

AmeriCorps National Performance Measures

Pilot Year 1: 2010-2011

Output Instrument Packet

INDEPENDENT LIVING SERVICES

*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

National Performance Measure

Output: Number of unduplicated homebound individuals receiving food, transportation, or other services that allows them to live independently (O8).

Definition of Key Terms¹

- **Homebound individuals:** Individuals unable to leave their personal residence due to disability, injury, or age; may be a short-term (e.g. broken hip that prevents them from driving for a few months) or long-term need.
- **Live independently:** Individuals live in a private residence (house, apartment, mobile home, etc.) rather than in an assisted living facility, nursing home, or group home.
- **Receiving food, transportation, or other services:** Individual should receive the supports needed to maintain independent living; may include food deliveries, legal and medical services, nutrition information, transportation, etc. Not all individuals will require the same supports.

Considerations for this Performance Measure²

Output

- Will the individuals receiving services meet the definition of “homebound” and “living independently”?
- Will your services contribute to the individual’s ability to remain living independently in his/her private residence?

Outcome

- You will be required to identify and measure an intermediate outcome. In this case, the goal of the service is to help homebound individuals remain independent for as long as possible, but you might also consider other benefits. Are there measurable gains that can be expected for the clients receiving services through your program (e.g., improvement in knowledge, skills, attitudes, behaviors, or health status)?

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.

² For more on alignment of performance measures, see the AmeriCorps Toolkit:

<http://nationalserviceresources.org/star/ac-program-toolkit>.

Data Collection Challenges

- Will you be able to document the unduplicated number of individuals receiving independent living services, including some who may need multiple services? Individuals should be counted only once during the program year (i.e. as one person served) even though many are likely to need ongoing support.
- Will you be able to document the unduplicated number of individuals receiving independent living services, including some who may live in the same household and are receiving services?
 - If two homebound individuals live at the same address and receive services, they should both be counted.
 - If a homebound individual lives with someone who is not homebound (i.e. not a direct service recipient), the non-homebound person should not be counted.
- After using the data collection instruments to document outputs, do you have a safe place to store these documents? This “raw data” will be the justification that you collected the data in a systematic manner and provides the evidence/verification of the results reported.

Data Collection Strategies

- To avoid counting individuals more than once (unduplicated counts), list the individuals in your instrument in alphabetical order. If your clients tend to have the same names, you may need to also use birth dates, zip codes, or other identifiers that will differentiate these clients.
- Track the type of services your clients receive, including the dates of service and amount of service provided (e.g. hot meals delivered, 5/days a week, from 12/1/09 – 3/30/10). This documents that you are providing a level of service that contributes to an individual’s ability to remain living independently.
- For clients who receive ongoing service from one person (e.g. an AmeriCorps member), such as regular home visits, ask the member to log days, times, and type of service provided.
- Consider developing your instrument in an Excel spreadsheet, or at least transferring your data to an Excel spreadsheet. This will allow you to add new clients and “sort” your list so that it remains in alphabetical order, and allows you to have the ability to easily check to see if a client has already been counted (listed in your spreadsheet). You can also easily add columns for clients who receive several types of services.
- Since the goal of the service is to keep clients in their homes for as long as possible, document if and when the service is terminated and why. In some cases, the client may have ended the service but is still living in the home (i.e. no longer needs the particular service); in other cases, the service may be terminated because the client could no longer remain at home due to declining health. Tracking this information will give you some indication of how many clients are still independent at the end of the program year.

Sample Instruments in this Packet***Individual Client Service Log***

This instrument can be used by individual members/service providers who serve the same client over a period of time.

This log collects data on service provided to individual clients, including the kinds of services and the amount of service (days and hours). Documenting this information shows that individual clients receive a level of service that would help them to remain living independently.

Client Services Output Log

This instrument can be used to track the number of individuals who receive independent living services.

This log collects output data on the level of service that individuals receive by recording details such as: type of service, beginning and end dates, schedule, and whether the service was intended to be long-term or short-term. This instrument only contains space for one type of service per client. You are encouraged to develop an Excel spreadsheet with room to add more “type of service” columns and use the spreadsheet to document unduplicated clients.

Independent Living Services

Sample Instruments:

Individual Client Service Log

Client Services Output Log

Individual Client Service Log

Instructions

What is the purpose?	To track the amount and type of service provided to an individual client
Who should complete this instrument?	The service provider (member) serving the client can complete the instrument.
When should we complete this instrument?	The member should complete the instrument every day that he/she provides service to the client.
What should we do to prepare?	Members should use one log per client. If a member provides ongoing service to more than one client, he/she should use more than one log. Members should be trained on how to complete the instrument, particularly the "Service" column. Determine how much detail you want the member to record in this column.
What should we do afterwards?	Keep all the logs together in a safe place. This information is a record of the service that was provided to individual clients.
Can I use an alternative instrument?	Different forms can be developed/used to document independent living services provided to clients. For example, you may want to develop a log that asks for more detail or a simple tracking database (e.g., Excel spreadsheet). However, 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 services provided.

Client Services Output Log

Instructions

What is the purpose?	To determine how many individuals received independent living services, the kinds of services received, and their ability to live independently
Who should complete this instrument?	Trained staff or service providers can complete the instrument.
When should we complete this instrument?	As clients enroll in the program, begin to receive services, and when services are terminated or end of program year.
What should we do to prepare?	<p>If clients typically receive more than one type of service, modify the “Client Services Output Log” to add additional columns. Consider using an Excel spreadsheet.</p> <p>Review the suggested list of services and the reasons for ending services on page 9. If they are not appropriate for your program, adapt the list or code your own list of services to use with the “Client Services Output Log.”</p>
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 target.
Can I use an alternative instrument?	Different forms can be developed/used to document unduplicated individuals who receive independent living services. For example, you may want to develop a tracking database (e.g., Excel spreadsheet). However, 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.

Client Services Output Log

Independent Living Services Program Name: _____

Person completing this Log: _____

Instructions: Enter the name of each client who receives service in the first columns. Add details about the type of service, schedule (amount) of service, whether the service was long or short term, starting and end dates of service, and whether client was able to live independently at the date service ended or end of the program year.

CLIENT (1)		SERVICE					
Last Name	First Name	Type of service (2)	Schedule of service (3)	Long Term or Short Term (4)	Date service started	Date service ended	Place a "1" if client is living independently at end date or end of program year
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

Notes:

- (1) If two homebound individuals live at the same address and receive services, they should both be listed. If a homebound individual lives with someone who is not homebound (i.e. not a direct service recipient), the non-homebound person should not be on this list.
- (2) See the suggested list of services on the following page. Enter the appropriate code in this column.
- (3) This is the amount of service provided; for example, *daily, 2x/week, 1x/month, one time*.
- (4) Long term is ongoing service with no scheduled end date; short term is a temporary service with a tentative or scheduled end date (e.g. the client may need transportation assistance for 4-5 weeks after surgery).

Output Total: Number of unduplicated homebound individuals that received services: _____.

Independent Living Services Client Services Output Log (continued)

Suggested List of Services

This is not a complete list of all possible independent living services. You may have your own list that you can code, or you may want to adapt this list.

Code Type of Service

- A.** Adult social/health day care
- B.** Case/care management
- C.** Congregate meals
- D.** Disaster preparedness
- E.** Financial management
- F.** Food distribution (food bank)
- G.** Friendly visitor programs (companionship)
- H.** Home care programs (companionship)
- I.** Home repair
- J.** Meal delivery program
- K.** Respite care
- L.** Telephone reassurance
- M.** Transportation
- N.** Other services designed to assist homebound individuals to remain living independently.