigenous Elders Senior Demonstration Program – Understanding the National Performance Measures

February 2023

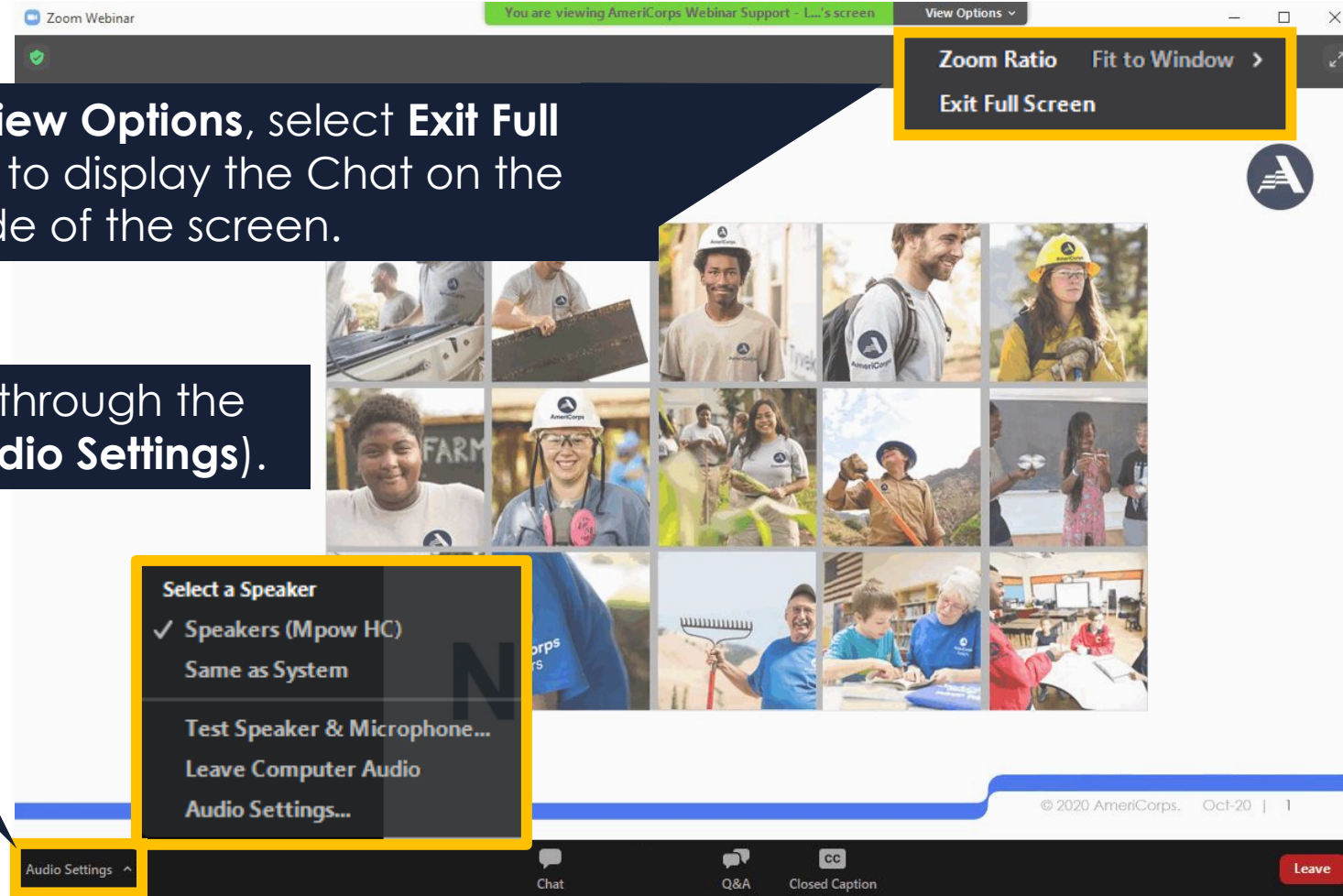


# Tips for Audio and Viewing



Click **View Options**, select **Exit Full Screen** to display the Chat on the right side of the screen.

Stream audio through the computer (**Audio Settings**).



# Tips for Participation and Support



Zoom Webinar | You are viewing AmeriCorps Webinar Support - L...'s screen | View Options

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Audio Settings ^ | **Chat** | **Q&A** | Closed Caption | Leave

The chat feature is disabled for attendees. View the chat for links and resource information from the presenters.

