

AmeriCorps National Performance Measures Pilot Year 2: 2011-2012 Output Instrument Packet

HOUSING UNITS DEVELOPED, REPAIRED, OR OTHERWISE MADE AVAILABLE

National Performance Measures

Opportunity Focus Area	Veterans and Military Families Focus Area
<p>Output Number of unduplicated housing units developed, repaired, or otherwise made available <i>for low income individuals, families, or people with disabilities.</i> (O4)</p>	<p>Output Number of unduplicated housing units developed, repaired, or otherwise made available for <i>veterans.</i> (V6)</p>

Definition of Key Terms¹

- **Housing Unit:** A single family home (including a mobile home if permanently placed), an apartment, or a room in a group home for people with disabilities.
- **Developed:** “Develop” means build new or substantially rehabilitate (the alternative to rehabilitation is that the unit was uninhabitable or soon would have become so). Involves replacing major systems such as the roof, the plumbing, the wiring, the foundation, or elevating the unit as required by a flood plain standard.
- **Repaired:** “Repair” is a more modest level of physical work on the unit, such as weatherizing, painting, replacing appliances. Programs can use a dollar amount cut-off to distinguish “developed” from “repaired” (e.g., \$30,000/unit) or can distinguish by whether major systems were replaced. Using a dollar cut-off would require valuing volunteer labor, distinguishing between skilled trades and other workers.
- **Otherwise made available:** Activities that make available through improved access a housing unit that is in the housing stock and likely to remain habitable (e.g., assistance in searching for the unit, fair housing advocacy that induces the owner to rent to the target population, a rent subsidy that makes the unit affordable to the individual or family).

Low Income Individuals, Families, or People with Disabilities (O4)

- **Low income:** 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.
- **Individuals and families:** Census definition of “household”: “A person or group of people who occupy a housing unit as their usual place of residence. The number of households equals the number of occupied housing units in a census.”²

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_nofa_background_document.pdf

- **People with disabilities:** Subset of individuals and families that meets a definition related to inability to live independently without support. Federal laws define a person with a disability as "Any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such an impairment."³

Veterans (V6)

- **Veterans:** "a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable."⁴
- **Veterans with disabilities:** "an individual who has served on active duty in the armed forces, has been separated therefrom under honorable conditions, and has established the present existence of a service-connected disability or is receiving compensation, disability retirement benefits, or pension because of a public statute administered by the Department of Veterans Affairs or a military department."⁵

Considerations for this Performance Measure⁶

Output

- Will the type of service you provide fall under the category of housing units developed, repaired, or "otherwise made available" as defined in the Definition of Key Terms?
- Will the housing units that are developed, repaired, or otherwise made available by your program go to families and individuals for whom they are intended, (i.e. beneficiaries meet the definition of "low income" or "people with disabilities" or "veterans")?

Outcome

- You will be required to identify and measure an intermediate outcome, a change that you expect to achieve. What measurable gain can be expected for the individuals who will benefit from your services; low income individuals/families, people with disabilities, or veterans?

Data Collection Challenges

- Will you be able to document unduplicated number of housing units developed, repaired, or otherwise made available?
- How will you define "developed" vs. "repaired"? Will you use the dollar "cut-off" system (see *Repairs* in the Definition of Key Terms)?
- For every housing unit, will you be able to review or obtain a copy of an inspection report, certificate of occupancy, or other documentation from an external agency verifying that the work was completed?

² U.S. Census Bureau glossary: <http://www.census.gov/dmd/www/glossary.html#H>.

