



***Notice of Federal Funding Opportunity Addendum***

Corporation for National and Community Service  
AmeriCorps State and National Grants FY 2013

**2013 National Performance Measures Instructions (Economic Opportunity Focus Area)  
Definitions, Suggestions regarding Data Collection, and Additional Notes**

Additional measurement and data collection resources may be found at:

<http://www.nationalservicerresources.org/national-performance-measures/home>

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## **Focus Area Overview**

### **Economic Opportunity Focus Area**

Grants will provide support and/or facilitate access to services and resources that contribute to the improved economic well-being and security of economically disadvantaged people. Grant activities will help economically disadvantaged people to:

- have improved access to services and benefits aimed at contributing to their enhanced financial literacy;
- transition into or remain in safe, healthy, affordable housing; and
- have improved employability leading to increased success in becoming employed.

### **Aligned Outcome Measures**

AmeriCorps programs are required to have at least one outcome measure aligned with each output measure they select. The opt-in rules (in blue boxes before the measures) provide guidance to applicants by indicating the required or recommended pairing, or alignment, of output and outcome measures. The rules also denote any constraints that may apply to reporting of performance measurement data to CNCS.

# Tier 1 Complementary Program Measures

## Strategic Plan Objective 1: Financial Literacy

*If your program model focuses on providing financial literacy services to economically disadvantaged individuals, you MUST select among these measures.*

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If you select O1, you must also select O9 as an aligned outcome measure.

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| <b>Measure O1</b>                             | Number of economically disadvantaged individuals receiving financial literacy services.   |
| <b>Definition of Key Terms</b>                | <p><b>Economically disadvantaged:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Individuals:</b> May be a single individual or may represent a family; may be of any age considered an “adult” in the state where services are provided</p> <p><b>Financial literacy services:</b> Includes “financial literacy education with regard to credit management, financial institutions including banks and credit unions, and utilization of savings plans” (2009 Serve America Act).</p> |
| <b>How to Calculate Measure/ Collect Data</b> | Unduplicated count of individuals to whom the “financial literacy services” are provided. Note that this is not simply a referral service. Individuals may contact the organization more than once during the year to get help but each individual should be reported here only once. Services may be provided in-person, on the phone, or by email.  |
|   | Tracking mechanism appropriate for type of service. May be a sign-in sheet or a tracking database.  |

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| <b>Measure O9</b>                             | Number of economically disadvantaged individuals with improved financial knowledge.   |
| <b>Definition of Key Terms</b>                | <p><b>Disadvantaged individuals:</b> those counted as participating in O1.</p> <p><b>Improved Financial Knowledge:</b> the financial literacy program should have learning objectives. The improved financial knowledge should be based on those pre-defined learning objectives. Individuals participating in the financial literacy services should know more after they participate than before.</p> |
| <b>How to Calculate Measure/ Collect Data</b> | Count of individuals provided services in O1 whose pre-test and post-test scores indicate that they know more about at least one of the financial literacy topics presented.  |
|   | Must conduct a pre-test/post-test to determine amount of knowledge gained.  |

### **Strategic Plan Objective 3: Employment**

*If your program model focuses on providing job training or placement services to economically disadvantaged individuals, you **MUST** select among these measures.*

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If you select O2, you must develop your own aligned outcome measure.

If you select O3, you must also select O10 as an aligned outcome measure.

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| <b>Measure O2</b>                            | Number of economically disadvantaged individuals receiving job training and other skill development services.   |
| <b>Definition of Key Terms</b>               | <p><b>Economically disadvantaged individuals:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Job training:</b> occupational skill training delivered in an institutional or classroom setting or skill training provided in an experiential workplace setting (may be called on-the-job training or work experience). P. 3, <u>Job Training Policy in the United States</u>, The Upjohn Institute, 2004.</p> <p><b>Other skill development services:</b> these include:</p> <ul style="list-style-type: none"> <li>• Remedial Education such as Adult Basic Education, GED Education, Adult ESL Education.</li> <li>• Classroom soft skills training that provides information about appropriate workplace behavior or job search skills.</li> </ul> <p>(<u>Job Training Policy in the United States</u>, The Upjohn Institute, 2004.)</p> |
| <b>How to Calculate Measure/Collect Data</b> | <p>Unduplicated count of individuals completing the job training or skill development service for which they enrolled.</p> <hr/> <p>Course attendance records.</p>  |

