

Performance Measure Checklist (H9 Sample)

Go through this checklist in any order you want – just make sure to address each item. For each item, decide if it is complete (Check “yes, done”), or needs work (Check “needs work”).

Go back and review the items that need work and see what you can do to address the issue.

Check whether each item is “done” or “needs work”	yes, done	needs work
<p>1. Start with the outcome. Give it a read. OUTCOME: H9-Number of homebound OR older adults and individuals with disabilities who reported having <u>increased social ties/perceived social support</u>. CNCS defines social ties/perceived social support as “relationships with other people and/or the belief that these people will offer (or have offered) effective help during times of need”.</p>		
<ul style="list-style-type: none"> Is your current outcome the same or different than outcome H9? Does the outcome in your current work plan match the H9 outcome (increased social ties/perceived social support)? 		
<p>2. Review the community need in relation to your service activity.</p>		
<ul style="list-style-type: none"> Are there needs or deficiencies in your community that could be effectively addressed by the service activity? Is that clearly stated in the community need statement? 		
<ul style="list-style-type: none"> Is the community need in your current work plan addressed by your service activity? 		
<p>3. Consider if your service activity will contribute to the outcome H9</p>		
<ul style="list-style-type: none"> Does the H9 outcome seem appropriate given the service provided by RSVP volunteers? That is, is it reasonable to expect that the people who receive your service will feel less lonely or feel they have close ties to more people because of the RSVP volunteer? 		
<ul style="list-style-type: none"> Does the service contribute in a meaningful way to the H9 outcome? Is the level of effort of the volunteers sufficient in terms of: <ul style="list-style-type: none"> Frequency (how often it occurs, e.g., 5 days a week)? Duration (for how long it occurs, e.g., 9 months)? Intensity (how much occurs. e.g., 10 minutes a visit)? 		
<p>4. Take a close look at the survey to ensure that it is appropriate</p>		
<ul style="list-style-type: none"> Do the survey questions seem appropriate given your service activity? 		
<ul style="list-style-type: none"> Does the survey seem appropriate for your service clients? Can they understand it and fill it out? 		
<ul style="list-style-type: none"> Do you believe the items on survey are addressed directly by your service activity? 		

5. Finally, check your ability to manage the data collection for this outcome.		
Volunteer Station		
<ul style="list-style-type: none"> Do you have a working relationship with your volunteer stations? That is, do they usually communicate and respond in a timely way? 		
<ul style="list-style-type: none"> Do you have a MOU which spells out performance measurement assistance needs? 		
<ul style="list-style-type: none"> Will they be able to manage the distribution of the survey? Is there an opportunity to get it to the clients? 		
<ul style="list-style-type: none"> Will stations be able to collect the surveys? Would they be able to prepare RSVP volunteers as “survey helpers” to collect the surveys? 		
Grantee		
<ul style="list-style-type: none"> Do you have the staff time and/or stakeholder support in place to provide support to the collection, and aggregate and report the data? 		
<ul style="list-style-type: none"> Can you collect and report on the results within one year? 		