

Performance Measure Review Activity – Capacity Building ANSWER KEY

Questions for Discussion:

- 1) What aspect(s) of this performance measure need improvement? Why?
 - a. It appears that the program may be double-counting the number of volunteers in the outputs. It is unclear whether they have the proper system in place to track the volunteers.
 - b. The proper instrument (Volunteer Management System) was not chosen for the outputs.
 - c. It is not clear if the program will be able to track outputs/outcomes for each of the six focus areas, as required by the instructions.
 - d. The description does not indicate the number of days or hours, or other units of service, that must be performed by an individual in order for him or her to be counted as a recruited/managed volunteer. The instructions state that this must be indicated at the outset of the activity.
 - e. It is not clear if the target of 100 volunteers is reasonable for the number of members.
 - f. The exact timing of the pre-post assessment is not clear. The pre-assessment must be delivered before the services are provided and the post-assessment must be given at the end of the member's service.
 - g. Description of outcome instrument does not explain the volunteer management practices that will be assessed. Programs must track at least three practices that are included in the instructions.
 - h. The outcome target does not seem ambitious.

Additional Notes:

- The outputs and outcome measure different things but that is acceptable because of how these measures are set up.
- It is important that the grantee has a robust data collection plan and training in place before starting the program.

- 2) Propose specific change(s) that could be made to this performance measure to address the issue(s) identified in #1.

See below changes made to the performance measures [in track-changes mode](#).

Performance Measure Review Activity – Capacity Building (with proposed changes)

Background Information about Program:

Full time members recruit and manage volunteers at nonprofits in the areas of Education, Environmental Stewardship, and Economic Opportunity. Members also implement effective volunteer management practices that can be sustained after their term of services.

Performance Measure Title: Capacity Building

Focus Area: Capacity Building

Objective: Capacity Building & Leverage

No. of MSY's: 10.0

Outputs:

G3-3.1: Number of community volunteers recruited by CNCS-supported organizations or national service participants.

Target: 100 Volunteers

Measured By: ~~Other~~ Volunteer Management System

Described Instrument: Members will track the number of volunteers they directly recruit using an online Volunteer Management System. Each volunteer will be tracked by name and unique identifier to ensure that each individual will be counted only once. In addition, members will record information in the System about each volunteer including relevant demographic information (e.g., age, address, education), recruiter's name, recruitment method, status of orientation/training, and volunteer assignment. Each volunteer's dates and hours of service will be tracked according to type of programming (i.e., Environmental Stewardship, Education, or Economic Opportunity). Individuals must complete the one hour volunteer orientation to be counted as a recruited volunteer. Each member will recruit an average of 10 new volunteers; volunteers recruited by program staff, volunteer leaders, or other national service programs will be tracked and reported separately from the efforts of the AmeriCorps members.

G3-3.2: Number of community volunteers managed by CNCS-supported organizations or national service participants.

Target: ~~100~~50 Volunteers

Measured By: ~~Attendance Sheet~~Volunteer Management System

Described Instrument: ~~Volunteers will sign in when they come to volunteer and members will collect and tally the number of volunteers. Members will track the number of volunteers they directly manage using an online Volunteer Management System. Each volunteer will be tracked by name and unique identifier to ensure that each individual will be counted only once. In addition, members will record information in the System about each volunteer including relevant demographic information (e.g., age, address, education), person managing the volunteer, status of orientation/training, and volunteer assignment. Each volunteer's dates and hours of service will be tracked according to type of programming (i.e., Environmental Stewardship, Education, or Economic Opportunity). Individuals must tutor/mentor for at least six one-hour sessions to be counted as a managed volunteer for Education or Economic Opportunity; volunteer serving with Environmental Stewardship programs will serve during at least two service projects in order to be counted as a managed volunteer . Each member will manage an average of 5 volunteers; volunteers managed by program staff, volunteer leaders, or other national service programs will be tracked and reported separately from the efforts of the AmeriCorps members.~~

Outcome:

G3-3.3: Number of organizations implementing three or more effective volunteer management practices as a result of capacity building services provided by CNCS-supported organizations or national service participants.

Target: ~~5~~8 Organizations

Measured By: Pre/Post Organizational Assessment Tool

Described Instrument: ~~Members will deliver the pre-post test. The program will use a pre-post organizational assessment tool that includes questions related to the organization's volunteer management practices, including a written volunteer generation plan and formal partnerships for recruitment; screening and matching volunteers to assignments; recognition events for volunteers; written descriptions of volunteer assignments; written volunteer policies, and training/orientation curriculum. The AmeriCorps program staff will administer the assessment to the appropriate staff member(s) at each site. The assessment will be administered before the member provides capacity building services; the same assessment will be administered at the end of the member's term of service. In order to be counted for this outcome, an organization must implement at least three of the effective volunteer management practices as a result of the AmeriCorps members' activities. Volunteer management practices will be designated by the main focus area Environmental Stewardship, Education, or Economic Opportunity. The relevant contributing member activities will be listed for each volunteer management practice.~~