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| <b>Measure O3</b>                             | Number of economically disadvantaged individuals receiving job placement services.   |
| <b>Definition of Key Terms</b>                | <p><b>Economically disadvantaged individuals:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Job placement services:</b> These services include job search and placement assistance (including career counseling); labor market information (which identifies job vacancies; skills needed for in-demand jobs; and local, regional and national employment trends); initial assessment of skills and needs; information about available services.</p> |
| <b>How to Calculate Measure/Collect Data:</b> | <p>Unduplicated count of individuals completing the job placement services for which they enrolled.</p> <hr/> <p>Course attendance records.</p>  |

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| <b>Measure O10</b>                           | Number of economically disadvantaged individuals placed in jobs.   |
| <b>Definition of Key Terms</b>               | <p><b>Economically disadvantaged individuals:</b> Individuals counted for O3</p> <p><b>Placed in jobs:</b> individual is hired in a new job as a result of job placement services provided; individual may have been previously working in a different job or previously unemployed.</p> |
| <b>How to Calculate Measure/Collect Data</b> | <p>Count of individuals receiving services in O3 who are hired into a new job. Count each individual only once even if the individual receives placement in more than one job.</p> <hr/> <p>Suggested method is a copy of acceptance letter from employer or copy of first pay stub.</p> |

## ***Finding Economic Opportunity for National Service Participants***

***If your program model focuses on helping economically disadvantaged participants complete their high school education, attend college, and/or obtain employment, you MUST select among these measures.***

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If you select O12, you must also select O15 as an aligned outcome measure.  
 If you select O12, and want to be in Tier 1, you must select an additional priority or complementary program measure from Tier 1, 2, or 3 that measures community impact.

If you select O14, you must also select O17 as an aligned outcome measure.  
 If you select O14, and want to be in Tier 1, you must select an additional priority or complementary program measure from Tier 1, 2, or 3 that measures community impact.

If you select O17, and want to be in Tier 1, you must select an additional priority or complementary program measure from Tier 1, 2, or 3 that measures community impact.

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| <b>Measure O12</b>                           | Number of economically disadvantaged National Service Participants who are unemployed prior to their term of service.   |
| <b>Definition of Key Terms</b>               | This measure is a <b>count of individuals</b> who are entered into CNCS' National Service Trust database, who complete their term of service, earn an education award, <u>or</u> leave service due to compelling circumstances (see 45 CFR §2522.200). Individuals who are not enrolled in the National Service Trust, or who are dismissed, will not be counted.<br><b>Economically disadvantaged National Service Participants:</b> Current National Service Participants who are receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance.<br><b>Unemployed:</b> do not have paid, regular employment or were not serving in the military/national guard within the month prior to beginning their term of service. |
| <b>How to Calculate Measure/Collect Data</b> | Count of economically disadvantaged National Service Participants who are unemployed prior to their term of service according to above definition.<br>Suggested: Self-report of National Service Participant at beginning of term of service. Program will have to wait until end of term of service to determine if the member should be counted here. Would only be counted if: (1) meet the count of individuals as define above and (2) have not been admitted for another term of service.   |

