



Audience

What is the performance measures module?

The performance measure section is one part of the grant application. New and re-compete applicants will use these new screens to enter their performance measure information.

Who will use the new performance measures screens or module?

The new performance measures screens or module apply to new and re-compete applications. Continuation applications will use the old screens.

NOTE: State commissions will not be able to see the screens while sub-applicants are working on the applications. Commission staff will only see the information after sub-applicants have submitted their applications. It is recommended that state commission staff download the PowerPoint used for the Performance Measure Module Tutorial [here](#) as it includes screen shots of each page the applicant will see.

What is the purpose of each tab?

The new module is composed of 6 tabs: Home, Objective, MSY/Slot, Performance Measure, Data Collection, and Summary. Information that you enter on each tab will populate in subsequent tabs; therefore, you must enter information in the order listed. On the Home page, you'll see a "Begin" button which indicates your starting point. The system will guide you through completing the tabs.

The Home page offers an overview of the performance measures while the Summary page allows you to review and print the information already entered. Information entered in the Objective and MSY/Slot tabs should reflect the activities of the entire grant whereas information in the Performance Measure and Data Collection tabs reflect only the activities that are associated with performance measures.

What resources are available to help me or my sub-applicants learn about the module?

Within the module itself, you can open the  menu for the entire page or click on the  symbol for specific terminology/field. There are also resources available on the AmeriCorps Performance Measures website: <http://www.nationalserviceresources.org/npm/ac>. Online resources include a [tutorial](#) and PowerPoint (with narrative notes) that include screen shots and guide users through each page/tab of the module. Additional reference materials include a National Performance Measures Chart, definition of terms, sample instruments, skill building activities, etc.

Performance Measures Module FAQs

What is the technical assistance phone number?

Technical questions should be directed to the National Service Hotline at 800.942.2677. They are open from 8:00 AM-8:00 PM ET. You can also submit questions online here: <https://questions.nationalservice.gov/app/ask>.

Objective Tab

What is the purpose of the Objective tab?

The focus areas and objectives that you see on the Objective tab are from the CNCS Strategic Plan. The Strategic Plan outlines the Corporation's strategy for addressing the five focus areas previously identified in the Serve America Act: veterans and military families, disaster services, education, economic opportunity, environmental stewardship, and healthy futures. Capacity Building will also be offered as a category. The selections that you make on this tab should capture data about the entire program.

When you check-mark the intervention boxes on the objectives tab, you also select the corresponding objective. For example, if your program has a mentoring component, you would select "Mentoring" as the intervention. This intervention falls under the K-12 objective under the focus area of Education. Therefore when you go to the Performance Measure tab, you will see K-12 populated in the Objective drop-down menu field.

I am trying to select the intervention(s) relevant to my program on the Objective tab. But none of the interventions listed apply to my program. Can I create my own intervention(s) and performance measure(s)?

The interventions available for selection are common interventions associated with the objective and focus area. If one or more of your interventions does not appear in the list, select "other." Should you choose to include an "other" intervention in an aligned performance measure you will enter a description of the intervention on the Performance Measure page.

You have the option to create applicant-determined performance measures regardless of the intervention you select. Provided that you select a CNCS Focus Area and a strategic plan objective, you will also have the option to select National Performance Measures regardless of the intervention you select. However, if you select "other" as a focus area or objective you will only have the option to create applicant-determined measures.

How do I find out what performance measures fall under each objective?

Your selection(s) on the Objective tab will determine what you will see later when you go to the Performance Measure tab. When you go to the PM tab and do not see the appropriate performance measure for a particular objective, you may be associating that measure with an incorrect objective. Look on the [AmeriCorps NPM website](#) or [NPM Chart](#) for a list of the focus areas, objectives, and their corresponding performance measures.

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Do I have to have a performance measure related to each objective?

No, you do not have to have a performance measure for every objective that you select on the Objective tab. However, you must have one aligned performance measure for your primary intervention in order to validate and submit your application. While you may choose to have additional measures, be sure to read the [Application Instructions](#) carefully to determine how many aligned performance measures you are required to have.

I see fields for both primary and secondary focus areas and interventions. Do I have to select both a primary focus area and intervention *and* secondary focus area and intervention?

No, only the primary focus area and primary intervention are required. You must also create an aligned performance measure based on your primary focus area and intervention. Selecting a secondary focus area and secondary intervention are optional.

Could I select the same primary focus area for both the primary and secondary intervention?

Yes, a program may select the same focus area for both their primary and secondary focus areas. Then they will select the appropriate intervention for each. For example, a program could select a primary focus area as education and tutoring as their primary intervention. They may also select education as the secondary focus area with mentoring as the secondary intervention.

Only a primary focus area and intervention are required by CNCS. Selecting a secondary focus area and intervention is optional.

Does this mean that programs will be limited to two performance measures?