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# Closed Captioning



The screenshot shows a Zoom Webinar interface. At the top, it says "Zoom Webinar" and "You are viewing AmeriCorps Webinar Support - L...'s screen". A chat window is open, displaying a message from "AmeriCorps Webinar S... to Everyone" at 11:12 AM. The message says "Select this link for captioning in Spanish:". Below the chat window, there are several video thumbnails. At the bottom of the Zoom interface, there is a control bar with icons for "Audio Settings", "Chat", "Q&A", "Closed Caption", and "Leave". The "Chat" and "Closed Caption" icons are highlighted with yellow boxes.

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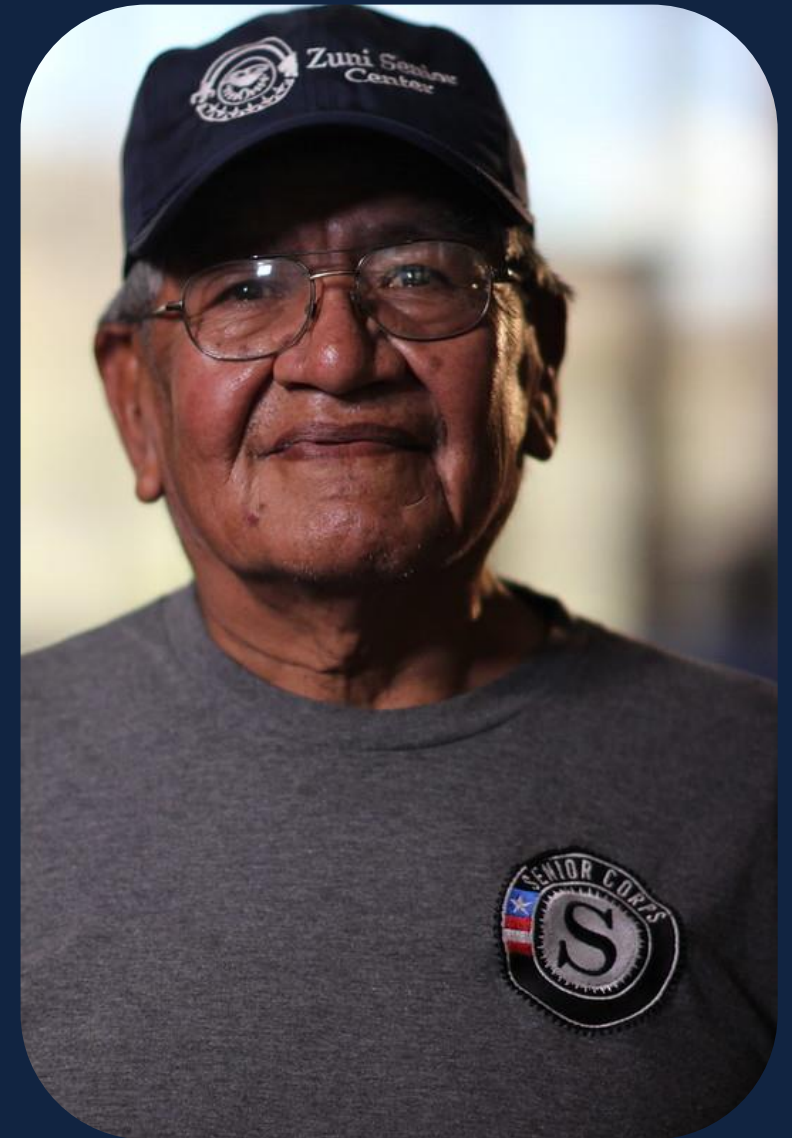
Live captioning in English is available here.



