

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

VETERANS PURSUING EDUCATIONAL OPPORTUNITIES VETERANS RECEIVING PROFESSIONAL CERTIFICATION, LICENSURE, OR CREDENTIALS

Veterans and Military Families Focus Area

National Performance Measures: <i>Choose one or both of the following outputs.</i>
Output: Number of unduplicated veterans assisted in pursuing educational opportunities (V3).
Output: Number of unduplicated veterans assisted in receiving professional certification, licensure, or credentials (V4).

Definition of Key Terms¹

- **Veteran:** “a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.”²

Pursuing Educational Opportunities (V3):

- **Assisted in:** does not include educational counseling or referrals only; service must result in enrollment of veteran in an educational program.
- **Pursuing educational opportunities:** enrollment in GED, post-secondary programs, proprietary schools, certification programs (including on-line educational opportunities) as indicated in the GI Bill http://www.gibill.va.gov/GI_Bill_info/programs.htm#IHL, and at institutions approved by the Dept. of Veterans Affairs <http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do>.

Receiving Professional Certification, Licensure, or Credentials (V4):

- **Assisted in:** Helping the veteran stay in school, earn passing grades, and achieve the certification, licensure, credentials, or degree.
- **Receiving professional certification, licensure, credentials:** licensing board, degree granting authority, credentialing organization, etc. certifies that the veteran has successfully completed their educational program.

Considerations for these National Performance Measures³

Output

- Will the assistance you provide go to veterans as described in the Definition of Terms for the output(s) you will measure?

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

³ For more on alignment of performance measures, see the AmeriCorps Toolkit:

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

- If providing assistance in pursuing educational opportunities, will your program provide assistance beyond just educational counseling and referrals; will your services result in the enrollment of veterans in educational programs?
- If providing assistance to veterans in receiving professional certification, licensure, or credential, will your assistance result in veterans completing an education program or moving closer to completion of a program?

Outcome

- You will be required to identify and measure an intermediate outcome that is in alignment with the output you choose, a change that you expect the veterans to achieve. What measurable gain can be expected for the veterans who receive assistance from your program?

Data Collection Challenges

- How will you verify that individuals receiving services and assistance are veterans who meet the requirements as defined in the Definition of Terms?
- If you assist veterans more than once or if veterans “drop-in” as needed for assistance, will you be able to document unduplicated number of veterans receiving assistance even when they are served repeatedly during the same program year and/or complete more than one educational program?
- Of those veterans who participate in your program, will you be able collect data to show proof of school enrollment (V3), a copy of an educational attainment to show completion of an educational program (e.g., transcript, diploma, certificate of completion) if you are tracking measure V4, and/or other service tracking documents?
- Will the veterans receive the level of assistance needed so that measurable gains can be expected as stated in the intermediate outcome measure that you choose?
- 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 provide the evidence/verification of the results reported.

Data Collection Strategies

- For each national output measure, to avoid counting veterans more than once (unduplicated counts), list the veterans in your instrument in alphabetical order. If veterans tend to have the same names, you may need to add middle initial, birth date, zip code, or other identifiers to differentiate these veterans.
- If you are assisting a large number of veterans (e.g., 25 or more), you may want to develop your instrument in an Excel spreadsheet. This will allow you to add new veterans and refresh your list so that the names remain in alphabetical order. You will then be able to easily check if a veteran is already counted (listed in your spreadsheet more than once). A spreadsheet can also help you automatically calculate totals.

Sample Instrument in this Packet:***Veteran Educational Program Enrollment and/or Professional Certification***

This instrument can be used to track the number of unduplicated veterans assisted with enrollment in an educational program (V3) and/or the number of unduplicated veterans obtaining professional certification, licensure, or credentials (V4).

- Use one row for each veteran assisted. Indicate when assistance begins. Follow up with veterans to find out if they enrolled in an educational program (V3) or completed their educational program and obtained professional certification, licensure, or credentials (for V4). Obtain copies of official documents (e.g., enrollment acceptance letters, transcripts, diplomas, certificates, etc.) to verify that veterans enrolled in an educational program or completed their educational programs.
- If a veteran completes more than one educational program during the same program year, do not count this veteran more than once. Only count each veteran once no matter how many educational programs he or she completes during the same program year.
- Developing the log as an Excel spreadsheet will allow you to sort the output data and easily identify multiple entries for the same veteran. A spreadsheet will also allow you to automatically calculate totals.

**Veterans Assistance:
Educational Opportunities and
Obtaining Professional Certification, Licensure, or
Credential**

Sample Instrument:

**Veteran Educational Program Enrollment and/or
Professional Certification**

Veteran Educational Program Enrollment and/or Professional Certification

Instructions

What is the purpose?	To determine how many veterans received assistance with enrollment in an educational program (V3) and/or completing an educational program and obtaining a professional certification, licensure, or credential (V4).
Who should complete this instrument?	AmeriCorps staff should complete the instrument.
When should we complete this instrument?	As veterans request and receive assistance, when assistance is completed, and when veterans are enrolled in an education program or obtain a professional certification, licensure, or credential.
What should we do to prepare?	<p>If you are not tracking both measures, you may want to omit or “gray out” the column (“V3” or “V4”) that you will not be tracking.</p> <p>Develop a list of services you plan to provide to veterans.</p> <ul style="list-style-type: none"> ○ For assistance to enroll in an education program (V3), help by advising/identifying the appropriate educational program, assist with completing an enrollment application, and assist with obtaining veteran education benefits (i.e., GI Bill). ○ For assistance in obtaining certifications (V4), help veterans stay in school (e.g., support, study habits), earn passing grades (e.g., homework assistance), or advise on taking the appropriate courses to achieve certification.
What should we do afterwards?	Keep all the logs and official documents (e.g., copies of enrollment documents, certificates, transcripts, diplomas) 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 veterans assisted with education program enrollment and/or completing educational programs. 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 output.

Veteran Educational Program Enrollment and/or Professional Certification

Program Name: _____

Person completing this Log: _____ **Program Year:** _____

Instructions: Enter the name of each veteran who receives assistance to enroll in an education program and/or obtain professional certification, licensure, or credentials. Document the educational assistance information in the appropriate cells. Place a "1" in "V3" column if the veteran enrolled in an educational program. Place in "1" in "V4" column if the veteran received a certification. Count each veteran only one time for each national output measure during the program year.

VETERAN		EDUCATIONAL ASSISTANCE			V3	V4
Last Name	First Name	Assistance Start Date	Type and Amount of Assistance Provided	School Name or Type of Certification	Mark "1" if Enrolled in Ed Program	Mark "1" if Certified, Licensed, Credentialed
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
Outputs: Total number of veterans enrolled in an educational program (V3) and/or received a certification/license/credential (V4)					(V3)	(V4)