



*Appendix B*

**Corporation for National and Community Service  
Senior Corps**

**Senior Companion Program (SCP) National Performance Measures Instructions  
References and Authorities, Definitions, Suggestions regarding Data Collection, and Additional Notes**

Additional measurement and data collection resources may be found  
at: <http://www.nationalservice.gov/resources>

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# SCP Performance Measure Requirements

## Measured in Unduplicated Volunteers

1. **Primary Focus Area:** Healthy Futures, Aging in Place, is the Senior Companion Program Primary Focus Area. The NOFO or Invitation to Apply will determine the number or percentage of unduplicated volunteers engaged in this activity.
2. **Other Available Measures and Other Community Priorities.** All remaining unduplicated SCP volunteers may be placed in work plans in Healthy Futures or Other Community Priorities. Other Community Priorities work plans are created by the grantee to address community activities not captured by other performance measures. The NOFO or Invitation to Apply may determine the number or percentage of volunteers engaged in the other available measures and/or in other community priorities.
3. **Outcomes.** The number or percentage of unduplicated SCP volunteers that must be placed in work plans resulting in outcomes will be determined by the NOFO or Invitation to Apply.

## Complete List of SCP Performance Measures

**Note: Agency-Wide Priority Measures are listed in bold type.**

Focus Area: Healthy Futures			
Objective	Output	Service Activity	Outcome
Aging in Place	<b>H8. Number of older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently.</b>	Transportation; Companionship; Companionship—Dept. of Veterans Affairs; Financial Literacy or Housing Services; Preventing Elder Abuse	<b>H9. Number of older adults and individuals with disabilities who reported having increased social ties/perceived social support.</b>
Aging in Place	H13. Number of caregivers of older adults and individuals with disabilities receiving respite services.	Transportation; Companionship; Companionship—Dept. of Veterans Affairs; Preventing Elder Abuse	H14. Number of caregivers of older adults and individuals with disabilities who reported having increased social ties/perceived social support.
Inclusion of people with disabilities	H15. Number of individuals with intellectual or developmental disabilities receiving services that facilitate participation in the most integrated setting appropriate to the needs of the individual.	Transportation; Companionship; Companionship—Dept. of Veterans Affairs; Financial Literacy or Housing Services; Preventing Elder Abuse; Supporting Integration	None

Other Community Priorities		
Objective	Output	Outcome
Other	SC1. Grantee met their target for community priority activity. (Yes/No)	None.

# Healthy Futures Focus Area

## Healthy Futures Focus Area Overview

Grants will meet health needs within communities including access to care, aging in place, and addressing childhood obesity. Grant activities will:

- increase an older adult and person with disabilities ability to remain in their own homes with the same or improved quality of life for as long as possible;

### Strategic Plan Healthy Futures Objective 1: Older Adults and Persons with Disabilities

Work Plans that focus on providing services to Older Adults and persons with Disabilities must select from among these measures.

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Applicants that select H8, may select outcome measure H9.

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Measure H8	Number of homebound OR older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently.
Definition of Key Terms	<p><b>Homebound:</b> Individuals unable to leave their personal residence due to disability, injury, or age; may be a short-term or long-term need; for example, an individual may have a broken hip that prevents them from driving for a few months but after the injury has healed they no longer require help to live independently.</p> <p><b>Older Adults:</b> Individuals age 65 or older.</p> <p><b>Individual with a Disability:</b> An individual who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.</p> <p><b>Receiving food, transportation, or other services:</b> Individual should receive the supports needed to maintain independent living; not all individuals will require the same supports; may include food deliveries, legal and medical services, nutrition information, transportation, etc.</p> <p><b>Live independently:</b> Individuals live in a private residence (house, apartment, mobile home, etc.) rather than in an assisted living facility, nursing home, or group home.</p>
How to Calculate Measure/Collect Data	<p>At the outset of the activity the grantee should indicate the “dosage,” or how many sessions, days or hours of the service are required to influence the desired outcomes. Only count clients who received some minimum “dosage” that can be expected to have some effect in terms of reducing social isolation.</p> <p>Count number of qualifying individuals as defined above who receive the service. Each individual should be counted only once. If two eligible individuals live at the same address, they should both be counted. If an eligible individual lives with someone else who is not eligible, the non-eligible individuals in the household should not be counted. Each individual should be counted only once during the program year even though most individuals are likely to need on-going support.</p> <p>Grantees need to develop a tracking system to record the number of individuals receiving companionship services.</p>