AmeriCorps Seniors

# Native Nations and Indigenous Elders Senior Demonstration Program – Understanding the National Performance Measures

February 2023







# American Seniors Senior Demonstration Program Opportunity



- AmeriCorps Seniors is currently accepting applications now for the Native Nations & Indigenous Elders opportunity.
- Applications are due on **April 5, 2023, by 5:00pm ET**

# Training & Technical Assistance Calls



Webinars	Dates	
<a href="#"><u>Introducing AmeriCorps, AmeriCorps Seniors and its Programs</u></a>	February 7, 2023, 3:00 PM ET	February 28, 2023, 3:00 PM ET
<a href="#"><u>A Tour of the Notice of Funding Opportunity</u></a>	February 9, 2023, 3:00 PM ET	March 1, 2023, 3:00 PM ET
<a href="#"><u><b>Understanding Performance Measures</b></u></a>	February 16, 2023, 2:30 PM ET	
<a href="#"><u>AmeriCorps Seniors in Action</u></a>	February 14, 2023, 3:00 PM ET	March 7, 2023, 3:00 PM ET
<a href="#"><u>Question and Answer Session</u></a>	February 23, 2023, 3:00 PM ET	March 30, 2023, 3:00 PM ET
<a href="#"><u>Best Practices in Budget Development Q&amp;A</u></a>	March 15, 2023, 2:30 PM ET	



# Agenda

- AmeriCorps Seniors Brief Overview
- AmeriCorps Performance Measures
- AmeriCorps Seniors Work Plan
- Resources
  - Performance Measures
  - Application
- Q&A







# Agenda

- **AmeriCorps Seniors Brief Overview**
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# AmeriCorps Seniors Brief Overview



## AmeriCorps Seniors Structure



# Native Nations and Indigenous Elders Senior Demonstration Program



For questions please email:

[AmeriCorpsSeniors@cns.gov](mailto:AmeriCorpsSeniors@cns.gov)

For more information and to review  
resources visit:

<https://www.americorps.gov/partner/funding-opportunities>





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# National Performance Measures



- A uniform set of measurements used across all AmeriCorps programs.
- Allows you to measure and assess your effectiveness and communicate it to AmeriCorps and other program stakeholders.
- Allows AmeriCorps to tell a unified story about the impact of our programs nationwide and continue to improve our performance.





# National Performance Measures: Benefits



## Accountability to Funders and Stakeholders

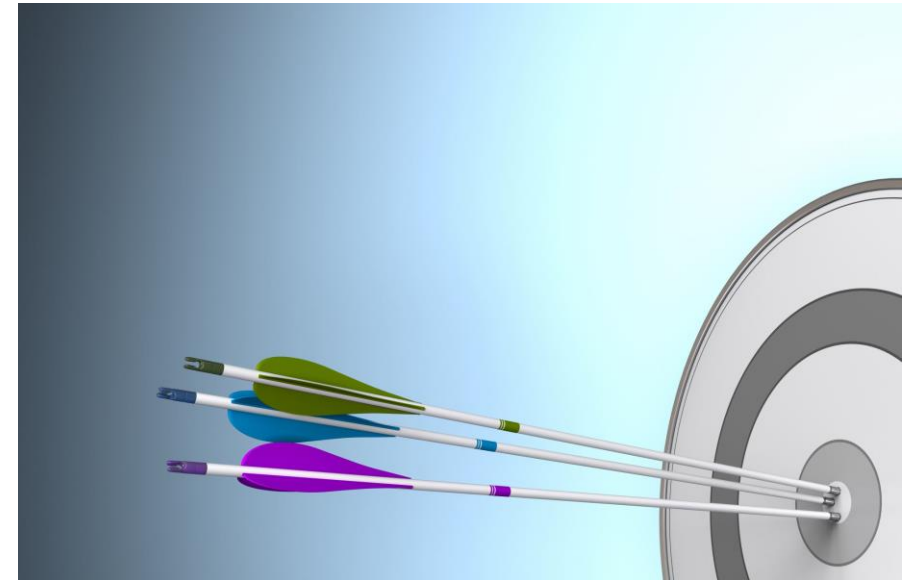
- Tell your story.
- Justify your funding.

## Recognizing Progress

- Collect information in a reliable and systematic way.

## Program Improvement

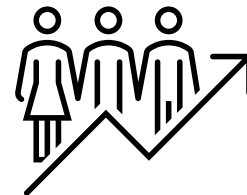
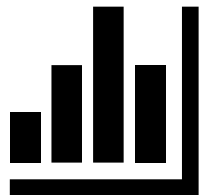
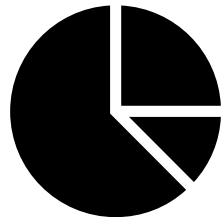
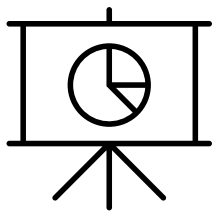
- Spot and correct problems.
- Strengthen the intervention.
- Determine where to allocate limited resources.



