

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

Opportunity Focus Area

National Performance Measure

Output Number of unduplicated individuals receiving emergency food from food banks, food pantries, or other nonprofit organizations (O6).

Note: There is a different national performance measure output (O7) for measuring services that address long-term hunger issues. If your program provides food assistance primarily to alleviate long-term hunger, use that alternative measure.

Definition of Key Terms¹

This measure is about **emergency assistance** which is not meant to designate routine help in meeting a family's needs. The emergency may be experienced by the family personally such as their house burning down or a sudden loss of needed income, or it may be experienced by the community more broadly such as a natural disaster.

Considerations for this National Performance Measure²

Output

- Are the individuals who will be receiving services experiencing an emergency, either personally or community-wide?
- In a chaotic situation such as a natural disaster, will you be able to count individuals who receive food?

Outcome

- You will be required to identify and measure an intermediate outcome, a change that you expect participants in your emergency food assistance program to achieve. Consider benefit beyond the immediate goal of alleviating hunger in an emergency situation (e.g., reduced stress, increased hope for recovery, etc)?

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

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

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

Data Collection Challenges

- Will you be able to document the unduplicated number of individuals receiving emergency food services, including people other than the primary contact who will also receive the food your service provides (e.g. family members)?
- Do you have a system to determine if individuals have already been counted under another recipient's name? For example, a husband receives assistance for his family of four on Monday; his wife receives assistance for the family on Tuesday. A total of four people should be counted, regardless of how many times they received assistance.
- Do you have a system to count food recipients in the event that there is no time to take names?
- If participants "drop-in" to your program to receive food, will you be able to document an unduplicated number of individuals receiving food?
- If needed, will you be able to locate recipients after food has been distributed to determine if the intermediate outcome occurred?
- 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 are the evidence/verification of the results reported.

Data Collection Strategies

- When food distribution is provided to small groups of individuals and/or when you have the time to document the distribution process by taking names, list the individuals in your instrument in alphabetical order to avoid counting individuals more than once. Consider collecting identifiers such as birth dates so that you can differentiate participants who have the same names.
- You will need to record how many people are expected to receive the food, including the individual who approaches you for services (e.g. an adult with a spouse and children may request emergency food assistance on behalf of the family; count all family members as recipients). When an individual requests service, ask how many people will receive the food. Also ask whether any of these people have already received food. (You may want to explain that this is simply to avoid duplication in your records, not to discourage them from seeking assistance.)
- If you are distributing food at multiple sites, ask the individual requesting service if they have also received food at one of the other sites. Keep a log at each location and merge the data as best you can, without duplicating individuals.
- 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 individuals and "sort" your list so that it remains in alphabetical order, and allows you to easily check to see if a participant has already been counted (listed in your spreadsheet). You can also use the "find" function to quickly search a column to see if the person's name is already listed.
- If possible, collect addresses and telephone numbers from participants in case you need to follow-up with them later to measure your outcome. If this is not realistic given the emergency, you may want to ask for contact information for a relative or friend (i.e. an emergency contact person). Inform participants that they do not need to provide contact information to receive food.

- **If you are not able to take names:** During natural disasters when food distribution may need to be provided quickly to large numbers of individuals, you may need to count individuals by groups and/or locations of distribution. In these situations, it may be difficult to be accurate in documenting unduplicated counts, but you can limit error by assigning one member of your team to “count heads” while other members distribute the food. As food is distributed, ask each recipient how many people will be sharing that food (e.g. family members) and log that number.

Sample Instruments in this Packet

There are two sample instruments in this packet; both instruments can be used to track the number of individuals who receive emergency food services. Use the “Individual Emergency Food Assistance Output Log” when you are able to collect information from individual recipients. Use the “Rapid Response Community Emergency Food Assistance Output Log” in situations where there is no time to collect information from individual recipients, as when the entire community experiences a natural disaster.

Individual Emergency Food Assistance Output Log

- This log collects output data on the number of individuals for whom food assistance is intended. It identifies the type of emergency and date of service. It also documents the name and contact information for the person who picks up the food, number of people in their family or group, and whether individuals are receiving food for the first time.
- Documents the total number of individuals in a family or group for whom assistance is intended.
- Documenting the type of emergency demonstrates that the service is providing “emergency assistance” to people for whom it is intended.
- Collecting contact information from the recipient allows you to follow up with participants later, if you need to contact them to measure your intermediate outcome.

Rapid Response Community Emergency Food Assistance Output Log

- This log collects output data on the number of individuals for whom food assistance is intended. It also notes details such as the distribution location, time and date.
- Documenting the number of individuals for whom assistance is intended responds directly to the output measure.
- Documenting the location, time and date verifies that the distribution took place.
- (Optional) Documenting the amount and type of food distributed describes the amount of assistance each person received.