<b>Measure H9</b>	Number of homebound OR older adults and individuals with disabilities who reported having increased social ties/perceived social support.
<b>Definition of Key Terms</b>	<p><b>Older Adults:</b> Individuals age 65 or older.</p> <p><b>Individual with a Disability:</b> An individual who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.</p> <p><b>Social ties/perceived social support:</b> Relationships with other people and/or the belief that these people will offer (or have offered) effective help during times of need.</p>
<b>How to Calculate Measure/Collect Data</b>	<p>At the outset of the activity the grantee should indicate the “dosage,” or how many sessions, days or hours of the service are required to influence the desired outcomes. Only count clients who received some minimum “dosage” that can be expected to have some effect in terms of reducing social isolation.</p> <p>Programs should collect data for this measure from surveys of the older adults/individuals with disabilities who received companionship services or a survey of a family member or caseworker for those unable to respond to a survey themselves.</p> <p>CNCS is providing a mandatory survey instrument for both the Senior Companion Program and recommend its use for RSVP: <u>Senior Corps Independent Living Performance Measure Survey</u> which can be accessed here: <a href="http://www.nationalservice.gov/resources/scp-surveys">http://www.nationalservice.gov/resources/scp-surveys</a> or here: <a href="http://www.nationalservice.gov/resources/rsvp-surveys">http://www.nationalservice.gov/resources/rsvp-surveys</a>.</p>

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Applicants that select H13, may select outcome H14.

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<b>Measure H13</b>	Number of caregivers of older adults and individuals with disabilities receiving respite services.
<b>Definition of Key Terms</b>	<p><b>Older Adults:</b> Individuals age 65 or older.</p> <p><b>Individual with a Disability:</b> An individual who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.</p> <p><b>Respite Services:</b> Services that provide temporary relief from the stresses of care giving by providing short term assistance to an adult who is the primary caregiver for a person with chronic disabilities, Alzheimer’s, developmental disabilities, etc.; not all caregivers will require the same supports.</p>
<b>How to Calculate Measure/Collect Data</b>	<p>At the outset of the activity the grantee should indicate the “dosage,” or how many sessions, days or hours of the service are required to influence the desired outcomes. Only count clients who received some minimum “dosage” that can be expected to have some effect in terms of reducing social isolation.</p> <p>Count number of qualifying individuals as defined above who receive the service. Each individual should be counted only once. If two eligible individuals live at the same address, they should both be counted. If an eligible individual lives with someone else who is not eligible, the non-eligible individuals in the household should not be counted. Each individual should be counted only once during the program year even though most individuals are likely to need on-going support.</p> <p>Grantees need to develop a tracking system to record the number of individuals receiving companionship services.</p>