# National Performance Measures: Benefits, continued



- AmeriCorps can focus efforts on national priorities where service has the greatest impact
- High quality data for a strong narrative about National Service
  - Standard guidance for using national performance measures:
    - Definitions and descriptions
    - Data collection and aggregation information



# Performance Measures: NOFO Highlights



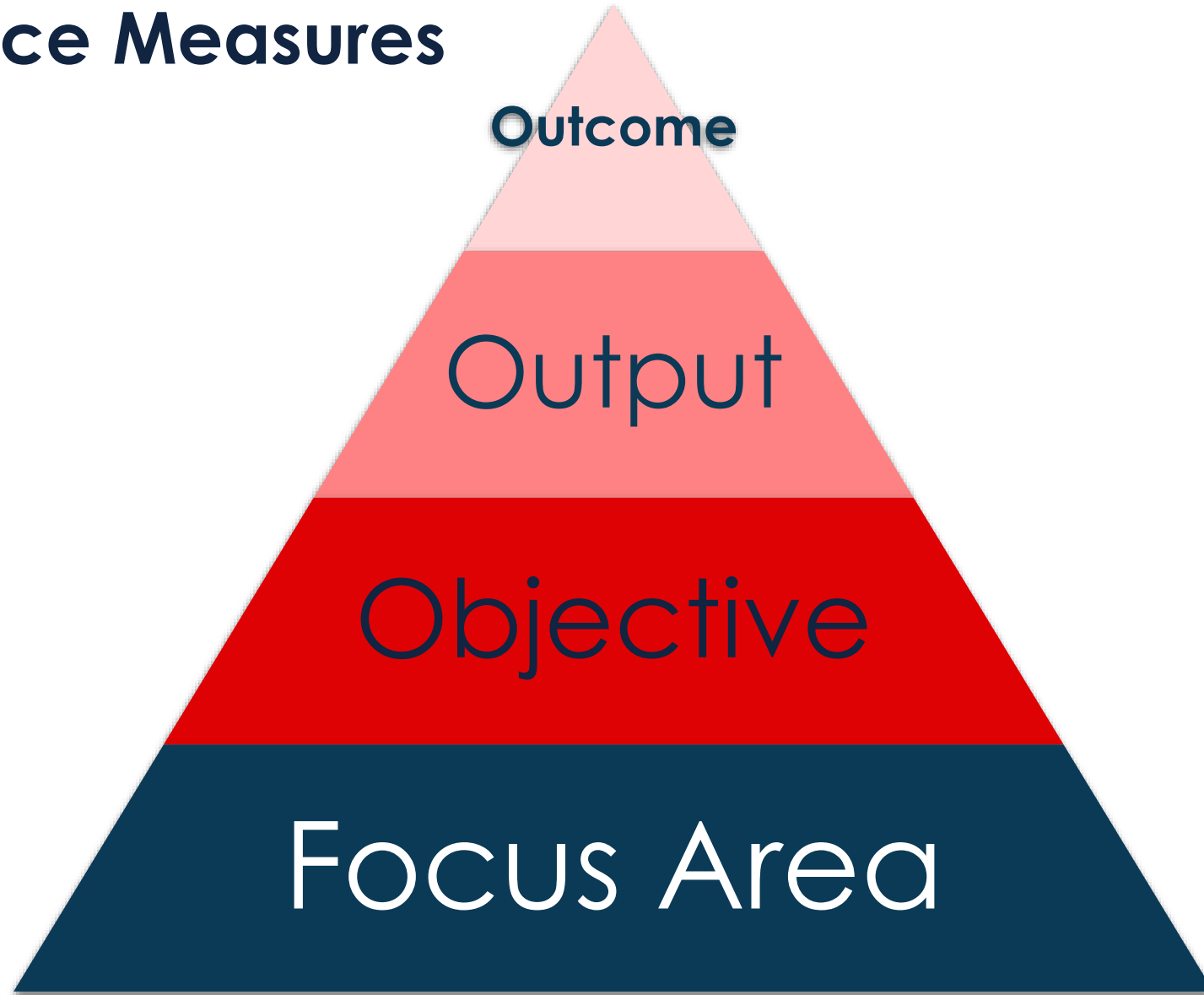
## Notice of Funding Opportunity (NOFO)

### *A.3. Performance Goals or Expected Outcomes*

#### National Performance Measures

- AmeriCorps expects applicants to use National Performance Measures as part of a comprehensive performance measurement strategy that relies 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 the NOFO (found in **Appendix B: National Performance Measures Instructions**).
- Applicants must identify a Primary Focus Area (found in **Appendix E**) and the work plan must include service activities in the selected Primary Focus Area.

