



CORPORATION FOR NATIONAL & COMMUNITY SERVICE



## Senior Corps Performance Measures COVID-19 Options

Senior Corps has heard from grantees that they are struggling to fit the approved expanded service activity options released in the Pandemic Recovery: The Path Forward for Senior Corps Program and Service document ([Click Here](#)) into approved Performance Measures. In an effort to provide guidance in this area, Senior Corps has identified two optional Performance Measures below and have provided template community need and service activity language that can be utilized to capture the service of Senior Corps Volunteers during the current pandemic.

Senior Corps is aware that many programs are struggling with measuring their selected outcomes. The two Performance Measures below have been identified as being options that may be able to be measured even during these try times of COVID-19. If grantees are unable to measure the selected outcomes, they should reference FAQ #3, in the [Senior Corps specific COVID-19 FAQs](#), which provides guidance on how to complete the Project Progress Reports.

The Performance Measures below are offered as options; they are not required. Senior Corps is not requiring current grantees to submit amendments to currently approved work plans to change or update Performance Measures FAQ #19 ([Senior Corps specific COVID-19 FAQs](#)). Senior Corps is providing the language below for grantees to consider when submitting FY 2021 renewals and continuations or amendments for programs with new service activities.

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**Community Need** This community need template can be used for both Performance Measures suggested below.

### Sample language:

In late March of 2020, our country was plunged into a series of events that have not been experienced in modern history. As a result of the COVID-19 pandemic, our country has experienced an unprecedented decline of the stock market, a time of businesses closing their doors and unparalleled unemployment, food pantries overrun with families who in the past donated to such organizations now needed the services of them, education systems which are having to redefine how learning will take place in the fall of 2020, and in the most simplest terms a complete overflow of citizens needing services from our nation's health care system. **Add in local orders and dates (such as shut down and shelter in place orders) and local statistics to demonstrate how the pandemic has impacted the approved service area. Additional information may include information such as infection rate, mortality rate, unemployment rate, impact on food-pantries, etc.** While no one knows what will happen in the future, it is clear from the statistics provided that if the community does not band together to help those in need and help our communities non-profit organizations who are on the frontlines of the battle, even more people will suffer physically, financially and psychologically.

**(FGP, RSVP, SCP)** Volunteers, while in a demographic who have been impacted significantly, are ready, willing and able to help their communities recover from the pandemic. **(FGP, RSVP, SCP)** Volunteers are able to meet their communities most pressing needs by **(add in brief information around the needs FGP, RSVP, SCP Volunteers are able to fill through safe volunteering and why they are a critical community resource to fill the identified needs).**

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**Available to FGP and RSVP grantee**

The Performance Measure pair identified below (ED1A and ED27C) were selected as the listed Service Activities provide the widest range of options that may be feasible in a tele-school or limited classroom learning environments.

Resource:

FGP Performance Measures Instructions: [Click Here](#)

RSVP Performance Measures Instructions: [Click Here](#)

**Service Activities** (options in the eGrants drop-down box)

Grantees will still be required to select one option from the drop-down box.

ED1A Options as listed in Performance Measures Instructions referenced above.

- Tutoring Mentoring
- Other Classroom Support Out of-School Time Family Involvement Service Learning
- Summer Learning Classroom
- Teaching Opioid/Drug Intervention

**Service Activity Description:**

In this text box, grantees should include an explanation of any expanded activities that volunteers will be involved in under the flexibilities identified in the Pandemic Recovery: The Path Forward for Senior Corps Program and Service document referenced above.

Sample language:

(FGP or RSVP) Volunteers will (describe the service of the Senior Corps Volunteers – expanded options) practicing safe volunteering procedures and following required precautions to ensure their safety as well as the safety of the children they serve and the school personnel they serve with. (FGP or RSVP) Volunteers will serve between (x-hours and x-hours per week) at (describe location for example home, school, other).

