

Performance Measure Review Activity – Veterans and Military Families ANSWER KEY

Questions for Discussion:

- 1) What aspect(s) of this performance measure need improvement? Why?
 - Output measure V2 does not define the minimum number of hour or activities a veteran must participate in to be counted under this measure. The Performance Measure Instructions for V2 state that the program should set a minimum level at the start of the year for what “engaged in” means and then count based on that level.
 - The instrument used to measure output V2 does not include a mechanism to track the number of hours served by the participants, which is required to assess whether participants should be counted under this output.
 - Since many of the AmeriCorps members serving in the program are veterans themselves, they should also be counted under the output and outcome measures alongside the veteran volunteers per the Performance Measure Instructions for V2.
 - Applicant-determined outcome measure OUTCM2400 is not actually an outcome. It is a restated output that does not measure a change in knowledge, attitude, behavior, or condition. The Performance Measure Instructions for V2 suggest that outcomes focus on the benefits to veterans, benefits to the population they serve, or both.
 - Outcome OUTCM2400 attempts to measure two different things in the same measure: participation in at least two service projects and serving as a team leader for one or more. Generally speaking, outcome measures should measure only one thing.

- 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 – Veterans and Military Families (with proposed changes)

Background Information about Program:

The Veterans Still Serve AmeriCorps Program has 20 AmeriCorps members placed in teams of 2-4 to involve local veterans in volunteer opportunities and to train veterans as volunteer and project leaders. The goal of the program is to help recently returned veterans successfully re-engage with their communities. Approximately 70% of the AmeriCorps members are veterans themselves. Members partner with local veteran serving organizations to identify projects and veteran volunteers.

Performance Measure Title: Veteran Volunteers

Focus Area: Veterans and Military Families

Objective: Access & Attract

No. of MSY's: 20.0

Output:

V2: Number of veterans engaged in service opportunities as National Service Participants or volunteers

Target: 500-514 Veterans

Measured By: Activity Log

Described Instrument: Activity logs will be kept for each service opportunity and veteran volunteers will be asked to sign in and note the time. After the completion of a service event, veteran volunteers will be asked to sign out and note the time again. A veteran will be counted under this measure if he/she spends a total of 4 hours or more engaged in volunteer service through one or more service opportunities.

Upon signing in at their first service event, veteran volunteers are assigned a unique identifier that is used for any subsequent volunteer activities so that no individual is counted more than once over the course of the year, and so that total volunteer hours can be tracked.

Note: All AmeriCorps members that are veterans and complete a minimum of 4 hours of service through the program will also be counted under this measure. The number of hours served by veteran AmeriCorps members will be documented via member timesheets.

Outcome:

OUTCM2400: Number of veterans who ~~participate in at least 2 service projects and serve as a volunteer project leader for one or more~~report an increased sense of connection to their community.

Target: ~~310300~~ Veterans

Measured By: ~~Attendance Log~~Pre-post survey

Described Instrument: ~~Activity and attendance logs will be kept for each service opportunity and veteran volunteers will be asked to sign in. Upon signing in at their first service event, veteran volunteers are assigned a unique identifier that is used for any subsequent volunteer activities so that no individual is counted more than once over the course of the year. Before engaging in their first service opportunity, volunteers and AmeriCorps members who are veterans will complete a brief 7-question pre-survey assessing (on a five-point scale) the level of connection they feel to their local community. After completing a minimum of 4 hours of service, veteran volunteers and AmeriCorps members will complete the survey again. Veterans whose post-surveys indicate an increase of one or more points on at least 5 of the 7 survey questions will be counted under this measure.~~