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| <b>Additional Notes</b> | <p>If the applicant's or grantee's goal is to help the National Service Participants obtain employment during their term of service that may result in the National Service Participants leaving service early, they should ensure that the program has approved design that includes exit for "compelling personal circumstances" as specified in 45 CFR §2522.230.</p> <p>The program should collect the data at the time the National Service Participant begins service.</p> <p>What were you doing most of last month?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Working at a regular job</li><li><input type="checkbox"/> Serving in the military / reserves</li><li><input type="checkbox"/> Working sporadically</li><li><input type="checkbox"/> Looking for work</li><li><input type="checkbox"/> Other _____</li></ul> |
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| <b>Measure O15</b>                           | Number of economically disadvantaged National Service Participants that secure employment during their term of service or within one year after finishing the program  |
| <b>Definition of Key Terms</b>               | <p>This measure is a <b>count of individuals</b> who are entered into CNCS' National Service Trust database, who complete their term of service, earn an education award, <u>or</u> leave service due to compelling circumstances (see 45 CFR §2522.200). Individuals who are not enrolled in the Education Trust, or who are dismissed, will not be counted.</p> <p><b>Economically disadvantaged National Service Participants:</b> Current National Service Participants who are receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance</p> <p><b>Securing employment</b> refers to paid, regular employment or serving in the military/national guard within the past week.</p> <p>The span of time for which a member will be counted under this measure includes enrollment to 12 months after a member leaves service or within the subsequent cycle for the alumni survey. This enables the measure to include members who obtain employment while enrolled in the program.</p> |
| <b>How to Calculate Measure/Collect Data</b> | <p>If the applicant's or grantee's goal is to help the National Service Participants obtain employment during their term of service that may result in the National Service Participants leaving service early, they should ensure that the program has approved design that includes exit for "compelling personal circumstances" as specified in 45 CFR §2522.230.</p> <p>Count of individuals in O12 who are hired into a job within one year after finishing the program. Count each individual only once even if the individual receives placement in more than one job.</p> <p>What were you doing most of last week?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Working at a regular job</li> <li><input type="checkbox"/> Serving in the military / reserves</li> <li><input type="checkbox"/> Working sporadically</li> <li><input type="checkbox"/> Looking for work</li> <li><input type="checkbox"/> Other _____</li> </ul> <p>Suggested: Copy of acceptance letter from employer or copy of first pay stub.</p>                      |

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| <b>Measure O14</b>                           | Number of National Service Participants who have their high school diploma or equivalent but have not completed a college degree prior to their term of service.   |
| <b>Definition of Key Terms</b>               | This measure is a <b>count of individuals</b> who are entered into CNCS' National Service Trust database, who complete their term of service, earn an education award, <u>or</u> leave service due to compelling circumstances (see 45 CFR §2522.200). Individuals who are not enrolled in the National Service Trust, or who are dismissed, will not be counted. <b>College</b> , as defined for this performance measure, refers to any postsecondary higher education institution. Therefore, it includes colleges, universities, and technical and vocational schools (definition of college per US Census).   |
| <b>How to Calculate Measure/Collect Data</b> | <p>Program will have to wait until end of term of service to determine if the member should be counted here. Would only be counted if member meets the count of individuals as defined above.</p> <p>The program should collect the data at the time the National Service Participant begins service.</p> <p>Have you obtained your GED/diploma?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Not sure. Explain. _____</li> </ul> <p>Have you completed a college degree?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Not sure. Explain. _____</li> </ul> |

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| <b>Measure O17</b>                           | Number of members that complete a college course within one year after finishing a CNCS-supported program  |
| <b>Definition of Key Terms</b>               | <p>This measure is a <b>count of individuals</b> who are entered into CNCS’ National Service Trust database, who complete their term of service, earn an education award, <u>or</u> leave service due to compelling circumstances (see 45 CFR §2522.200). Individuals who are not enrolled in the National Service Trust, or who are dismissed, will not be counted. <b>College</b>, as defined for this performance measure, refers to any postsecondary higher education institution. Therefore, it includes colleges, universities, and technical and vocational schools (definition of college per US Census).</p> <p><b>Complete a college course:</b> may have enrolled in course during term of service and completed after term of service ends or may enroll and complete after term of service ends; may or may not pass course but did not drop out and did not take an “incomplete”; course schedule would indicate that course has finished by the time measure has been taken</p> <p><b>Within one year</b> refers to 12 months after a member leaves service, or within the subsequent cycle for the alumni survey.</p> |
| <b>How to Calculate Measure/Collect Data</b> | <p>Of the members counted in O14, count of how many complete a college course as defined above within 12 months after a member leaves service.</p> <hr/> <p>Have you obtained your completed a college course since leaving the program?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If yes, does this course contribute toward a recognized college degree or educational credential?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>  |

## Tier 2 Priority Performance Measures

### *Strategic Plan Objective 2: Housing*

*If your program model focuses on providing housing services to economically disadvantaged and homeless families and individuals, you MUST select among these measures.*

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If you select O5, you must also select O11 as an aligned outcome measure.

