Performance Measurement
Economic Opportunity

Individual Placement Program
Program Year 2013-2014
Introductions

All calls will be on mute after the introductions are completed

There will be time for questions and sharing of information after the presentation

During the presentation please use the chat feature
Objectives

1. Become familiar with your AmeriCorps performance measures
2. Understand WSC’s collection and reporting expectations of your AmeriCorps performance measures
3. Feel confident in your ability to report data correctly on a quarterly basis
Role of Reports and Performance Measurement

Performance measurement is the process of collecting, analyzing and reporting information about your intended outcomes.

Regular measurement of your intended outcomes:

- Improves performance
- Enhances decision making
- Demonstrates accountability
- Justifies continued funding
- Improves quality of services
- Promotes continuous improvement
Quarterly Reporting

Allows monitoring of progress to reach goals

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
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<tr>
<td>Report Due</td>
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<td>12/13/13</td>
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<td>03/01/14 to 05/31/14</td>
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The link to the electronic Quarterly Report will be sent to your site by email about 2 weeks before the due date.
Your members are part of a bigger network and it is reporting that allows for capturing impact!
Your organizations are hosting 27 AmeriCorps members who are providing:

- Financial literacy training
- Job readiness services
- Housing assistance
- Citizenship classes

2012-2013 Performance Measures
Washington Service Corps Individual Placement Program

- 47,878 volunteers recruited and managed
- 2,668 veterans volunteered
- 1,524 received financial literacy training
- 1,473 received job readiness services
- 2,531 received independent living services
- 131 transitioned to safe housing
- 333,375 hours served by community volunteers
- 26,014 disadvantaged children & youth served
- 8,605 baby boomers volunteered

Thank you for your dedication to service!
Quarterly Reporting Form

13-14 Economic Opportunity Quarterly Reporting Form

Please supply information to the following questions. If you have no data to report for the question, please enter -0-. This report provides information that is used to monitor progress, respond to requests from Congress and other stakeholders, and to promote service. It also assists WSC to identify trends and issues that may lead to changes in policies and procedures, allocation of training and technical assistance, or opportunities for peer learning.

* Required

Site Information

Choose Reporting Period *
1st Qtr - Sept/Oct/Nov - Due Dec 13

Select the name of your organization/project. *
Asian Counseling & Referral Services (Children, Youth, and Families)

Number of Members *
1

Total number of individuals who applied to your AmeriCorps project for Program Year 2013 - 2014. *
If you have more than one AmeriCorps member, give the total number of applicants for all positions.

Have the duties of your AmeriCorps member(s) changed from those stated in the position description? *
An amended position description is required if duties change.
[ ] No.
[ ] Yes. If you haven't already, send an amended position description to your WSC Program

Has your project had any significant change(s) that may impact your program’s performance, such as staffing changes or modifications to program goals? *
If yes, contact your WSC Program Coordinator immediately.
[ ] No
[ ] Yes
Volunteer Generation

How many new, unduplicated volunteers were recruited by your AmeriCorps member(s) this quarter? *
Count NEW volunteers recruited by your member(s) this quarter.

How many new AND returning volunteers were retained by your AmeriCorps member(s) this quarter? *
Enter combined total of new volunteers recruited by the AmeriCorps member(s) and the returning volunteers that the member has supported this quarter.

How many of the total volunteers were baby boomers? *
Individuals born between 1946 and 1964. WSC has a minimum goal of 20%.

How many of the total volunteers were veterans? *
A veteran is a person who served in the active military, naval or air service and who was discharged or released under conditions other than dishonorable. WSC has a minimum goal of 16%.

What was the total number of volunteer hours contributed this quarter by volunteers? *
Count hours of new and returning volunteers, recruited and managed by AmeriCorps member(s) this quarter.

How many new volunteer management practices did your member(s) implement this quarter? *
Minimum of 3 per program year; your Request for Application listed your expected practices to be implemented.
## Volunteer Sign-In Sheet

<table>
<thead>
<tr>
<th>Volunteer Name</th>
<th>Check if you are a Baby Boomer* (Born between 1946 &amp; 1964)</th>
<th>Check if you are a Veteran* (Served in active US military, naval, or air service, and was discharged or released under conditions other than dishonorable.)</th>
<th>Time In</th>
<th>Time Out</th>
<th>Total Time (Hours and minutes)</th>
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</table>

**Total Number of Unduplicated Volunteers:**

**Baby Boomer Total:**

**Veteran Total:**

**Total Service Hours Contributed by all volunteers:**

*This data is being collected for grant funding purposes. Please answer only those questions that you feel comfortable answering.*
Disaster Preparedness

How many members participated in a disaster services project this quarter? *

How many members were trained in Personal Disaster Preparedness this quarter? *
This training is not required but it is recommended.

How many local disasters did the AmeriCorps member(s) respond to this quarter? *

How many individuals, affected by a disaster this quarter, received assistance from AmeriCorps member(s)? *
General Information

How many disadvantaged children or youth were served by your AmeriCorps member this quarter? *
Disadvantaged children and youth are those up to age 25 with exceptional or special needs (as defined in Part 2552.12 (f) and (g) of the DVSA Regulations [1], or who are economically disadvantaged and for whom one or more of the following apply: 1) out-of-school, including out-of-school youth who are unemployed; 2) in or aging out of foster care; 3) limited English proficiency; 4) homeless or have run away from home; 5) at-risk to leave school without a diploma; and 6) former juvenile offenders or at risk of delinquency. If not applicable, enter 0.