<b>Measure H14</b>	Number of caregivers of older adults and individuals with disabilities who reported having increased social ties/perceived social support.
<b>Definition of Key Terms</b>	<p><b>Older Adults:</b> Individuals age 65 or older.</p> <p><b>Individual with a Disability:</b> An individual who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.</p> <p><b>Respite Services:</b> Services that provide temporary relief from the stresses of care giving by providing short term assistance to an adult who is the primary caregiver for a person with chronic disabilities, Alzheimer’s, developmental disabilities, etc.; not all caregivers will require the same supports.</p> <p><b>Social ties/perceived social support:</b> Relationships with other people and/or the belief that these people will offer (or have offered) effective help during times of need.</p>
<b>How to Calculate Measure/Collect Data</b>	<p>At the outset of the activity the grantee should indicate the “dosage,” or how many sessions, days or hours of the service are required to influence the desired outcomes. Only count clients who received some minimum “dosage” that can be expected to have some effect in terms of reducing social isolation.</p> <p>Programs should collect data for this measure from surveys of the older adults/individuals with disabilities who received companionship services or a survey of a family member or caseworker for those unable to respond to a survey themselves.</p> <p>CNCS is providing a mandatory survey instrument for both the Senior Companion Program and recommend its use for RSVP: <u>Senior Corps Respite Care Performance Measure Survey</u> which can be accessed here: <a href="http://www.nationalservice.gov/resources/scp-surveys">http://www.nationalservice.gov/resources/scp-surveys</a> or here: <a href="http://www.nationalservice.gov/resources/rsvp-surveys">http://www.nationalservice.gov/resources/rsvp-surveys</a>.</p>

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Applicants that select output H15 may select outcome HA.

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<b>Measure H15</b>	Number of individuals with intellectual or developmental disabilities receiving services that facilitate participation in the most integrated setting appropriate to the needs of the individual.
<b>Definition of Key Terms</b>	<p><b>Individual with a Developmental Disability:</b> an individual with a severe, chronic disability that—</p> <ul style="list-style-type: none"> <li>• is attributable to a mental or physical impairment or combination of mental and physical impairments;</li> <li>• is manifested before the individual attains age 22;</li> <li>• is likely to continue indefinitely;</li> <li>• results in substantial functional limitations of life activity</li> <li>• reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.</li> </ul> <p><b>Individual with an Intellectual Disability:</b> an individual with a disability characterized significant limitations both in intellectual functioning and in adaptive</p>

	<p>behavior, which covers many everyday social and practical skills. This disability originates before the age of 18."</p> <p><b>Integrated settings:</b> a setting that enables individuals with disabilities to interact with non-disabled persons to the fullest extent possible."</p> <p><b>Services:</b> Individual should receive the individualized supports needed to maintain independent living; may include food deliveries, legal and medical services, nutrition information, transportation, employment supports, assistive technology etc. <b>Service supporting Work Centers or Sheltered Work Centers</b> are not allowed under this performance measure.</p> <p><b>Work Center (Formerly Sheltered Workshop or SWS):</b> Centers that have historically provided rehabilitation services, day treatment, training, and/or employment opportunities to individuals with disabilities. These centers employ people with disabilities separately from others are authorized to employ workers with disabilities at sub-minimum wages</p> <p><b>Community-based settings:</b> Safe, affordable homes, with families or with others they choose (including homes they own or rent, on their own, with family members, or in small group settings).</p>
<p><b>How to Calculate Measure/Collect Data</b></p>	<p>At the outset of the activity the grantee should indicate the "dosage," or how many sessions, days or hours of the service are required to influence the desired outcomes.</p> <p>Only count clients who received some minimum "dosage" that can be expected to have some effect in terms of reducing social isolation.</p> <p>Count number of qualifying individuals as defined above who receive the service. Each individual should be counted only once. If two eligible individuals live at the same address, they should both be counted. If an eligible individual lives with someone else who is not eligible, the non-eligible individuals in the household should not be counted. Each individual should be counted only once during the program year even though most individuals are likely to need on-going support.</p> <p>Grantees need to develop a tracking system to record the number of individuals receiving companionship services.</p>

## Other Community Priorities

### *Other Community Priorities Overview*

Grantees are encouraged to place all volunteers in National Performance Measures. This option is available so that grantees that serve individuals who do not meet the definitions for the National Performance Measures can continue to serve those clients. **The output below will be used for tracking purposes only. It is not a National Performance Measure.**

Other		
Objective	Output	Outcome
Other Community Priorities	SC1. Grantee met their target for community priority activity. (Y/N)	None.