There is no limit to the number of aligned measures a program can create. However, please review the application instructions for the required number of measures you should have. Only aligned performance measures with at least one output and at least one outcome are allowed. Additional standalone measures, such as additional outputs with no associated outcome, are no longer admissible.

MSYs/Slots Tab

Why do I have to enter MSYs and Slots in more than one place?

The MSYs and slots entered on the MSY/Slot tab and with aligned PMs are different. The information that you enter on the MSY/Slot tab should encompass the entire program or grant. The MSY/Slot numbers you enter for the aligned PM(s) should only reflect the specific PM.

Note that the definition of “slots” in the module is different from the one in the application. Here, slots refer to the total number of members engaged in interventions under a given objective. If a member engages in activities under more than one objective, that member will be counted more than once in the Slots section of the Resource Allocation Chart. Therefore in

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the Performance measures Module, the number of slots does not match the number of slots requested in the budget section of the application.

I am entering the numbers on the MSYs/Slots tab. How many decimal places does the system accept?

The system accepts up to 2 decimal places. The total MSYs on the MSY/Slot page in the Performance Measures Module validates against the total MSYs in the application budget (+/- 1 to account for rounding).

Performance Measure Tab

On the Performance Measure tab, there is a drop-down menu field that asks me to select an Objective. How was the pre-populated list of objectives selected?

The objective drop-down list contains the strategic plan objectives that were selected on the Objective page. If you do not see an appropriate objective listed on the drop-down menu, go back to the Objective page/tab and select the relevant objective.

When creating a performance measure, you will first select the objective. Then you are given a list of all the interventions you selected under that objective on the Objective tab. You will then check the boxes for the interventions you wish to include in your performance measure. If you plan to use national performance measures in your application, it is important to select the objective that includes the performance measures you will want to use.

I know the number of the performance measure I want to select (e.g., ED5), but I'm not sure to what objective it corresponds. How do I look up that information?

To look up the focus areas and objectives and their corresponding performance measures, you can either go to the [AmeriCorps NPM website](#) or view the [NPM Chart](#).

For example, you'd like to select ED5, the number of students with improved academic performance in literacy and/or math. Look up the code using the website or chart and you'll see that ED5 is associated with the K-12 Success Objective.

I selected intervention X on the Objective tab, but don't see it on the PM tab.

If you have check-marked an intervention on the objectives tab but do not see your objective in the pre-populated list, you may be looking for it under the wrong objective. Go back to the objectives tab and verify the objective that is associated with the intervention you selected.

How are the interventions determined?

The interventions were determined by and correspond to the objective that was selected from the Objective drop-down menu. They are based on CNCS experience with common interventions typically used by AmeriCorps programs in the past.

If you do not see an appropriate objective listed on the drop-down menu, go back to the Objective page/tab and select the relevant intervention. If you have selected "Other" on the

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Objective page, you may provide a description on the PM tab. You will later provide the narrative about design, dosage, etc. on the Data Collection tab.

Is there a character limit to the Problem Statement section?

Yes, there is a character limit of 2,000 characters for this field which includes spaces and paragraph breaks. That means that each space or break will count towards the limit. For all text fields, we recommend that you type your text in a MS Word document and then copy and paste into the system. You can do a character count before copying and pasting – be sure to look at the higher number as it would include the spaces. Also, the system does not accept formatting – this includes bulleting – so remember to remove all formatting before you copy and paste the content.

Data Collection Tab

On the Data Collection tab, is there a character limit for the instrument description text field?

This text field has a character limit of 2,000 characters. The text limit includes spaces and paragraph break; which means that each space or break will count towards the limit. Please see response for the [Problem Statement](#) text box for additional details.

Will choices in all drop-down menu boxes (for Output and Outcome) be available in written instructions?

Yes, the choices for the drop-down menu boxes are available in the Performance Measures Instructions which can be accessed [here](#). Scroll down the page to the section with the heading 2012 National Performance Measures Instructions.

Summary

I'm on the Summary tab, what are these pie charts that I see?

The pie charts provide an illustrated overview and breakdown of the information that you entered in the Objective and MSY/Slot tabs. From the left, the first one shows the MSYs by Focus Area. The second shows MSYs by Objective. The last one shows MSYs engaged in National Performance Measures, versus Applicant-determined measures, versus not in any performance measure.

I've reviewed all the information and confirmed that it is correct in the performance measures module, what do I do next?

Once you have completed all the required fields and reviewed the information, you need to validate the performance measures. Validating will ensure that you have met all the system criteria for the module. Please note that it does not check for the quality of the performance measures, which is done during the grant review process.

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If there are any errors, the system will yield the specific errors on the screen. If there are no errors, it will let you know that it validated successfully. You must validate the performance measure each time you make a change. The system will not allow you to submit the application if you have not validated the most recent change(s).

You are now ready to exit the module and return to the application. Remember, the performance measure is one section of the grant application; you must complete all parts of the grant application in order to submit it.