**Expanded Service Activities** during the time of COVID-19 (not an all-inclusive list):

- Support students with special projects or student packet development/distribution for distance learning;
- Record books or lessons for virtual learning;
- Serve as a pen pal for both writing skills development and social support;
- Support connecting to educational resources for both students and parents, i.e. library/book mobile; and
- Tutoring in school libraries or resource room to support social distancing.
- Telephone wellness check-ins with parents/caregivers to determine what learning resources are needed to support students virtual learning needs.

**Output: ED1A** - Number of individuals served.

Individuals: Recipients of CNCS-supported services related to education; may include students enrolled in grades K-12, out-of-school youth, preschool age children, and/or individuals pursuing postsecondary education.

How to Measure/ Collect Data:

Tracking mechanism that ensures an unduplicated count of individuals who have received services. Give the name of the instrument and briefly describe who will collect the data from whom, and when it will be collected.

**Outcome: ED27C** - Number of students with improved academic engagement or social and emotional skills.

Students: Those reported in ED1A Improved academic engagement or social and emotional skills: A positive change in student skills, attitude, and/or mindset that is likely to contribute to increased educational success. May include increased interest in school, improved perspective on school climate, increased attachment to school, and/or increased educational aspirations.

How to Measure/ Collect Data:

Survey, observation, or other instrument capable of measuring changes in academic engagement or social and emotional skills at the individual beneficiary level. When possible, pre-post assessments should be utilized. Give the name of the instrument and briefly describe who will collect the data from whom, and when it will be collected.

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### Available to SCP and RSVP grantee

The Performance Measure pair identified below (H4A and H9A) were selected as the listed Service Activities provide the widest range of options that may be feasible for safe volunteering options for SCP grantees.

Resource:

RSVP Performance Measures Instructions: [Click Here](#)

SCP Performance Measures Instructions: [Click Here](#)

### Service Activities (options in the eGrants drop-down box)

Grantees will still be required to select one option from the drop-down box.

H4A Options as listed in Performance Measures Instructions referenced above.

- Companionship
- Nutrition/Food Support
- Legal Services
- Transportation
- Medical Services
- Opioid/Drug Intervention
- Elder Justice: Fraud and Scam Prevention
- Respite Services

### Service Activity Description:

In this text box, grantees should include an explanation of any expanded activities that volunteers will be involved in under the flexibilities identified in the [Pandemic Recovery: The Path Forward for Senior Corps Program and Service document referenced above](#).

Sample language:

(SCP or RSVP) Volunteers will (describe the service of the Senior Corps Volunteers) practicing safe volunteering procedures and following required precautions to ensure their safety as well as the safety of the clients they serve. (SCP or RSVP) Volunteers will serve between (x-hours and x-hours per week) at (describe location for example home, client home, other).

**Expanded Service Activities** during the time of COVID-19 (not an all-inclusive list):

- Writing letters via a pen pal program.
- Phone or video visits to clients.
- Delivery of groceries, other essential items, library books/movies, activities, or projects to keep the clients busy and engaged.

**Output: H4A** - Number of individuals served.

Individuals: Recipients of CNCS-supported services related to improving health-related outcomes.

How to Measure/ Collect Data:

Tracking mechanism that ensures an unduplicated count of individuals who have received services.

Give the name of the instrument and briefly describe who will collect the data from whom, and when it will be collected.

**Outcome: H9A** - Number of individuals who report having increase social support or improved capacity for independent living.

Individuals: those reported in H4A

How to Measure/ Collect Data:

Survey, interview, caseworker assessment, or other instrument capable of measuring changes in social support or perceived social support and/or independent living capacity at the individual beneficiary level.

When possible, pre-post assessments should be utilized. CNCS is providing a mandatory survey instrument for the Senior Companion Program and recommends its use for RSVP: Senior Corps Independent Living Survey. Give the name of the instrument and briefly describe who will collect the data from whom, and when it will be collected.