# Performance Measures





# Performance Measures: Measuring Outputs and Outcomes

## Outputs

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

## Outcomes

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



# Performance Measures: Outcomes



Attitude/Belief	Knowledge/Skill	Behavior	Condition
Thought, feeling	Understanding, know-how	Action	Situation, circumstance



# Performance Measures: NOFO Highlights, continued



## NOFO

### A.3. Performance Goals or Expected Outcomes

AmeriCorps requires applicants to use the **National Performance Measures** outlined in the NOFO as part of a comprehensive performance measurement strategy that relies on both performance and evaluation data to learn from their work and make tactical and Strategic adjustments to achieve their goals.

Applicants must identify a **Primary Focus Area**. Work plans must include at least one service activity in the selected Primary Focus Area.

This funding opportunity requires applicants to demonstrate cost-effective practices in achieving performance goals through the services described in the proposed work plan. Applications must include work plans that meet the following minimum requirements:

- Performance goals must be specified in workplans that results in National Performance Measure outcomes for the selected focus area.
- All proposed volunteers and the intended outcomes of their service must be represented in the narrative, outcome-based Performance Measures and budget.
- Proposals should provide a justification for the cost per volunteer that is reasonable and necessary for the execution of the proposed program.
- Applicants must choose between either an unstipended **or** stipended volunteer model for the proposed project. All volunteer assignments within the proposed program model should then reflect this choice.



# Performance Measures: Focus Areas

AmeriCorps Seniors has the following Focus Areas:

- **Capacity Building:** Support indirect services that enable AmeriCorps-supported organizations to provide more, better, and sustained direct services.
- **Disaster Services:** Helping individuals and communities prepare for, respond to, recover from, and mitigate the effects of disasters and increase community resiliency.
- **Economic Opportunity:** Improving the economic well-being and security of underserved individuals.
- **Education – Intergeneration Programming:** Improving educational outcomes for underserved people, especially children.

# Performance Measures: Focus Areas, continued



AmeriCorps Seniors has the following Focus Areas:

- **Environmental Stewardship:** Supporting communities to become more resilient through measures that reduce greenhouse gas emissions, conserve land and water, increase renewable energy use and improve at-risk ecosystems, especially in underserved households and communities.
- **Healthy Futures:** Supporting for health needs within communities, including mitigating the impacts of COVID19 and other public health crises, access to care, aging in place, and addressing childhood obesity, especially in underserved communities.
- **Veterans and Military Families:** Improving the quality of life of veterans and improve military family strength.



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# AmeriCorps Seniors Work Plan: Using Performance Measures to Show Impact



What is the need?



Who will we serve?



How will we serve them?



Who will provide the service?



How will we measure it?



What will improve?

# AmeriCorps Seniors Work Plan: Components



What is the need?

Who will we serve?

How will we serve them?

Who will provide the service?

How will we measure it?

What will improve?

- Focus area
- Objective
- Description of community need
- Output (indicator, target, and tracking method)

- Service activity and description
- Number of unduplicated volunteers
- Total number of volunteers
- Outcome (indicator, target, and tracking method)

# AmeriCorps Seniors Work Plan: Description of Community Need



- Briefly explain the need to be addressed
- Provide context and local data
  - Who is affected
  - What the challenges or barriers are
  - What happens if the need is not addressed
  - How the challenges or barriers will be addressed

## **Example:**

*In 2021, Neighborly Senior Services reported that approximately 10% of the 2,430 older adults in the county have mobility issues. The target group mostly represents older adults who no longer drive or do not have personal vehicles. Medical inattention puts older adults at risk for serious medical complications. This group needs transportation assistance for local medical appointments on a monthly basis and periodically to the nearest hospital which is 70 miles away.*

# AmeriCorps Seniors Work Plan: Output



- Immediate result of volunteer services
- Counts of things; how many were served?
- Three components:
  1. Indicator
  2. Target
  3. Tracking method

