

**AmeriCorps National Performance Measures
Pilot Year 1: 2010-2011
Output and Outcome Instrument Packet
MEMBER EMPLOYMENT**

*The information in this National Performance Measure packet pertains to **Pilot Year 1 (program year 2010-2011)**. See **National Performance Measures, Pilot Year 2 (program year 2011-2012)**, at the Resource Center for updated information.*

Economic Opportunity Focus Area: AmeriCorps Members

National Performance Measures: *If you select this national performance measure, you must choose both this output and outcome.*

Output: Number of unduplicated economically disadvantaged AmeriCorps members who are unemployed prior to their term of service (O12).

Outcome: Number of unduplicated economically disadvantaged AmeriCorps members that secure employment during their term of service or within one year after finishing AmeriCorps (O15).

Definition of Key Terms¹

- **Economically disadvantaged AmeriCorps members:** Current AmeriCorps members who are receiving or meet the income eligibility requirements to receive: Temporary Assistance for Needy Families (TANF), Food Stamps (SNAP), Medicaid, State Children's Health Insurance Program (SCHIP), Section 8 housing assistance.
- **Individuals [AmeriCorps members]:** Individuals who are entered into the CNCS National Service Trust data base, who complete their term of service, earn an education award, or leave service due to compelling circumstances (see 45 CFR §2522.200). *Individuals who are not enrolled in the trust, or who are dismissed, will not be counted.*
- **Unemployed:** Individuals who do not have paid, regular employment or were not serving in the military/National Guard within the month prior to beginning their AmeriCorps term of service.
- **Securing employment** refers to paid, regular employment or serving in the military/National Guard within the past week.

¹ 2010 National Performance Measures: Background Information References and Authorities, Definitions, Suggestions Regarding Data Collection, and Additional Notes, CNCS:
http://www.americorps.gov/pdf/09_0918_nofa_ac_background.pdf

Considerations for this National Performance Measure²

General

- Is a primary activity of your program to build job skills and/or assist AmeriCorps members with job placement?
- Does your program design envision that members will gain the skills and/or assistance during service that will translate into employment as soon as possible (during or after service)?³

Output

- Are you able to identify and recruit AmeriCorps members that are economically disadvantaged and unemployed as per the described criteria (Definition of Key Terms)?

Outcome

- Will the members receive the type and level of training or support during their term of service necessary to contribute to their ability to secure employment or enter military service?
- Will an acceptable percentage of the members who participate in services be able to get jobs within 12 months from the time they complete service?

Data Collection Challenges

- Do you have a way to ensure that the members who fit the criteria (i.e. are unemployed and economically disadvantaged) are tracked in the database or Excel spreadsheet? Are you able to access information on member eligibility?
- To count AmeriCorps members toward the output, you must count unduplicated, eligible members who do all of the following:
 - are entered into the CNCS National Trust data base,
 - complete their term of service **and**,
 - earn an education award.

You may also count enrolled members who have a compelling reason for leaving. Are you able to document and access this information for each AmeriCorps members? (e.g. *My AmeriCorps* portal tracks the education award).

- Members who obtain regular employment or enter the military/National Guard while enrolled in the program or one year after service can be counted under this measure. Can you develop a tracking system to count each member who secures regular employment up to one year after completing his/her term of service (count only once even if the individual receives placement in more than one job)?

² For more on alignment of performance measures, see the AmeriCorps Toolkit: <http://nationalservicerresources.org/star/ac-program-toolkit>

³ AmeriCorps participants may be released from completing a term of service due to compelling circumstance which may include acceptance by a participant of an opportunity to make the transition from welfare to work; or acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants (see CFR 45 § 2522.230).

- For those who do not obtain a job or enter military/National Guard service at the end of their term of service, do you have a way of maintaining contact during the year after service? It is suggested that you contact members twice within the 12 month period after the end of their term of service, at the 6 and 12 month points, to measure employment status.
- After using the data collection instruments to document members, do you have a safe place to store these documents? This “raw data” will serve as evidence that you collected the outputs and outcomes in a systematic manner and can verify the results reported.