³ Housing and Urban Development: <http://www.hud.gov/offices/fheo/disabilities/inhousing.cfm>

⁴ Section 101 of Title 38,23 United States Code (page 3): <http://veterans.house.gov/documents/title38.pdf>

⁵ 5 USC Sec. 2108 Paragraph (2): <http://law2.house.gov/uscode-cgi/fastweb.exe?getdoc+uscview+t05t08+175+1++'5%20USC%20Sec>

⁶ For more on alignment of performance measures, see the AmeriCorps Toolkit:

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

- How will you document the number of housing units that were “otherwise made available” due to your service? The type of documentation you need depends on the service you provide beyond developing and repairing units. For example, if your program advocates for fair housing by convincing building owners to rent to veterans, low income families, or people with disabilities, what will you document or collect to show that the housing units were made available because of your service?
- After using the data collection instrument 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 is the evidence/verification of the results reported.

Data Collection Strategies

- Determine if the housing units to be made available will be for a) low income individuals/families and/or people with disabilities or b) veterans. Do not combine these two categories together when collecting data. Although similar, each of these categories falls under a different Serve America Act Focus Area and has its own national performance measure.
- To avoid double-counting housing units, consider developing your instrument in an Excel spreadsheet, or at least transferring your data to an Excel spreadsheet. If you are working with large numbers of units, consider breaking up the address into columns labeled *Address Number*, *Street Name*, *Apt. Number*, *City*, and *Zip Code*, or some other identifiers that will allow you to “sort” your list and easily scan it for duplicates (the sample instrument in this packet **does not** break the address into these columns). The example below is sorted by (1) City; (2) Zip Code; and (3) Street Name. Note that the duplicate unit can easily be spotted.

Example

Address Number	Street Name	Apartment Number	City	Zip Code
555	Airport Blvd.	n/a	Burlingame	94010
820	Jones St.	15	San Francisco	94109
820	Jones St.	15	San Francisco	94109
2550	Judah St.	12	San Francisco	94122
110	B Street	n/a	San Mateo	94111

Sample Instruments in this Packet:***Individual Housing Unit Tracking Form***

This instrument can be used to track the type of housing unit, type of construction effort to be conducted on the unit, and the verification that the work has been completed. One “Individual Housing Unit Tracking Form” should be completed for each housing unit.

Summary Housing Units Output Log

This instrument can be used to track the number of housing units developed, repaired or otherwise made available.

- This log documents if the housing units will be for low income individuals/families and/or people with disabilities, **or** veterans (see check boxes at top of log).
- This log collects data on units, including address, type of unit, and date available for habitation, if applicable. The log also collects data on the level of effort/type of service completed on each unit (developed, repaired, or otherwise made available), and details on verification documentation (type, source, and date documentation obtained).
- The log **does not track if or when** the units ultimately went to families and individuals for whom they were intended, (i.e. people with low incomes and/or people with disabilities, or veterans). If your program has the capability to track this data, consider adding columns for this information to the log.

Housing Units Developed, Repaired, or Otherwise Made Available

Sample Instruments:

Individual Housing Unit Tracking Form

Summary Housing Units Output Log

Individual Housing Unit Tracking Form

Instructions

What is the purpose?	To document the type of housing unit made available, type of services provided, and type of documentation verifying that work was completed
Who should complete this instrument?	Trained members or staff person providing oversight of the housing unit being made available for the target population
When should we complete this instrument?	When the housing unit has been identified for services; after work on each unit has been completed and documentation verifying completion can be obtained
What should we do to prepare?	<p>Train an oversight person(s) to complete the form accurately.</p> <p>If there are typically other types of construction efforts that are not listed in the form, enter additional options under 2a, 2b, and 2c.</p>
What should we do afterwards?	<p>Transfer the Individual "Housing Unit Tracking Form" information to the "Summary Housing Units Output Log."</p> <p>Keep all the logs and verifying documentation together in a safe place; this is your data. You will aggregate this data later to determine if you met your output target.</p>
Can I use an alternative instrument?	Different forms can be developed/used to document unduplicated units developed, repaired, or otherwise made available. For example, you may want to develop a database using an 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.