# AmeriCorps Seniors Work Plan: Output Indicators



Refer to [Appendix B: National Performance Measure Instructions](#) for the specific outputs applicable to your objective

## Focus Area: Healthy Futures

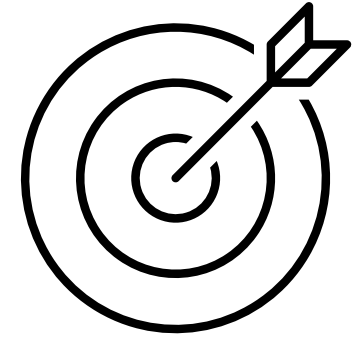
Objective	Selection Rules		Service Activity
	Outputs	Outcomes	
Aging in Place	H4A: Number of individuals served	<p>H9A: Number of individuals who report having increased social support or improved capacity for independent living</p> <p>H14: Number of caregivers of older adults and individuals with disabilities who reported having increased social support</p>	<p>Companionship</p> <p>Nutrition/Food Support</p> <p>Legal Services</p> <p>Transportation</p> <p>Medical Services</p> <p>Opioid/Drug Intervention</p> <p>Elder Justice: Fraud and Scam Prevention</p> <p>Respite Services</p>



# AmeriCorps Seniors Work Plan: Output Targets



- How many will you reach?
  - Use your best guess
  - Be realistic
  - Base it on local data or prior experience
  - Ask partners for input
- Count each beneficiary once per output indicator



## **Example:**

10% of 2,430 older adults with mobility issues = 243 people

We think we can reach 80% with information = 194 people

We think 60% of those who get info will use services = 116 people

# AmeriCorps Seniors Work Plan: Output Tracking Method



- How will you collect data?
  - Service or call logs
  - Sign-in sheets
  - Appointment records
  - Data management system
  - Administrative records
- Allow for tracking unduplicated counts of those receiving services

## **Example:**

Neighborhood Senior Services expects to serve 116 people with monthly rides to appointments. If each person gets 1 ride per month, Neighborhood Senior Services would report 116 people served, not 1,392.

# AmeriCorps Seniors Work Plan: Service Activity



- Choose the activity that best fits
- Can have more than one per output
- One work plan per activity
- Refer to Appendix B: National Performance Measure Instructions for the specific service activities applicable to your objective

## Focus Area: Healthy Futures

Objective	Selection Rules		Service Activity
	Outputs	Outcomes	
Aging in Place	H4A: Number of individuals served	<p>H9A: Number of individuals who report having increased social support or improved capacity for independent living</p> <p>H14: Number of caregivers of older adults and individuals with disabilities who reported having increased social support</p>	<p>Companionship</p> <p>Nutrition/Food Support</p> <p>Legal Services</p> <p>Transportation</p> <p>Medical Services</p> <p>Opioid/Drug Intervention</p> <p>Elder Justice: Fraud and Scam Prevention</p> <p>Respite Services</p>

# AmeriCorps Seniors Work Plan: Service Activity Description



- What the volunteers will do to achieve output and outcome
- Include:
  - Who the beneficiaries are
  - What the volunteers will do with them
  - How often, how long, and where service will take place

## **Example:**

*Volunteers will provide transportation to medical appointments for older adults with mobility issues. Each volunteer will provide an average of 4 rides per week to and from local appointments (for an average of 50 minutes per round trip) and one ride every two weeks to and from the hospital 70 miles away (for an average of 160 minutes per round trip).*

# AmeriCorps Seniors Work Plan: Volunteers Serving



- Number of Unduplicated Volunteers
  - The volunteers of dedicated to this work plan only
  - These volunteers aren't counted in any other work plan as unduplicated volunteers
- Total Number of Volunteers
  - Total number of volunteers who provide service under this work plan
  - May include people who are counted as an unduplicated volunteer in another work plan

# Allocating Volunteers across Work Plans



- Use prior experience
- Check with community partners
- Refer to your Output target and Service Activity Description
  - How many volunteers will it take to perform the activities for the number of people to be served?
- Determine how many of those volunteers will be unduplicated
  - How many volunteers will be dedicated to this work plan as their primary service?
  - How many additional volunteers may be able to provide some service for this work plan, but not their primary service?



