AmeriCorps National Performance Measures
Pilot Year 1: 2010-2011
Output Instrument Packet
MILITARY FAMILY SERVICES

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 military families receiving services and assistance (V7).

Definition of Key Terms[1]

- ***Active Duty Military Member:*** The term ''active duty'' means—(A) full-time duty in the Armed Forces, other than active duty for training; (B) full-time duty (other than for training purposes) as a commissioned officer of the Regular or Reserve Corps of the Public Health Service (i) on or after July 29, 1945, or (ii) before that date under circumstances affording entitlement to ''full military benefits'' or (iii) at any time, for the purposes of chapter 13 of this title; (C) full-time duty as a commissioned officer of the National Oceanic and Atmospheric Administration or its predecessor organization the Coast and Geodetic Survey (i) on or after July 29, 1945, or (ii) before that date (I) while on transfer to one of the Armed Forces, or (II) while, in time of war or national emergency declared by the President, assigned to duty on a project for one of the Armed Forces in an area determined by the Secretary of Defense to be of immediate military hazard, or (III) in the Philippine Islands on December 7, 1941, and continuously in such islands thereafter, or (iii) at any time, for the purposes of chapter 13 of this title; (D) service as a cadet at the United States Military, Air Force, or Coast Guard Academy, or as a midshipman at the United States Naval Academy; and (E) authorized travel to or from such duty or service.[2]
- ***Military Family:*** Related by blood, marriage, or adoption to a current member of the U.S. armed forces including one who was deceased within the previous year.
- **Services** may include referrals to federally supported military services but cannot be exclusively referrals/education about those services. Services may be provided in person, on the phone, or by email. Services may be provided to the family as a group or to individual members.

[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] 7 CH. 1-GENERAL Sec. 101 (pp. 6-7): http://veterans.house.gov/documents/title38.pdf

Consideration for this National Performance Measure[3]

Output

- Will the individuals receiving services meet the definition of "active duty military member" and "military family"?
- Will your services include more than providing referrals or education to federally supported military services?

Outcome

- You will be required to identify and measure an intermediate outcome. Are there measurable gains that can be expected for the people receiving services through your program (e.g., gain in knowledge, increase in services, development of skills, change in attitudes or behaviors, or improvement in a situation)? Will you be able to measure these gains?

Data Collection Challenges

- Will you be able to document the unduplicated number of families receiving services? Services may be provided to the military family as a group or to individual members; more than one type of service might be provided; and services might be provided at different times. However, *the count is still "1 family" served* if they are all members of the same family.
- Do you have a system to differentiate active duty military members with the same name (e.g., home address, birth date or a unique identifier such as a military ID number) but have individual families that need services?
- 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 provides the evidence/verification of the results reported.

Data Collection Strategies

- The active duty military member is the common link for each of his/her family members receiving service. To avoid accidental duplication (i.e. counting a family more than once), document the individuals receiving services under the name of their active duty military family member.
- List the active duty military members in your instrument in alphabetical order and use a unique identifier that that will differentiate those members with the same names.
- Consider developing your instrument in an Excel spreadsheet, or at least transferring your data to an Excel spreadsheet. This will allow you to add military members and "sort" your list so that it remains in alphabetical order; you can easily check to see if the member has already been listed. You can also easily add rows and columns for new family members, or family members who receive several types of services.
- Track the type of services that family members receive, including the dates of service and amount (number of hours) of service provided. This documents that you are providing a level of service that contributes to an expected outcome.

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

Sample Instrument in this Packet

Military Family Services Output Log

This instrument can be used to track the unduplicated number of military families that receive services.

- This log collects output data on the families receiving service including type of service, when they received service, and the amount of service (number of hours). This instrument contains space for one family member receiving one type of service per active duty military member. You are encouraged to develop an Excel spreadsheet with room to add additional family members and types of service, if applicable.
- Documenting the individual family members who receive service shows that you are delivering services to the beneficiaries intended.
- Documenting details of the service provides information on the scope and level of services your program delivers.
- Documenting family members who receive service under the name of their active duty military member provides a simple way to total the numbers of families receiving services (i.e. respond to your output measure).

Military Family Services

Sample Instrument:

Military Family Services Output Log

Military Family Services Output Log

Instructions

What is the purpose?	To determine how many military families received assistance and the kinds of services received.
Who should complete this instrument?	Trained staff or service providers can complete the instrument.
When should we complete this instrument?	As family members enroll in the program, begin to receive services, and as services are completed.
What should we do to prepare?	Determine the unique identifier you will use to differentiate active duty military members. If not available already, develop a list of typical services and code them for entry into this form under "type of service" (e.g. 1= family counseling, 2=legal services, 3=stress management, 4=relocation assistance, 5= financial counseling, etc.). The log has space to document one member of the family to receive services. If more than one family member typically receives services, modify the *Military Family Services Output Log* to add rows. If the whole family participates in a service (e.g. family counseling), it is not necessary to identify each member separately, although you may want to note down the number of family members involved for your records (e.g. "spouse and 2 children = 3 family members"). The log has space to document one type of service for the family member. If family members typically receive more than one type of service, modify the *Military Family Services Output Log* to add columns. Consider using an Excel spreadsheet.
What should we do afterwards?	Keep all the logs 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 unduplicated families that receive services. For example, you may want to develop a tracking database (e.g., 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.

Military Family Services Output Log

Military Family Services Program Name: _____

Person completing this Log: _____

Instructions: Enter the name of the active duty military family member and identifier in the first three columns, and then add information about the family member who receives service in the "Family Member" column. Add details about the type and dates of service, and total hours of service the family member received.

ACTIVE DUTY MILITARY MEMBER			FAMILY MEMBER (SERVICE RECIPIENT)			SERVICE		
Last Name	**First Name**	**Unique Identifier (1)**	**Last Name**	**First Name**	**Relationship to Military Member**	**Type of Service (2)**	**Dates of service**	**Hours of service**
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

Notes:
(1) Recommended: use an identifier, such as military ID number, to differentiate military members that have the same names and avoid duplication.
(2) Recommended: develop a list of common services offered by the program and provide a code for each, to be entered into this column.

Output Total: Number of military families that received services; count the total number of active duty military members: _____.