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| <b>Measure O5</b>                            | Number of economically disadvantaged individuals, including homeless individuals, receiving housing services.   |
| <b>Definition of Key Terms</b>               | <p><b>Economically disadvantaged:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Homeless:</b> Individuals who spend the night in a place not intended for human habitation, in an emergency shelter, or in a transitional housing facility. See the Dept. of Housing and Urban Development definition at <a href="http://www.hud.gov/homeless/definition.cfm">http://www.hud.gov/homeless/definition.cfm</a></p> <p><b>Individuals:</b> Each unique person who will be occupying the unit legally including adults and children but not unborn children.</p> <p><b>Housing services:</b> Helps qualifying individuals find appropriate housing, find the resources to support use of appropriate housing, and assists individuals in accessing the appropriate housing. May or may not result in an actual placement. May also include hands-on housing development and repair activities. <b>Housing development</b> adds to the housing stock by building a new unit or substantially rehabilitating a unit that was either uninhabitable or soon would have become so. Involves replacing major systems such as the roof, the plumbing, the wiring, the foundation, or elevating the unit as required by a flood plain standard. <b>Housing repair</b> is a more modest level of physical work on the unit, such as weatherizing, painting, replacing appliances and removing safety hazards. <b>Service</b> requires an engagement with the individual in person, by phone, or through a web-interface. Pamphlets, brochures, or web-based information that does not involve a human interaction is not sufficient.</p> |
| <b>How to Calculate Measure/Collect Data</b> | <p>Count of <b>Individuals</b> as defined above benefitting from the housing service. Can only count each individual once during the program year even though it may be necessary to provide services to the individual more than once.</p> <p>Programs that are only able to count <b>Housing Units</b> should report on Measure O4 (Tier 3).</p> <p>The data should be collected using a tracking mechanism appropriate for the type of service, which may include: CNCS-supported agency’s administrative or call center records, referral logs, attendance logs or sign-in sheet, client tracking database, or other information management system.</p> <p>The client tracking database should have unique IDs (e.g. Homeless Management Information System (HMIS)).</p>  |

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| <b>Measure O11</b>                            | Number of economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, affordable housing.  |
| <b>Definition of Key Terms</b>                | <p><b>Economically disadvantaged:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Homeless:</b> Individuals who spend the night in a place not intended for human habitation, in an emergency shelter, or in a transitional housing facility. See the Dept. of Housing and Urban Development’s definition at <a href="http://www.hud.gov/homeless/definition.cfm">http://www.hud.gov/homeless/definition.cfm</a></p> <p><b>Individuals:</b> Each unique person who will be occupying the unit legally including adults and children but not unborn children.</p> <p><b>Safe, healthy, affordable housing:</b> Family or individual moves into a housing unit with secure tenure (lease or ownership document). Grantee certifies that the housing is safe and healthy, based on an inspection or other documentation. Grantee defines affordability and certifies that the housing unit is affordable to the household. See the Dept. of Housing and Urban Development’s Affordable Housing page at <a href="http://www.hud.gov/offices/cpd/affordablehousing/">http://www.hud.gov/offices/cpd/affordablehousing/</a></p> |
| <b>How to Calculate Measure/ Collect Data</b> | <p>Count of individuals. Can only count each person once during the program year even though it may be necessary to provide services more than once.</p> <p>An inspection report and certificate of occupancy, proof of residence such as lease or mortgage, or other verification from an external agency that the work was completed and is being occupied might be used.</p>   |

## Tier 3 Complementary Program Measures

### Strategic Plan Objective 2: Housing

If you select O4, you must also develop your own aligned outcome measure.

