

AmeriCorps National Performance Measures
Pilot Year 1: 2010-2011
Output Instrument Packet
SERVICES AND ASSISTANCE TO VETERANS

*The information in this National Performance Measure packet pertains to **Pilot Year 1 (program year 2010-2011)**. See National Performance Measures, **Pilot Year 2 (program year 2011-2012)**, at the Resource Center for updated information.*

Veterans and Military Families Focus Area

National Performance Measure

Output: Number of unduplicated veterans receiving services and assistance, including veterans with disabilities, veterans who are unemployed, older veterans, and veterans in rural communities (V1).

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
- **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.”³
- **Veterans who are unemployed:** “certified by the designated local agency as—(I) having been discharged or released from active duty in the Armed Forces at any time during the 5-year period ending on the hiring date, and (II) being in receipt of unemployment compensation under State or Federal law for not less than 4 weeks during the 1-year period ending on the hiring date.”⁴
- **Older veterans:** age 65 or older, 2001 National Survey of Veterans (NSV)⁵
- **Veterans in rural communities:** veterans who reside in communities NOT designated by the U.S. Census Bureau as urban.⁶

¹ 2010 National Performance Measures: Background Information References and Authorities, Definitions, Suggestions Regarding Data Collection, and Additional Notes, CNCS:

http://www.americorps.gov/pdf/09_0918_nofa_ac_background.pdf.

² Section 101 of Title 38, 23 United States Code: <http://veterans.house.gov/documents/title38.pdf/>

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

⁴ SEC. 1221 (a) (14) (b) of H.R.1 American Recovery and Reinvestment Act of 2009, <http://thomas.loc.gov/cgi-bin/query/F?c111:8:./temp/~c111n8Ueat:e703556>

⁵ Final Report, <http://www1.va.gov/vetdata/docs/NSV%20Final%20Report.pdf>

⁶ See <http://www.census.gov/geo/www/ua/uapltab.pdf>

- **Receiving services and assistance:** could be a variety of different kinds of support to help veterans have a higher quality of life, but cannot simply be referrals to federal services; may be delivered by phone, e-mail, or in person; may be delivered individually or as a group.

Considerations for this National Performance Measure⁷

Output

- Will the services and assistance you provide go to veterans as described in the Definition of Terms (e.g., veterans honorably discharged, veterans with disabilities, unemployed veterans, older veterans, veterans in rural communities)?
- Will your program provide services beyond just referrals to other federal services?
- If your services focus on educational opportunities or housing for veterans, have you considered other national performance measures: veterans assisted in pursuing educational opportunities (V3); or housing units developed, repaired, or made available to veterans (V6)?
- Is the amount and type of service and assistance you provide likely to result in measurable improvements in the lives of veterans?

Outcome

- You will be required to identify and measure an intermediate outcome, a change that you expect the veterans to achieve. What measurable gain can be expected for the veterans who are beneficiaries of your services?

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 veterans “drop-in” to your services, will you be able to document unduplicated number of veterans receiving services and assistance even when they are served repeatedly during the same program year?
- Will you be able to determine how many of the veterans who begin participation in the program also complete the program? How will you define program completion?
- Will the veterans receive the level of service needed so that measurable gains can be expected as stated in the intermediate outcome measure that you choose?
- Of those veterans who participate in your program, will you be able to collect data to show measurable outcome gains in these veterans because of the services and assistance they received?
- After using the data collection instrument to document outputs, do you have a safe place to store these documents? These “raw data” will be the justification that you collected the data in a systematic manner, and they provide the evidence/verification of the results reported.

⁷ For more on alignment of performance measures, see the AmeriCorps Toolkit:
<http://nationalserviceresources.org/star/ac-program-toolkit>.