Data Collection Strategies

Output

- During the intake process, make sure you inquire about the regular employment status of the member.
- During the intake process, identify the members as economically disadvantaged by inquiring about health, housing and economic assistance used or eligibility for these services.⁴
- Track members identified as economically disadvantaged and unemployed separately from those members who are not economically disadvantaged and unemployed. To avoid counting members who are not economically disadvantaged and unemployed toward the output, consider sorting targeted members by using the columns on criteria (see “Member Employment Summary Log”), using an Excel spreadsheet or put this group of members into a separate Excel spreadsheet.
- Optional: To show how the program services for members may have contributed to the outcome, track the services related to employment (skill-building training or support services such as GED assistance, “Life after AmeriCorps” workshops covering resume writing, interview tips, etc.), by using an Excel spreadsheet to document attendance (dosage of service) of the targeted members.

Outcome

- Using your existing end of term or exit instrument, add questions to assess whether members secured employment during their term of service.
- Use your Alumni or follow-up instrument to assess whether the target members secured employment within 12 months after service.
- To ensure that you can administer the survey at the 6th and 12th months after the end of service, make sure you get email and phone contact information from at least two sources (e.g. member’s parents and friends).

⁴ Web-based systems can assist you in identifying eligibility of members for services. For instance, the Benefits Checkup takes 20-30 minutes and will determine eligibility for Food Stamps, Medicaid, and Section 8 housing. You will need to know income and assets before filling it out. <http://www.benefitscheckup.org/>

Sample Instruments in this Packet

Note: The Corporation is exploring the capability of *My AmeriCorps* to handle the collection of exit and follow-up data for those national performance measures pertinent to AmeriCorps members. However, at this time, each program will need to collect and report their own data.

Member Eligibility and Employment Assessment Questions – Output and Outcome

No doubt, your program has intake and exit instruments and possibly a follow-up or Alumni instrument (survey, interview). Follow-up or Alumni instruments are routinely administered by programs and, in addition to assessing skills, satisfaction with assignment, and civic engagement in the community, they inquire about the job or career activities and aspirations of the members. On the following pages, you will find specific questions which ascertain the employment status of members, pre-service and post-service, as required of this National Performance Measure. Consider adding those questions to your current instrument.

Member Employment Summary Log – Output and Outcome

This summary log can be used to document members who fit the eligibility criteria and complete their service (output) and the outcome (secure employment or enter military/National Guard). You are encouraged to develop an Excel spreadsheet with this information and use the spreadsheet to document unduplicated members.

Member Employment

Sample Instrument:

**Member Eligibility and Employment Assessment
Questions – Output and Outcome**

**Member Employment Summary Log –
Output and Outcome**

Member Eligibility and Employment Assessment Questions - Output and Outcome

Instructions

What is the purpose?	To determine how many members fit the unemployed criteria (pre-service) and secure employment (post-service)
Who should complete this instrument?	AmeriCorps members should be responsible for reporting employment eligibility (pre-service) and employment status (post-service).
When should we complete this instrument?	At the start of the service year (employment eligibility requirement). At the end of the service year and/or 6 and 12 months after service ends (employment outcome).
What should we do to prepare?	Review and modify your current intake, exit and follow-up instruments used to track members in order to ensure that you can collect and report the data according to the national performance measure specifications. Consider adding the employment status questions to your existing instruments, as needed.
What should we do afterwards?	Keep all completed instruments together in a safe place; this is your data . You will enter the data into a log (Excel spreadsheet, database) to determine if you met your output and outcome targets.
Can I use an alternative instrument?	It is very likely that your AmeriCorps program has an existing database or Excel spreadsheet to track members from the beginning of service. Likewise, many programs have exit and follow-up or Alumni surveys used to gather information after the term of service ends. The questions on the following page can be added to your program instruments (electronic or paper) or instruments can be developed or revised in order to document unduplicated members who meet the unemployment eligibility requirement (output) and secure employment (intermediate outcome). Whether your instrument is in paper format or electronic format, remember to save this “raw” data as proof that a systematic process was used to document the outputs/outcomes.

Pre-service: Intake or start of service instruments. Add these questions to your existing intake instrument or form to be completed before or at the time AmeriCorps members begin service. Questions 1 and 2 respond directly to the national performance measures. Questions 3 and 4 serve as a “check” to ensure unemployment status.

