

AmeriCorps National Performance Measures
Pilot Year 1: 2010-2011
Output Instrument Packet
VETERANS ENGAGED IN SERVICE OPPORTUNITIES

*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 engaged in service opportunities (other than mentoring) (V2).

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
- **Engaged in:** not simply enrolled or signed up to participate; program should set a minimum level at start of year for what “engaged in” means and then count based on that level.
- **Service opportunities:** helping others through actions other than mentoring disadvantaged youth; may be other veterans, people within the military community or external to it.

Considerations for this National Performance Measure³

Output

- Will you be able to verify that the individuals your program recruits and engages in service opportunities are veterans as defined in the Definition of Key Terms?
- Will you provide service opportunities as part of your AmeriCorps program or will you place veterans in other organizations that will then provide service opportunities for them?
- Can you be assured that the veterans will not provide mentoring services to disadvantaged youth (if no, see national performance measure V5, “Veterans engaged in mentoring relationships”)?

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

Outcome

- You will be required to identify and measure an intermediate outcome, a change that you expect will occur because of the veterans providing service. You can choose to measure, 1) a change that you anticipate veterans will achieve because of the service opportunities they provide, or 2) a change for beneficiaries who receive services provided by the veterans. If measuring the beneficiaries receiving services provided by the veterans, will the amount and type of service performed by veterans' likely result in measurable improvements in the lives of beneficiaries?

Data Collection Challenges

- Will you be able to track which veterans actually engage in service opportunities as opposed to which simply enroll or sign up to serve?
- Do you have a definition for "engaged in service opportunities"; what are the minimum levels veterans must engage in for each type of service opportunity (e.g., completion of agreed upon commitment, 80% participation of a program)?
- If veterans are placed in other organizations to perform service opportunities, you will need to get reports from these organizations indicating the veteran's level of service. Will you be able to get reports or tracking sheets from these organizations showing number of hours veterans provided service?
- How will you achieve an unduplicated count of veterans engaged in service opportunities, especially when veterans engage in multiple service opportunities that are either directly sponsored by your AmeriCorps program or that are sponsored by a partner organization?
- Will you be able to track service hours of each of the veterans?
- Will veterans engage in a sufficient level of service so that measurable gains can be expected of the veterans or of the beneficiaries as stated in the national 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 serves as the evidence/verification of the results reported.

Data Collection Strategies**Output**

- If veterans are placed in other organizations to provide service, you may want to enter into a Memorandum of Understanding (MOU) with the organizations requesting that they collect data to measure outputs and outcomes needed for your performance measures.
- To avoid counting veterans engaged in service 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 birth date, zip code, or other identifiers that will differentiate these veterans.
- If you are engaging a large number of veterans in service (e.g., 50 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).

Outcome

- In addition to counting unduplicated veterans, you will need to collect additional data to measure outcomes. Your outcome will measure the benefits that the veterans receive because of the service opportunities, or the benefits that the people and communities receive because of the services provided by the veterans. Be sure you can track the progress of the veterans or the beneficiaries and/or know how to contact them to collect this data.

Sample Instruments in this Packet***Participant Daily Service Log***

Veterans engaging in service opportunities will complete a “Participant Daily Service Log” each month providing the dates of service, location where the service takes place, type of service activity, and number hours served in this activity. Veterans should submit the completed logs to a designated program staff person at the end of each month, and be provided with a new log for the following month.

Monthly Summary Output Log

This instrument can be used to track the number of unduplicated veterans who participate in service opportunities each month.

- Use one row of the summary output log for each veteran who engages in service opportunities. Develop a list of codes to identify each type of service opportunity, and track this information under “types of service opportunities.” State the beneficiaries who received service.
- Enter the number of hours the veteran engaged in service.
- Only count each veteran once no matter how often he or she engages in service.
- You may want to use this same instrument to conduct an annual aggregation of the data from these “Monthly Summary Output Logs”.
- Developing the log as an Excel spreadsheet will allow you to sort the output data and easily identify if the same veteran has been listed more than once.

Veterans Engaged in Service Opportunities

Sample Instruments:

Participant Daily Service Log

Monthly Summary Output Log

Participant Daily Service Log

Instructions

What is the purpose?	To determine the number and type of service activities each veteran engages per month.
Who should complete this instrument?	Veterans engaged in service opportunities will complete this instrument.
When should we complete this instrument?	Each time the veteran engages in service activities. Veterans should use a new “Participant Daily Service Log” each month.
What should we do to prepare?	<p>Veterans should understand how to complete this log, including the information at the top of the log, the dates and activity information, and where to submit the log each month.</p> <p>If veterans are placed in different organizations to engage in service opportunities, these organizations will need training on the importance for veterans to use this log, how the veterans need to complete the log, and what to do with the logs if the veterans submit the forms to the organizations.</p>
What should we do afterwards?	<p>Transfer the “Participant Daily Service Log” data for each veteran to the “Monthly Summary Output Log” each month.</p> <p>Keep all the logs together in a safe place. This is your raw data that will support the data in the “Monthly Summary Output Log”.</p>
Can I use an alternative instrument?	Different forms can be developed/used to document veterans engaged in service opportunities. For example, you may want to develop a database so that veterans can enter their monthly activity data 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.

Monthly Summary Output Log

Instructions

What is the purpose?	To summarize the number of veterans engaged in service opportunities each month (other than mentoring disadvantaged youth).
Who should complete this instrument?	Project Director or staff designee of the AmeriCorps program should complete this instrument.
When should we complete this instrument?	At the end of each month when you collect the "Participant Daily Service Logs" from the veterans.
What should we do to prepare?	<p>Develop a template of the "Monthly Summary Output Log" that includes the names of the veterans and the date enrolled; you can use this template to document data for the following month.</p> <p>Develop a list of typical service opportunities and code them for entry under "types of service opportunities" (e.g. 1=employment counseling, 2=transportation services, 3=medical services, etc.).</p>
What should we do afterwards?	Keep all the logs and verifying documentation 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 engaged in service opportunities. 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.

Monthly Summary Output Log

Name of Program: _____

Person completing this Log: _____ **Month/Year:** _____

Instructions: Enter the name of the veteran participant who will provide service opportunities along with date enrolled in the AmeriCorps program, type of services provided, and the beneficiaries receiving the service. Each month, collect the “Participant Daily Service Log” from each veteran and transfer the data to this “Monthly Summary Output Log.” Develop a list of codes for “type of service opportunity” and enter codes in this column. State the hours served for each month. If the veteran will not continue with service opportunities, state the date of completion. If the veteran will continue, state so in the last column.

VETERAN		SERVICE OPPORTUNITIES				
Last Name	First Name	Date Enrolled	Types Of Service Opportunities	Beneficiaries of Service	Service Hours Completed	Date completed services or “Continue” if will serve the following month.
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

Output Total: Number of veterans who engaged in service opportunities: _____.