Individual Housing Unit Tracking Form

Program Name: _____

Date Work Started: _____ Date Work Completed: _____

Oversight Person for this Housing Unit: _____

Housing Unit Address: _____

1. Type of Housing Unit (check one):

- Single Family Home
 Mobile Home
 Apartment
 Other: _____
 Room in a Group Home for people with disabilities

2. Type of Construction Effort for this Housing Unit to Become Available for Occupancy:

Will this housing unit be developed, repaired, or otherwise made available? Please check box:

a) **Housing Unit Developed**

<i>Check appropriate boxes to indicate type of development:</i>	
<input type="checkbox"/>	Build new housing unit
<input type="checkbox"/>	Replacing roof
<input type="checkbox"/>	Redoing plumbing
<input type="checkbox"/>	Replacing electrical wiring
<input type="checkbox"/>	Replacing/repairing foundation
<input type="checkbox"/>	Other substantially rehabilitated effort.
<input type="checkbox"/>	Please describe:

b) **Housing Unit Repaired**

<i>Check appropriate boxes to indicate type of repairs made:</i>	
<input type="checkbox"/>	Painting
<input type="checkbox"/>	Weatherizing
<input type="checkbox"/>	Replacing appliances
<input type="checkbox"/>	Other housing unit repairs.
<input type="checkbox"/>	Please describe:

c) **Housing Unit Otherwise Made Available**

<i>Check appropriate boxes to indicate other type of efforts made:</i>	
<input type="checkbox"/>	Fair housing advocacy that induces owner to rent to target population
<input type="checkbox"/>	Rent subsidy that makes housing unit affordable
<input type="checkbox"/>	Other activity to make the housing unit available.
<input type="checkbox"/>	Please describe:

3. Verification of Work Completed

- Inspection Report (Date: _____)
 Certificate of Occupancy (Date: _____)
 Other verification from an external agency; describe: _____

Summary Housing Units Output Log

Instructions

What is the purpose?	To determine how many housing units were developed, repaired, or otherwise made available for low income people and/or people with disabilities (Opportunity Focus Area, O4) or veterans (Veterans and Military Families Focus Area, V6). If you are tracking both measures, use separate tracking logs because you will need to report the totals separately.
Who should complete this instrument?	Project Director or staff designee should complete this instrument.
When should we complete this instrument?	After work on each unit has been completed and the Individual Housing Unit Tracking Form has been completed
What should we do to prepare?	Determine if the housing units that are to be made available are for low income individuals/families and/or people with disabilities, or veterans. Check appropriate box at top of "Summary Housing Units Output Log."
What should we do afterwards?	Keep all the logs and verifying documentation 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 units developed, repaired, or otherwise made available. For example, you may want to develop a database using an 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.

Summary Housing Units Output Log

Housing Development Program Name: _____

Person Completing this Log: _____

National Performance Measure (check one)*: **Low Income Individuals/Families and/or People with Disabilities (O4)** **Veterans (V6)**

Instructions: This log tracks housing units that were developed, repaired, or otherwise made available; and documentation verifying that work was completed. Use the “Individual Housing Unit Tracking Forms” to complete this log. Under “Oversight Person/Supervisor at Site”, enter the name of the person in charge of that work site. For each “Unit”, list the address, type of housing unit, date available for habitation, and the type of work completed. Identify the verifying document, the agency that provided the document, and date it was made available.

*If you are tracking both national performance measures, use separate tracking logs.

Oversight Person/Supervisor at Site		Unit			Date of Type of Work Completed (2)			Documentation		
Last Name	First Name	Address	Type of Housing Unit	Date available for habitation (1)	Developed	Repaired	Otherwise Made Available	Document Verification (3)	Document Source (agency)	Date Document Obtained
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										
Totals:										

(1) Enter “N/A” if unit was occupied by current tenants prior to start of work.

(2) Enter date in the appropriate column. See definitions for “developed”, “repaired”, and “otherwise made available” on p. 1.

(3) Suggested document types: inspection report, certificate of occupancy, or other verification from external agency that work was completed.

Total Output: Number of unduplicated housing units developed, repaired, or otherwise made available: _____