How many individuals did your AmeriCorps member(s) mentor this quarter? *
Number of formal, sustained relationships established between an older or more experienced person and a younger or less experienced person for the purpose of academic, social, or career support. This does not include the relationship between a teacher and his or her students in a classroom setting. If your program supports mentors who work with multiple mentees, please report total number of individuals mentored. If not applicable, enter 0.

How many individuals did your AmeriCorps member(s) assist in living independently this quarter? *
Number of clients who received independent living services, including respite care, to help them live independently in their homes in community-based settings. If not applicable, enter 0.
Economic Opportunity Primary Performance Outcomes

Washington Service Corps (WSC) expects to achieve specific outcomes in the area of Economic Opportunity. As a site that selected this performance measure in your proposal, you have agreed, through the Request for Application process, to track and report your progress toward certain goals that pertain to your project.

How many unduplicated economically disadvantaged individuals received financial literacy training from your AmeriCorps-supported project this quarter? *
If not applicable, enter -0-. If you answer this question, you must also answer the following question.

How many unduplicated economically disadvantaged individuals received financial literacy training from your AmeriCorps-sponsored project this quarter who reported improved financial knowledge? *
You must retain survey results or other documentation demonstrating individuals reported improved financial knowledge.

Track individuals receiving financial literacy training

Document type of training provided (dates, number of sessions, etc.)

Administer pre-post survey to all participants

Analyze surveys

Collect number of participants who indicated increase in financial literacy
# Financial Literacy Class
## Attendance Roster

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>Participant Name</th>
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<tbody>
<tr>
<td>Last Name</td>
<td>First Name</td>
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<tr>
<td>Last Name</td>
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Total number of attendees: 
Total number of attendees who increased their knowledge based on survey results: 

Name of AmeriCorps Facilitator: ____________________ Date: ____________________
Pre/Post Survey Design

Only one level of increase in knowledge is needed

Use a scaled response

What was the level of your knowledge on how to develop a family budget?

BEFORE TAKING THIS CLASS?

None  Low  Medium  High

AFTER TAKING THIS CLASS?

None  Low  Medium  High
**Track individuals receiving job readiness services**

Use either a pre/post survey to verify increased job readiness or use a standard that may include required classroom attendance and completion of resume/application packet.

**Track individuals placed in jobs** – include date and name of employer.
Job Readiness Attendance Log
(multiple sessions are required for completion)
Attachment B

Insert Agency Name

Course Name: ___________________________ Trainer: ___________________________

Instructions: Enter the participants’ names in the first column; enter the title and date of each session in the top row. Record attendance with “X” in each session. When the course is finished, count the number who participated and the number who completed the entire course. Record that number at the bottom of this sheet.

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>Session Title:</th>
<th>Session Title:</th>
<th>Session Title:</th>
<th>Session Title:</th>
<th>Session Title:</th>
<th>Total Sessions Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>Date:</td>
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<td>Date:</td>
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<td>Date:</td>
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<tr>
<td>First Name</td>
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Total number of participants who completed the required number (_____) of sessions: ________
Track individuals receiving housing assistance

Track the number of individuals who transitioned into housing

Set standard to verify housing placement
### WSC Individual Placement Program 2013-2014 Program Year

<table>
<thead>
<tr>
<th>Site Specific Performance Measures</th>
<th>1st Qtr</th>
<th>2nd Qtr</th>
<th>3rd Qtr</th>
<th>4th Qtr</th>
<th>Percentage of PY goal met</th>
<th>Reasons for not meeting quarterly expected progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-2014 Goals</td>
<td>25%</td>
<td>50%</td>
<td>75%</td>
<td>100%</td>
<td></td>
<td>(Indicate quarter before explanation.)</td>
</tr>
</tbody>
</table>

100 individuals will become citizens after receiving naturalization application assistance, participating in citizenship classes, ESL and mock citizenship interviews coordinated by or instructed by AmeriCorps members.

Track individuals attending citizen classes

Document type of training provided (dates, number of sessions, etc.)

Track individuals who become citizens

Document date of citizenship
• WSC expects sites to educate legislators, elected officials, and other stakeholders about their AmeriCorps project

• Work with local media to promote the importance of your project
• Report data for current reporting period only
• Do not report cumulative data or data reported previously
• If a question doesn’t apply to your project, enter 0

https://docs.google.com/spreadsheet/viewform?usp=drive_web&form_key=dFIVQmZQTfpIM0pnNHRDZGhrCUJSVWc6MA
1. Copies of data tracking tools
   Including but not limited to: pre/post training surveys, class attendance records, tracking charts

2. Explanation of data tracking procedure
   Describe how data is collected, analyzed, tracked, reported and retained

3. Send electronically to Lorraine Coots, lcoots@esd.wa.gov. 360-725-9544

Retain performance measurement documentation for 7 years from the close of the contracted program year
A story of service is one that touches the heart and possibly inspires someone to act, serve, or be a catalyst for change themselves.

It illustrates the qualitative impact of service and rounds out the story told by performance data.

Personal accomplishment and reflection

Reports success

Marketing to recruit new AmeriCorps members and host organizations

Sustainability for future programs

email stories and photos to wscip@esd.wa.gov
Discussion

What challenges do you face in collecting data?

Share your best practices
Thank you AmeriCorps Supervisors & Members