Employment/Military/National Guard status questions

1. During the last month, were you working at a regular job?
 - Yes [STOP]
 - No [Continue to next question]
2. During the last month, were you serving in the military/National Guard/Reserves?
 - Yes [STOP]
 - No [Continue to next question]
3. What were you doing during the last month?
4. When was the last time you had a regular job? Date (month/year): _____

Post-Service or End of Service: Exit, follow-up and Alumni instruments. Add these questions to existing exit, follow-up or Alumni instruments to be completed at the end of term of service (for AmeriCorps members who secured employment during the term of service), or within 12 months after the end of service. It is recommended that the follow-up instrument be administered at two intervals after the term of service ends; at 6 months and again at 12 months (only to those who were not yet employed when last contacted). Questions 4-6 help substantiate the employment/military service claim (Questions 1 and 2). Note: Instead of asking questions 4-6, you could request a copy of letter of acceptance from employer or copy of their first pay stub.

Employment status questions

1. Are you currently employed ?
 - Yes [Skip to 4]
 - No [Continue to next question]
2. Are you currently serving in the military/National Guard?
 - Yes → Which branch? _____ [Skip to 6]
 - No [Continue to next question]
3. What are you doing now? [STOP]
4. Describe the type of work you are doing. _____
5. Who is your employer? (name, type of business, and address) _____
6. When did you start the job/service (date of hire/entry)? _____

Member Employment Summary Log - Output and Outcome

Instructions

What is the purpose?	To track and determine how many members fit the criteria (economically disadvantaged, unemployed), complete service, earn an education award and secure employment
Who should complete this instrument?	A designated person (e.g. the program staff member) should be responsible for entering eligibility criteria, completion of service and results from employment questions.
When should we complete this instrument?	At the start of the service year (eligibility requirements). At the end of the service year (completion of service - output). After analyzing the exit, follow-up and/or Alumni instruments (employment -outcome).
What should we do to prepare?	Enter the names of the enrolled members and the eligibility status of members. Collect and record information from other tracking systems to determine eligibility and completion of service (intake, <i>My AmeriCorps</i> , member database). Enter results from employment status questions at the end of service and at 6 and 12 months after the end of service.
What should we do afterwards?	Keep all the logs together in a safe place; this is your data . You will aggregate this data later to determine if you met your output and outcome targets.
Can I use an alternative instrument?	Different forms can be developed or revised in order to document unduplicated members who meet the eligibility requirements (unemployed and economically disadvantaged), complete their term of service and earn an Education Award (output) and secure employment (intermediate outcome). For example, you may want to develop an electronic member log (e.g., Excel spreadsheet) as demonstrated on the following page. Whether your instrument is in paper format or electronic format, remember to save this “raw” data as proof that a systematic process was used to summarize the outputs/outcomes.

Member Employment Summary Log - Output and Outcome

Program Name: _____

Person completing this Log: _____ Program Year: _____

Instructions: Enter the members' names in the first columns. Document those members who met output eligibility (Columns 1 and 2), completed their term of service (Column 3 or Columns 4 and 5) and found employment within 12 months (Column 6 or 7) by placing a numerical "1" in the column. Put a "1" in the 3 summary columns (A: met output criteria; B: met output; and C: met outcome) if all conditions have been met.

Member		Eligibility prior to service*			Output (O12)			Outcome (O15)			
Member Name		(1) economically disadvantaged yes=1	(2) unemployed yes=1	(A) Met output criteria 1 and 2 Yes=1	(3) Left for a compelling reason yes=1	(4) Completed term yes=1	(5) Earned Ed. Award yes=1	(B) Met output 3 <u>or</u> 4 and 5 yes=1	(6) employed during term of service yes=1	(7) employed within 12 months of end of service yes=1	(C) Met outcome 6 <u>or</u> 7 yes=1
Last	First										
<i>sample:</i> Doe	John	1	1	1		1	1	1		1	1

*Before determining whether the output has been met, members must meet output eligibility criteria.

Notes

(1) and (2) See definitions of member eligibility: economically disadvantaged and unemployed on page 1. Both must be present to meet output criteria.

(3) or (4) and (5) Count members that left service due to compelling circumstance OR members that completed their term of service and earned an Education Award.

(6) or (7) Identify members that secured employment during their term of service OR secured employment within 12 months after the end of service.

Totals:

Output (O12): Total number of eligible members (A) that completed term of service and earned Education Award or left due to compelling circumstances (B): _____

Outcome (O15): Total number of members that found employment within 12 months of completing service (C): _____