

Sample Instrument

SERVICES AND ASSISTANCE TO VETERANS

Veterans and Military Families Focus Area

Output: Number of veterans that received CNCS-supported assistance (V1).

Sample Instrument

Veterans' Services and Assistance Output Log

This instrument can be used to track the number of unduplicated veterans that received CNCS-supported services and assistance. This log collects output data on individual clients (veterans), the types of services and assistance provided, the schedule of services, the dates when services or assistance are started and completed, and whether the veterans received the service needed.

This instrument contains space for each veteran to receive assistance on two types of services. You are encouraged to add more columns as needed to document additional services for the same veteran. You are also encouraged to develop this log as an Excel spreadsheet so you can sort entries to facilitate finding and eliminating duplicate entries.

Note: If your primary service to veterans is assistance with housing or educational goals, there are other performance measures that may be more appropriate:

- Number of veterans assisted in pursuing educational opportunities (V3)
 - Number of veterans assisted in receiving professional certification, licensure, or credentials (V4)
 - Number of housing units developed, repaired, or otherwise made available for veterans (V6)
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Veterans' Services and Assistance Output Log

Instructions

What is the purpose?	To determine how many veterans receive services and assistance and the kinds of services received
Who should complete this instrument?	Trained National Service participants or staff can complete the instrument.
When should we complete this instrument?	As veterans enroll in the program, begin to receive services, and if/when services are completed.
What should we do to prepare?	<p>The log is currently set up to document information for each veteran for up to two types of services. Add more columns to the log if veterans will receive more than two types of services. Consider using an Excel spreadsheet for greater flexibility.</p> <p>Develop a list of typical services and code them for entry under "type of service".</p> <p>Determine the criteria which indicate when services are completed or end. Simply enrolling veterans in a service or referring veterans to other services is not enough (although this could be part of your service). Define a threshold or level of service provided to the veterans that supports your program's anticipated outcome (e.g. positive change in the life of the veteran).</p>
What should we do afterwards?	Keep all the logs and verifying documentation together in a safe place; these are your data . You will aggregate this data later to determine if you met your output target.
Can I use an alternative instrument?	Different forms can be developed/used to document unduplicated veterans receiving services and assistance. For example, you may want to develop a database using an Excel spreadsheet. However, whether your instrument is in paper format or electronic format, remember to save the "raw" data as proof that a systematic process was used to document the outputs.

Veterans' Services and Assistance Output Log

Program Name: _____

Person completing this Log: _____ **Program Year/Dates Covered:** _____

Instructions: Enter the name of each veteran who receives services or assistance along with details about the services provided. List all services provided to the same veteran together with the same client name. Insert rows as needed to document additional clients and insert columns to capture multiple services provided to the same client. See notes for additional instructions.

CLIENT		SERVICE #1					SERVICE #2 (if provided)				
Last Name	First Name	Type of Service (1)	Schedule of Service (2)	Date Service Started	Date Service Complete	Mark "1" if Service was Received	Type of Service (1)	Schedule of Service (2)	Date Service Started	Date Service Complete	Mark "1" if Service was Received
1.											
2.											
3.											
4.											
5.											
6.											
7.											
8.											
9.											
10.											

Output: Total number of veterans who received services and assistance: _____.

Notes:

(1) Develop a list of codes for common services offered and enter codes in this column (e.g. 1= employment services, 2=legal services, 3=medical services, 4=nutrition information, 5=transportation, etc.). Veterans may receive multiple services but are counted only once.

(2) Amount of service provided: daily, twice per week, once per month, one time, etc.