# AmeriCorps Seniors Work Plan: Allocating Volunteers



## Example:

Neighborly Senior Services expects to serve 116 people with monthly rides to appointments. Each driver will provide an average of 4 local rides per week and 1 longer ride every other week, or about 18 rides per month. If every person served gets 1.25 rides per month on average,  $145/18 = 8.1$ , or 8 volunteers.

Neighborly Senior Services expects to have 7 volunteers dedicated to this work plan, because some months are slower than others. They also know they have 5 other volunteers who can spend some time on this work plan when demand is high, but it's not their main focus. Therefore, Neighborly Senior Services would include 7 unduplicated volunteers and 12 total volunteers in this work plan.

# AmeriCorps Seniors Work Plan: Outcome



- What difference did our service make?
- Changes that you want to occur:
  - in individuals, organizations, community, or the environment
  - in attitudes, beliefs, knowledge, skills, behavior, or condition
- Three components:
  1. Indicator
  2. Target
  3. Tracking method

# AmeriCorps Seniors Work Plan: Outcome Indicators



Refer to Appendix B: National Performance Measure Instructions for the specific outcomes applicable to your objective and output

## Focus Area: Healthy Futures

Objective	Selection Rules		Service Activity
	Outputs	Outcomes	
Aging in Place	H4A: Number of individuals served	<p>H9A: Number of individuals who report having increased social support or improved capacity for independent living</p> <p>H14: Number of caregivers of older adults and individuals with disabilities who reported having increased social support</p>	<p>Companionship</p> <p>Nutrition/Food Support</p> <p>Legal Services</p> <p>Transportation</p> <p>Medical Services</p> <p>Opioid/Drug Intervention</p> <p>Elder Justice: Fraud and Scam Prevention</p> <p>Respite Services</p>

# AmeriCorps Seniors Work Plan: Outcome Targets



- Of the beneficiaries being served, how many will improve?
  - Use your best guess
  - Be realistic
  - Base it on local data or prior experience
  - Ask partners for input
  - It's not 100% of the people served!

## **Example:**

Of the 116 people served with transportation, we think 85% will have increased capacity for independent living = 99 people

# AmeriCorps Seniors Work Plan: Outcome Tracking Method



- How will you show improvement?
  - Surveys
  - Interviews
  - Test scores or report cards
  - Assessments by applicable professionals in the field
  - Organizational records
- When possible, demonstrate magnitude of improvement

# AmeriCorps Seniors Work Plan: Components Checklist



- ✓ Focus area
- ✓ Objective
- ✓ Description of community need
- ✓ Output, target, and tracking method
- ✓ Service activity and description
- ✓ Number of unduplicated volunteers (stipended or unstipended)
- ✓ Total number of volunteers
- ✓ Outcome, target, and tracking method



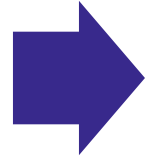


# AmeriCorps Seniors Work Plan: Aligning Service with National Performance Measures



## Program Example:

- Programs focused on helping Native and indigenous communities respond to and recover from the COVID-19 pandemic.



## Relevant Output:

- H4A: Number of individuals served



## Relevant Outcomes:

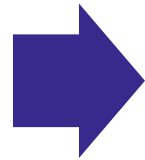
- H17: Number of individuals with increased health knowledge
- H18: Number of individuals reporting a change in behavior or intent to change behavior to improve their health
- H19: Number of individuals with improved health
- H20: Number of individuals with improved access to medical care

# AmeriCorps Seniors Work Plan: Aligning Service with National Performance Measures



## Program Example:

- Programs that create workforce pathways for older adults, including deliberate training, certifications, and support.



## Relevant Outputs:

- O1A: Number of individuals served



## Relevant Outcomes:

- O10: Number of individuals who secure employment
- O21: Number of individuals with improved job readiness

# AmeriCorps Seniors Work Plan: Aligning Service with National Performance Measures



## Program Example:

- Programs that support the quality of life of Veterans and Military Families, Caregivers, and Survivors.



## Relevant Outputs:

- V1: Number of veterans served
- V7A: Number of active military members and/or military family members served
- V8: Number of veteran family members served



## Relevant Outcomes:

- Almost any!

# AmeriCorps Seniors Work Plan: Reminders!



In each of your work plans, did you include:

- Local data and context in the description of community need?
- How often, how long, and where service takes place in the service activity description?
- Realistic targets for the outputs and outcomes?





