AmeriCorps National Performance Measures
Pilot Year 2: 2011-2012
Output and Outcome Instrument Packet
JOB PLACEMENT SERVICES

Opportunity Focus Area

National Performance Measure: ***If you select this national performance measure, you must choose both this output and outcome.***
Output: Number of unduplicated economically disadvantaged individuals receiving job placement services (O3).
Intermediate Outcome: Number of unduplicated economically disadvantaged individuals placed in jobs (O10).

Definition of Key Terms[1]

- ***Economically disadvantaged***: Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.
- ***Job Training:*** Occupational skill training delivered in an institutional or classroom setting or skill training provided in an experiential workplace setting (may be called on-the-job training or work experience). [2]
- ***Other Skill Development Services include:*** (1) Remedial Education such as Adult Basic Education, GED Education, Adult ESL Education; and (2) classroom soft skills training that provides information about appropriate workplace behavior or job search skills.[3]
- ***Placed in Jobs:*** Individual is hired in a new job as a result of job placement services provided; individual may have been previously working in a different job or previously unemployed.

Considerations for this National Performance Measure[4]

Output
- Will you be able to determine whether the individuals who participate in the job placement services meet the definition of "economically disadvantaged"?
- Is the amount and type of service you provide likely to produce the anticipated intermediate outcome?

[1] 2011 National Performance Measures: Background Information References and Authorities, Definitions, Suggestions Regarding Data Collection, and Additional Notes, CNCS: http://www.americorps.gov/pdf/11_1018_americorps_nofo_background_document.pdf
[2] P. 3, Job Training Policy in the United States, The Upjohn Institute, 2004.
[3] P. 3, Job Training Policy in the United States, The Upjohn Institute, 2004.
[4] For more on alignment of performance measures, see the AmeriCorps Toolkit: http://nationalserviceresources.org/star/ac-program-toolkit.

Outcome

- Will your program be able to place an acceptable percentage of the individuals who complete services into new jobs in your service area at this time?

Data Collection Challenges

- Will you be able to document unduplicated number of individuals participating in your job placement services, especially if they participate in more than one training/course, or if that training/course is off-site?
- Will you be able to track attendance, or access complete attendance records, of all individual participants?
- Have you determined the level of participation an individual needs to achieve to be classified as "completing service"? For example, what is the minimum number of hours or class sessions an individual must attend to benefit from the course?
- For those individuals who obtain a new job after completing services, will you be able to obtain a copy of a pay stub, acceptance letter from an employer, or other documentation to verify employment status?
- After using the data collection instruments to document outputs and outcomes, do you have a safe place to store these documents? This "raw data" will provide evidence that you collected the data in a systematic manner and will verify the results reported.

Data Collection Strategies

Output

- 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.
- 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 you can easily check to see if a client has already been counted (listed in your spreadsheet). You can also add columns for additional types of services provided to that client.
- Ensure in advance that you will have access to attendance records for all services where clients must attend more than one session.

Outcome

- You will need to review proof of employment, such as a pay stub or an acceptance letter from an employer. If you maintain copies of these documents for your records, make certain that you have a system in place to ensure documents are safe and confidential.

Sample Instrument in this Packet

Client Output and Outcome Log

This instrument can be used to track the number of individuals who complete job placement services and are hired in a new job.

- This log collects output data on clients who enroll in the program and complete at least one "course" (job training component, such as GED courses or skill training in a particular area). This instrument only contains space for two courses per client. You are encouraged to develop an Excel spreadsheet with room to add more courses and services, and use the spreadsheet to document unduplicated participants.
- This log also collects outcome data on whether the client was hired in a new job, including the date of hire. The log does not collect details such as the type of employment or whether it is permanent or temporary, full time or part time, in or out of the area, nor any information on wages. Consider tracking this information for your program records.

Job Placement Services

Sample Instrument:

Client Output and Outcome Log

Client Output and Outcome Log

Instructions

What is the purpose?	To determine how many individuals completed the job placement services for which they signed up (output), and whether the service resulted in being hired in a new job (outcome).
Who should complete this instrument?	Trained staff or service providers can complete the instrument.
When should we complete this instrument?	As clients enroll in job placement services, and after course/training has finished (output section) As clients who completed the services are placed in jobs and proof of employment documents are reviewed (outcome section)
What should we do to prepare?	**You must take attendance or have access to attendance records** to determine whether clients completed services after enrolling (output). Decide in advance how many classes/trainings clients must attend to “complete” service (e.g. client must attend at least 8 or 10, or 80% of classes in Course X). Be sure that individuals who participate in more than one service (course, class, training) are only counted once during the program year. You may want to obtain copies of documents for proof of hire in a new job in addition to having staff sign off that they have reviewed the document (outcome). If you collect these documents, they should be stored in a safe place and kept confidential.
What should we do afterwards?	Keep a copy of attendance records and “Client Output and Outcome Logs” 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/used to document unduplicated individuals who participate in your job placement services, including completion of the program (output) and whether they were hired in a new job (outcome). For example, you may want to develop an Excel spreadsheet to keep records of clients’ attendance in courses, and use the “sort” function to check for duplication. 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/outcomes.

Client Output and Outcome Log

Job Placement Program Name: ____

Person completing this Log:____ **Dates**: _____________________

Instructions: For each client served, complete the Client, Service, Employment, and Documentation information. This information will determine if the client completed the job placement services and can be counted toward the output, and will also serve to verify that the client was hired in a new job and can be counted toward the outcome.

OUTPUT DATA (O3)					OUTCOME DATA (O10)				
Client		Service (Trainings or Course) (1)			Employment		Documentation		
Last Name	First Name	Training/ Course Name	Training/ Course Dates	Enter "1" if completed (2)	Enter "1" if hired in a new job	Date of hire	Document type (3)	Staff reviewer	Date of staff review
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									

(1) See definitions of job training and other skill development services on p. 1.
(2) Client completed the service if he/she attended at least ___% of classes/trainings, based on attendance records.
(3) Suggested documents: Copy of acceptance letter from employer or copy of first pay stub.

Totals:

Output (O3): Number of unduplicated individuals that completed job placement course: _____.

Outcome (O10): Number of unduplicated individuals that completed job placement services and were hired in a new job: _____. Count each individual only once, even if they were placed in more than one job. Do not count individuals that were hired in a new job but did not complete services.