

## Performance Measure Review Activity – Economic Opportunity ANSWER KEY

### Questions for Discussion:

- 1) What aspect(s) of this performance measure need improvement? Why?
  - For the "Improving Homes" performance measure:
    - i. Output measure O5 is intended to count the number of individuals receiving housing services; however, the Described Instrument section indicates that the program is incorrectly counting the number of homes rebuilt and/or repaired, not the number of individuals served (despite the correct auto-populated unit listed next to the target). If the program wishes to count number of homes rather than number of individuals, output measure O4 should be used instead.
    - ii. The target for outcome O11 (180) exceeds the target for output O5 (45). As a general rule, outcome targets should not be higher than output targets, since the individuals achieving the desired outcomes are a subset of the individuals served. (In this example, the mismatch in targets is directly connected to the issue identified in (i).)
    - iii. The performance measure does not specify how the program will ensure that the individuals counted under the measure are economically disadvantaged. The definition of "Economically disadvantaged" is provided in the Performance Measure Instructions for O5.
    - iv. For outcome O11, the Performance Measure Instructions require that the grantee certify that the housing is safe, healthy, and affordable. Certification of safe and healthy housing must be based on an inspection or other documentation. The grantee must also define "affordability" (affordable housing is typically defined by HUD as requiring payments that are 30 percent or less of the family income) and certify that the housing unit is affordable to the household.
  - For the "Improving Job Prospects for AmeriCorps Members" performance measure:
    - i. Output measure O2 and its associated outcome measure are intended to measure outputs and outcomes for program beneficiaries, not for AmeriCorps members themselves. To measure outputs and outcomes related to AmeriCorps members, the program must create an aligned performance measure under the "Finding Economic Opportunity for National Service Participants" objective (outputs O12, O13, or O14 and associated outcomes O15, O16, or O17).
    - ii. MSYs should only be allotted to performance measures that are geared toward community impact. Since this measure relates to AmeriCorps members rather than to program beneficiaries, it should be assigned zero MSY. The MSY originally assigned to this measure can be re-allocated to the community impact measures.
    - iii. To report the number of AmeriCorps members that obtain employment during or after their term of service, the program should use National Performance Measure outcome O15 (Number of economically disadvantaged National Service Participants that secure employment during their term of service or within one year after finishing the program). Since this measure requires follow-up with members up to 12 months after their terms of service end, the program should plan its data-collection strategy accordingly. The Described Instrument section of the performance measure should specifically explain how the data will be collected. *(Note: in the 2015 performance measure instructions, the 12 month post-service window may be shortened to 6 weeks.)*

Additional notes:

- If the program's goal of helping AmeriCorps members obtain employment may result in members leaving service early to accept a job, the program should ensure that it includes in its approved objectives the promotion of employment among its participants (45 CFR §2522.230). This will allow members who exit early to gain employment to receive pro-rated education awards.
- When measuring longer-term outcomes such as O15, it is very important to create and continuously update a roster of contact information for the individuals who will be surveyed. This enables a program to maximize response rates to follow-up surveys. Programs should take anticipated response rates into account when setting performance measure targets; for this sample measure, if the program anticipates that less than 100% of the economically disadvantaged AmeriCorps members will respond to the follow-up surveys, then the program should set an outcome target that is less than 100% of the output target.

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

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

**Performance Measure Review Activity – Economic Opportunity (with proposed changes)**

*Background Information about Program:*

*The Adequate Housing for All AmeriCorps Program has 15 full-time AmeriCorps members whose goal is to rebuild or repair severely distressed houses in a large rural area. The members, all of whom were unemployed prior to their service terms, receive extensive training in home-rehabilitation techniques including roofing, plumbing, wiring, and/or foundation repair. They work together in teams to identify homes in the area that are currently classified by inspectors as unhealthy or unsafe, then conduct the necessary rebuilding or repair activities.*

Performance Measure Title: Improving Homes

<b>Focus Area:</b> Economic Opportunity	<b>Objective:</b> Housing	<b>No. of MSY's:</b> <u>7-515.0</u>
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**Output:**

O5: Number of economically disadvantaged individuals, including homeless individuals, receiving housing services.

**Target:** 45-180 Economically Disadvantaged Individuals

**Measured By:** Other

**Described Instrument:** The program will record the number of economically disadvantaged individuals who reside in homes that are rebuilt and/or repaired by AmeriCorps members. The program will request information about annual income from program beneficiaries, and only beneficiaries that meet the income eligibility requirements to receive TANF, Food Stamps (SNAP), Medicaid, SCHIP, and/or Section 8 housing assistance will be counted under this measure.

**Outcome:**

O11: Number of economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, affordable housing.

**Target:** 180 Economically Disadvantaged Individuals

**Measured By:** Other

**Described Instrument:** ~~The program will count the total number of people living in homes that were rebuilt and/or repaired by AmeriCorps members.~~ When the repairs are completed, home inspections will be performed by a certified inspector to ensure that the completed home is safe and healthy. The residents of each household will also be asked what percentage of their household income is spent on rent or mortgage payments for the home; housing that costs 30% or less of the total household income will be considered affordable. All economically disadvantaged individuals who reside in rebuilt/repaired homes that pass inspection and meet the definition of "affordable" will be counted under this measure.

**Focus Area:** Economic Opportunity

**Objective:** Employment

**No. of MSY's:** 7.50

**Output:**

~~O2O12: Number of economically disadvantaged National Service Participants who are unemployed prior to their term of service~~  
~~Number of economically disadvantaged individuals receiving job training and other skill development services.~~

**Target:** 15 Economically Disadvantaged ~~Individuals~~ National Service Participants

**Measured By:** ~~Attendance Log~~ Participant Self-Report

**Described Instrument:** ~~AmeriCorps members will each receive 100+ hours of training in home repair/rebuilding techniques that will prepare them for jobs in construction-related trades. All AmeriCorps members enrolled in the program will receive a questionnaire asking them to describe their activities during the month prior to the start of their service term. Members who report that they did not have paid, regular employment during that month, and who meet the income qualifications for TANF, Food Stamps (SNAP), Medicaid, SCHIP, and/or Section 8 housing assistance, will be counted under this measure. Members will be excluded from the measure if they leave service early for reasons other than compelling personal circumstances.~~

**Outcome:**

~~OUTCM1000O15: Number of economically disadvantaged National Service Participants that secure employment during their term of service or within one year after finishing the program~~  
~~Number of economically disadvantaged individuals that obtain jobs within six months.~~

**Target:** 10 Economically Disadvantaged National Service Participants ~~Individuals~~

**Measured By:** ~~Other~~ Survey

**Described Instrument:** ~~Count of the number of AmeriCorps members that obtain jobs during their service terms or up to six months afterwards. Upon program exit and also six and twelve months later, a questionnaire will be sent to all members reported under O12 asking about their employment status. Members who report in at least one of the three questionnaires that they have engaged in paid, regular employment during the past week will be counted under this measure.~~