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# Resources: Performance Measures



- [National Performance Measurement Core Curriculum](#) – Self-paced curriculum focused on comprehensive performance measurement strategies that rely on both performance and evaluation data.
- [Appendix B National Performance Measure Instructions](#) - Summarizes performance measure requirements, provides a complete list of performance measures, and specifies allowable output/outcome pairings.





# Resources: Application



Resource Name	Resource Purpose
<a href="#">FY 2023 Native Nations &amp; Indigenous Elders SDP NOFO</a>	Establishes opportunity, application requirements, evaluation criteria, funding priorities, and more.
<a href="#">Grant Application Instructions</a>	Provides step-by-step instructions for navigating eGrants, AmeriCorps' electronic grants management system.
<a href="#">Appendix B: National Performance Measure Instructions</a>	Summarizes performance measure requirements, provides a complete list of performance measures, and specifies allowable output/outcome pairings.
<a href="#">Appendix C: Terms and Definitions</a>	Explains and defines the terminology that is relevant to this grant opportunity.
<a href="#">Appendix F: Cost per Volunteer Calculator</a>	Outlines the process for determining the cost per volunteer and helps track the overall cost effectiveness of an AmeriCorps Seniors volunteer program.

# Resources: Application, Continued



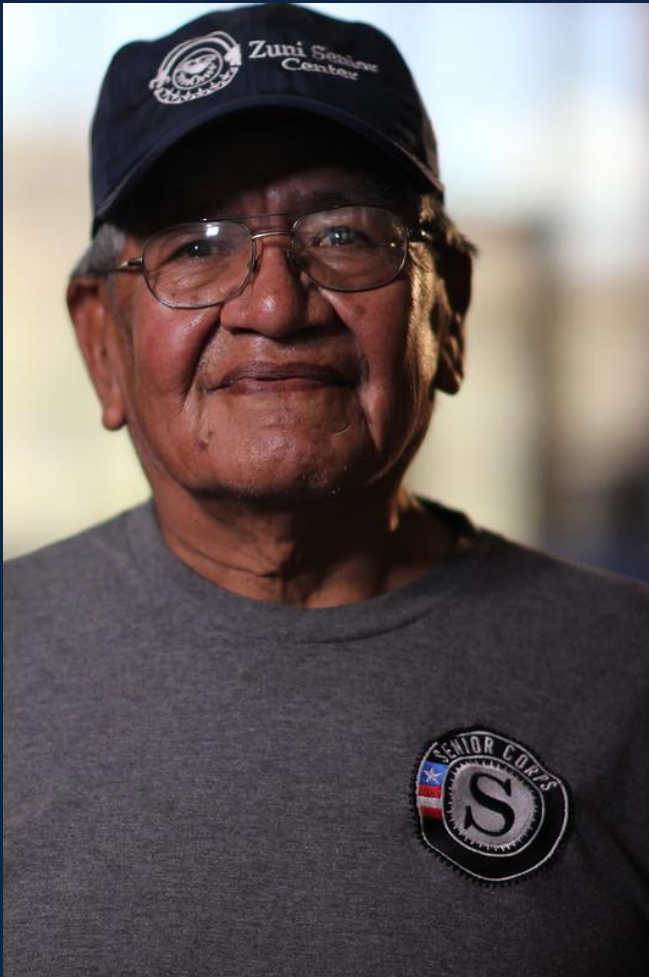
Resource Name	Resource Purpose
<a href="#">Indirect Cost Rate Agreement Instructions</a>	Provides Step-by-step instructions for entering your Indirect Cost Rate Agreement, including for the de minimis rate, into eGrants
<a href="#">Technical Assistance Calls and Recordings</a>	Provides a list of upcoming technical assistance webinars and links to the recordings of previous webinars.
<a href="#">Frequently Asked Questions (FAQs)</a>	Provides answers to most common questions regarding the Notice and application instructions.
<a href="#">National Service Hotline</a>	Offers help with eGrants; call 800-942-2677



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## Questions?

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If your question is not answered, please email:  
**[AmeriCorpsSeniors@cns.gov](mailto:AmeriCorpsSeniors@cns.gov)**

For more information and to review resources visit:  
**[www.Americorps.gov/partner/funding-opportunities](http://www.Americorps.gov/partner/funding-opportunities)**

### Reminder:

Applications are due **April 5, 2023, 5:00 p.m. Eastern Time.**