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| <b>Measure O4</b>                            | Number of housing units developed, repaired, or otherwise made available for low-income individuals, families or people with disabilities.  |
| <b>Definition of Key Terms</b>               | <p><b>Housing unit:</b> A single-family home (including a mobile home if permanently placed), an apartment, or a room in a group home for people with disabilities.</p> <p><b>Develop:</b> Build new or substantially rehabilitate housing units that were uninhabitable or soon would have become so. Involves replacing major systems such as the roof, the plumbing, the wiring, the foundation, or elevating the unit as required by a flood plain standard.</p> <p><b>Repair:</b> A more modest level of physical work on the unit, such as weatherizing, painting, replacing appliances and removing safety hazards..</p> <p><b>Otherwise made available:</b> Activities that make available <u>through improved access</u> a housing unit that is in the housing stock and likely to remain habitable. For example, assistance in searching for the unit, a rent subsidy that makes the unit affordable to the individual or family.</p> <p><b>Low-income:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Individuals and families:</b> The U.S. Census definition of “household,” which includes all the persons who occupy a housing unit. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated persons who share living arrangements.</p> <p><b>People with disabilities:</b> Subset of individuals and families that meets a definition related to inability to live independently without support (could use HUD definition). Separate mention in this measure may not be needed, but could leave it in and count units for people with disabilities separately to acknowledge emphasis on this population.</p> |
| <b>How to Calculate Measure/Collect Data</b> | <p>Unduplicated count of <b>Housing Units</b> developed, repaired, or otherwise made available as defined here for low income individuals, families or persons with disabilities. This count indicates that the work has been completed to make the units available but they may or may not have been occupied.</p> <p>Programs can use a dollar cut-off to distinguish “developed” from “repaired” (e.g., 30K/unit) or can distinguish by whether major systems are replaced. Dollar cut-off would require valuing volunteer labor, distinguishing between skilled trades and other workers.</p> <p>Programs that are able to count <b>Individuals</b> placed in the housing units they develop, repair or make available should report on Measure O5 (Tier 2).</p> <p>Inspection report, certificate of occupancy, or other verification from an external agency that the work was completed.</p>   |

## ***Finding Economic Opportunity for National Service Participants***

***If your program model focuses on helping economically disadvantaged participants complete their high school education, attend college, and/or obtain employment, you MUST select among these measures.***

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If you select O13, you must also select O16 as an aligned outcome measure.

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| <b>Measure O13</b>                            | Number of economically disadvantaged National Service Participants who have not obtained their high school diploma or equivalent prior to the start of their term of service.  |
| <b>Definition of Key Terms</b>                | This measure is a <b>count of individuals</b> who are entered into CNCS' National Service Trust database, who complete their term of service, earn an education award, <u>or</u> leave service due to compelling circumstances (see 45 CFR §2522.200). Individuals who are not enrolled in the National Service Trust, or who are dismissed, will not be counted.<br><b>Economically disadvantaged National Service Participants:</b> Current National Service Participants who are receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance. |
| <b>How to Calculate Measure/ Collect Data</b> | <p>Program will have to wait until end of term of service to determine if the member should be counted here. Would only be counted if member meets the count of individuals as defined above.</p> <p>The program should collect the data at the time the National Service Participant begins service.</p> <p>Have you obtained your GED/diploma?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Not sure. Explain. _____</p>   |

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| <b>Measure O16</b>                           | Number of National Service Participants that obtain a GED/diploma while serving in a CNCS program or within one year after finishing the program.   |
| <b>Definition of Key Terms</b>               | <p>This measure is a <b>count of individuals</b> who are entered into CNCS' National Service Trust database, who complete their term of service, earn an education award, <u>or</u> leave service due to compelling circumstances (see 45 CFR §2522.200). Individuals who are not enrolled in the Education Trust, or who are dismissed, will not be counted.</p> <p><b>Economically disadvantaged National Service Participants:</b> Current National Service Participants who are receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance.</p> <p>The span of time for which a member will be counted under this measure includes enrollment to 12 months after a member leaves service or within the subsequent cycle for the alumni survey. This enables the measure to include members who obtain their GED/diploma while enrolled in the program.</p> |
| <b>How to Calculate Measure/Collect Data</b> | <p>Of the members counted in O13, count of how many obtained a GED/diploma either during their term of service or within 12 months after the term of service ends.</p> <p>Have you obtained your GED/diploma since [enter date of enrollment]?</p> <p><input type="checkbox"/> Yes<br/><input type="checkbox"/> No</p> <p>Have you obtained your GED/diploma since leaving the program?</p> <p><input type="checkbox"/> Yes<br/><input type="checkbox"/> No</p>   |