

## Performance Measure Review Activity - Veterans and Military Families Answer Key

### 1. Read example.

### 2. Discuss: What CNCS resources and tools could you use to evaluate these performance measures?

- Performance Measure Template – *are all of the components present and in the correct place?*
- 2017 National Performance Measure Instructions (includes Performance Measure Example, Review Notes, FAQs, Checklist in Appendix B) – *is everything included? Does the measure meet all requirements?*
- Sample clarification items based on the Checklist – *How can I describe what needs to be improved by the applicant?*

### 3. Discuss: How would you approach working with this applicant on their performance measures?

- The performance measure is missing some required information, according to the Performance Measure Instructions and my completion of the Checklist. I will use the standard clarification item document for drafting clarification items. This may require more than one round of clarification to get it right.
- If necessary, I will also add a special condition to fix performance measures, likely prior to member enrollment.

### 4. Practice: Use the CNCS resources and tools you have selected to review the performance measure and determine what needs to be improved.

What aspect(s) of this performance measure need improvement? Why?

After completing the Performance Measure instruction Checklist (Appendix B), I know:

- V2 does not specify the level of engagement as required in the NPM instructions.
- V2 does not address how the applicant will ensure there is no double counting.
- The instrument used to measure V2 does not include a means to track engagement.
- OUTCM78490 is not an outcome.
- OUTCM78491 does not align with the program Theory of Change.
- The output and outcome targets are the same.

What would you clarify or fix pre-award? If time allows, draft your clarification items.

Using the sample clarification items based on the Checklist, I write:

- Output measure V2 does not define the minimum level of participant (veteran) engagement required of a veteran to be counted under this measure. The Performance Measure Instructions for V2 state that the program should set a minimum level at the start of the year for what “engaged in” means and then count based on that level. Please define the minimum level of participant engagement required of veterans in order to be counted under this measure.

- The instrument used to measure output V2 does not include a mechanism to track member engagement. Please describe how the program will track member engagement and revise the measure tool as necessary to ensure the program can adequately measure member engagement.
- The Applicant-determined outcome (OUTCM78490) is an output rather than an outcome. Please either delete OUTCM78490 or create an additional outcome which measures a change in Knowledge, Attitude, Condition or Behavior.
- The Applicant-determined outcome (OUTCM78491) seeks to measure participant satisfaction. However, this does not align with the program's primary goal of preparing members for civilian employment. Please delete this measure and replace it with a measure that reflects measures meaningful changes that are aligned with the programs Theory of Change.
- When revising the Applicant-determined outcome (OUTCM78491), please clearly describe the amount of increase /improvement needed in order for a participant to be counted under this measure. Please also describe how the program will match pre and post surveys.
- The applicant's output and outcome targets are the same amount. Output and outcome targets should be ambitious, realistic and based off of evidence or information the program has reviewed. Please describe what factors were considered in setting the outcome target and how achieving 100% is a realistic target. If the program has not set an ambitious and realistic target, please revise the outcome target, please be sure to consider relevant and available data when setting this target.
- Potential area for clarification: Since the applicant does not provide the name of the survey they are using this may indicate this is an applicant designed survey. It is highly recommended that reviewers seek clarification regarding the validity and reliability of the survey. In situations where an applicant has designed their own survey, you would want to see in their response that the applicant has pilot tested the survey, or intends to, before implementation.

As a result of the clarification, see changes made to the performance measure in [track-changes](#) mode below.

**5. Discuss: If this application is awarded, what Training and Technical Assistance strategies could you use to help the grantee strengthen or use their performance measures?**

- If this is a new grantee, I will require that they complete some Knowledge Network courses on Performance Measurement and High Quality Data. We can discuss these courses and any grantee questions during check-in calls.
- I will request to review the pre- post-survey to ensure it is a true pre / post-test and measures a change in knowledge (not attitude, behavior, or condition).
- I will request to see screenshots or examples of the program's weekly report forms to see if they capture the correct information to track engagement.
- When the program enrolls members / at the beginning of the program year, I will ask for updates on the pre-test during a check-in call.
- When I conduct a site visit with this grantee, we will do a data quality test of their reported performance measures to ensure program documentation can back up the numbers they report

**Performance Measure Review Activity – Veterans and Military Families [\(with proposed changes\)](#)**

*Background Information about Program:*

*The Veterans Environmental Conservation AmeriCorps Program engages 45 AmeriCorps members in environmental stewardship programs on public lands. The goal of the program is to help recently returned veterans successfully transition from military to civilian life and to address environmental degradation on public lands. The program has identified preparing members for civilian employment as the primary objective in a member’s transition from military to civilian life.*

Performance Measure Title: Veteran Volunteers

**Focus Area:** Veterans & Military Families **Objective:** Access & Attract **No. of MSY's:** 0.0 **No. of Members:** 0

**Output:**

V2: Number of veterans engaged in service opportunities as National Service Participants or volunteers

**Target:** 45\_Veterans

**Measured By:** Activity Log

**Described Instrument:** ~~Weekly Report Forms.~~ Activity logs will be kept for each member and environmental conservation activity they engage in. Activity logs will indicate the beginning and end of conservation projects. ~~A veteran will be counted under this measure if he/she has completed their member orientation and training as well as their entire term of service.~~

~~Veterans engaged in the Veterans Environmental Conservation AmeriCorps is measured by total number of members that are enrolled in the program. Each project supervisor keeps a roster for each project. Project staff and HQ staff closely review the rosters to insure that members are not counted twice. Additionally, all activity logs are reviewed to ensure that only those AmeriCorps members who completed a minimum of 1 conservation project are counted under this measure.~~

- Formatted: Font color: Red, Strikethrough
- Formatted: Font color: Red

**Output:** ~~Delete this measure~~

OUTCM78490: Number veterans completing one conservation service project.

**Target:** 45 Veterans

**Measured By:** Attendance Log

**Described Instrument:** Track via attendance log.

**Outcome:**

OUTCM78491: Number of veterans ~~satisfied with their national service experience~~ with increased knowledge on how to obtain work in the natural resources field.

**Target:** ~~45~~ 34 Veterans

**Measured By:** ~~Survey~~ Pre and Post Test Survey

**Described Instrument:** ~~At the end of service, AmeriCorps members will be asked if they found their national service experience to be satisfying. Before engaging in their first service or training opportunity, AmeriCorps members will complete a 15-question pre-survey assessing (on a five-point scale) the level of knowledge they have about finding and obtain civilian employment, specifically in the natural resources field. Each survey (pre and post) will contain the member's name and AmeriCorps member ID to ensure matching of pre and post test data and non-duplication. At the end of of service, the members will complete the survey again. Members whose post-surveys show increase of three or more correct survey answers will be counted under this measure.~~