Data Collection Strategies

- 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 also use birth dates, zip codes, or other identifiers that will differentiate these veterans.
- If you are serving 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 adjust to an alphabetical order. You will then be able to easily check if a veteran is already counted (listed in your spreadsheet).
- If your program offers a variety of services and assistance to veterans, try to have one common objective so that the intermediate outcome you identify can measure the variety of services offered (e.g., higher quality of life).
- In addition to counting unduplicated veterans, you will need to collect additional data on veterans who complete the program to measure outcomes; what benefits did these veterans gain by participating in your program? Be sure you can track the progress of these veterans and/or know how to contact them to collect this data.

Sample Instrument in this Packet

Veterans' Services and Assistance Output Log

This instrument can be used to track the number of unduplicated veterans who received services and assistance.

- This log collects output data on individual clients (veterans). For each veteran, enter the first name, last name, the types of services and assistance provided, the schedule of services, the dates when services or assistance are started and completed, and whether the veterans received the service needed.
- This instrument contains space for each veteran to receive assistance on two types of services. You are encouraged to add more columns as needed to document additional services for the same veteran. You are also encouraged to develop this log as an Excel spreadsheet so you can sort entries to facilitate finding and eliminating duplicate entries.

Services and Assistance to Veterans

Sample Instrument:

Veterans' Services and Assistance Output Log

Veterans' Services and Assistance Output Log

Instructions

| | |
|--|--|
| What is the purpose? | To determine how many veterans receive services and assistance and the kinds of services received |
| Who should complete this instrument? | Trained members or staff can complete the instrument. |
| When should we complete this instrument? | As veterans enroll in the program, begin to receive services, and if/when services are completed |
| What should we do to prepare? | <p>The log is currently set up to document information for each veteran for up to two types of services. Add more columns to the log if veterans will receive more than two types of services. Consider using an Excel spreadsheet.</p> <p>Develop a list of typical services and code them for entry under "type of service" (e.g. 1= employment services, 2=legal services, 3=medical services, 4=nutrition information, 5=transportation, etc.).</p> <p>Develop a definition as to when services are completed or end. Simply enrolling veterans in a service or referring veterans to other services is not enough (although this could be part of your service). A certain level of service should be provided to the veterans to say the veterans received service or assistance. Remember you will have to identify an outcome of the service provided, so your program should provide enough service such that veterans are likely to experience a positive change in their lives.</p> |
| What should we do afterwards? | Keep all the logs and verifying documentation together in a safe place; these are 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 veterans receiving services and assistance. 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. |

Veterans' Services and Assistance Output Log

Program Name: _____

Person completing this Log: _____ **Program Year/Dates Covered:** _____

Instructions: Enter the name of each veteran who receives services or assistance along with details about the services provided. List all services provided to the same veteran together with the same client name. Insert rows as needed to document additional clients and multiple services provided to the same client. See notes for additional instructions.

| CLIENT | | SERVICE #1 | | | | | SERVICE #2 (if provided) | | | | |
|-----------|------------|---------------------|-------------------------|----------------------|-----------------------|----------------------------------|--------------------------|-------------------------|----------------------|-----------------------|----------------------------------|
| Last Name | First Name | Type of Service (1) | Schedule of Service (2) | Date Service Started | Date Service Complete | Mark "1" if Service was Received | Type of Service (1) | Schedule of Service (2) | Date Service Started | Date Service Complete | Mark "1" if Service was Received |
| 1. | | | | | | | | | | | |
| 2. | | | | | | | | | | | |
| 3. | | | | | | | | | | | |
| 4. | | | | | | | | | | | |
| 5. | | | | | | | | | | | |
| 6. | | | | | | | | | | | |
| 7. | | | | | | | | | | | |
| 8. | | | | | | | | | | | |
| 9. | | | | | | | | | | | |
| 10. | | | | | | | | | | | |

Output: Total number of veterans who received services and assistance: _____.

Notes:

(1) Develop a list of codes for common services offered and enter codes in this column.

(2) Amount of service provided: daily, twice per week, once per month, one time, etc.