Emergency Food Assistance

Sample Instruments:

**Individual Emergency Food Assistance
Output Log**

**Rapid Response Community Emergency Food
Assistance Output Log**

Individual Emergency Food Assistance Output Log

Instructions

What is the purpose?	To determine how many individuals received emergency food assistance in an emergency where specific information can be obtained
Who should complete this instrument?	Trained staff or service providers can complete the instrument.
When should we complete this instrument?	At the time individuals receive food distribution services Use one (more if needed) output log for each emergency.
What should we do to prepare?	<p>If food is distributed at multiple sites, use a log at each location.</p> <p>If participants are able to receive food more than one time, consider modifying the “Individual Emergency Food Assistance Output Log” to add additional “date of service” columns.</p> <p>You may need to follow up with the recipient to measure your intermediate outcome. If recipients do not have addresses and telephone access due to the nature of the emergency, consider asking for an emergency contact person who does not live in the area. Inform recipients that they are not required to provide contact information to receive food.</p>
What should we do afterwards?	<p>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.</p> <p>If you used logs for different locations, merge the data to get an unduplicated count as best you can. An Excel spreadsheet can be helpful for this process.</p>
Can I use an alternative instrument?	Different forms can be developed/used to document unduplicated individuals who receive 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.

Individual Emergency Food Assistance Output Log

Program Name: _____ **Emergency Description (1):** _____

Person completing this Log: _____ **Date of Service:** _____

Instructions: Enter the name of each individual (primary contact person) who receives food assistance in the first columns. Enter the total number of recipients for whom the assistance is intended (e.g. family members), *including the individual named*, in the third column. Enter the individual’s address and telephone number. Check the box if the recipients are receiving food for the first time, and comment if applicable.

RECIPIENT INFORMATION					SERVICE	
Last Name (2)	First Name	Total # recipients (3)	Address (4)	Telephone (4)	Check if first time receiving food (5)	Comments
1.					<input type="checkbox"/>	
2.					<input type="checkbox"/>	
3.					<input type="checkbox"/>	
4.					<input type="checkbox"/>	
5.					<input type="checkbox"/>	
6.					<input type="checkbox"/>	
7.					<input type="checkbox"/>	
8.					<input type="checkbox"/>	
9.					<input type="checkbox"/>	
10.					<input type="checkbox"/>	
TOTAL (5)						

Notes:

- (1) For example, flood, fire, earthquake, etc.
- (2) Primary contact in family/household/group that the program served directly.
- (3) Total number of recipients, *including the individual named*, for whom the food assistance is intended (e.g. total number in family).
- (4) If available. Address and telephone number will be helpful for follow-up but is not required for services.
- (5) Participants may need food distribution more then one time (e.g., more than one day) or at more than one site during an emergency. Check first time participants to maintain unduplicated counts.

Output: Total number of unduplicated service recipients (“total # recipients”, which includes the primary contact person): _____

Rapid Response Community Emergency Food Assistance Output Log

Instructions

What is the purpose?	To determine how many individuals received emergency food assistance during a large emergency (e.g., natural disaster) that requires rapid distribution of food to large groups quickly
Who should complete this instrument?	The person in charge of food distribution in the area should complete the log.
When should we complete this instrument?	As food is distributed at each location
What should we do to prepare?	<p>Rapid response teams or designated individuals should be trained in how to document and use this log prior to possible large scale disasters. In the event of a disaster, there may not be time.</p> <p>At each location, at least one member of the team should be responsible for counting individual recipients, including asking individuals how many people (e.g. family members) will also share the food.</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 services. For example, you may want to develop a tracking database (e.g., Excel spreadsheet) and use that on-site if the situation allows, or transfer data to a spreadsheet later. 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.

Rapid Response Community Emergency Food Assistance Output Log

Type of Emergency: _____ **Date Emergency Occurred:** _____

Area of Emergency: _____

Person Completing Log: _____

Who Should Complete This Log: The person in charge of food distribution in an emergency area should complete this Log. If the emergency covers a large area, more than one person may need to oversee the distribution of food. Each person overseeing the distribution of food should complete a log covering their distribution location.

Instructions: Document the location, date, and time of distribution. Enter the total number of recipients at each location. Try to be accurate in your count and try not to count individuals twice. As food is distributed to individuals, ask how many will share the food (e.g., family members) and include that total in the number of recipients at that location. You may want to include a description of the amount of food distributed.

Distribution Location	Distribution Date	Time	# of recipients	Food Distributed (optional)
<i>Example: Washington High School, 332 Geary Ave. Richmond, CA</i>	<i>3/22/10</i>	<i>3:00-5:00pm</i>	<i>435</i>	<i>Each person received canned goods/fresh fruit (1-2 bags), and water (1-2 gallons).</i>
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				

Output: Total unduplicated recipients from all locations