Welcome!

Thank you for joining us for today’s Team Project Supervisor webinar.
Topics for Today’s webinar

- Overview of webinar and introductions
- Performance Measures
- Quarterly Reporting
- Member Retention
- Monitoring
- Resources
- Program Updates and Questions
- Program Contacts
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
- Enhances customer service
- Improves quality of services
- Sets targets for future performance
Performance measurement involves tracking outputs and outcomes:

**Outputs** are the amount of service provided through your planned activity

Example: 150 individuals receive financial literacy training.

**Outcomes** reflect the changes or benefits that occur because of the activity (address changes in attitudes/beliefs, knowledge/skills, behavior, or conditions)

Example: 135 individuals improved their knowledge or awareness of financial literacy topic.
CNCS National Performance Measures by Focus Area:

**Disaster Preparedness**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Individuals trained in disaster preparedness</td>
<td>60,000</td>
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<tr>
<td># of individuals with increased knowledge</td>
<td>45,000</td>
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</tbody>
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**Education-Academic Improvement**

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<th>Metric</th>
<th>Goal</th>
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<tr>
<td># of students who completed K-12 education programs</td>
<td>4,500</td>
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<tr>
<td># of students with improved academic performance</td>
<td>3,150</td>
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**Education-School Readiness**

<table>
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<th>Metric</th>
<th>Goal</th>
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<tr>
<td># of children who completed early childhood programs</td>
<td>300</td>
</tr>
<tr>
<td># of children demonstrating gains in school readiness</td>
<td>225</td>
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</tbody>
</table>
Performance Measurement cont.

**Environmental Education**
# of individuals receiving environmental educ. or trng. 30,000
# of participants indicating an increase in knowledge 21,000

**Healthy Futures**
# participating in health education programs 2,500
# with increased knowledge of healthy behaviors 1,750

**Veterans Engaged in Service**
# of veterans engaged in service 500
# of veterans that indicate an interest in volunteering 250
Example - WSC Performance Measure: Education
Academic Improvement K-12

Output: **4,500** children will complete participation in K-12 education programs.

Outcome: **3,150** (70%) of students that complete WSC-sponsored K-12 literacy and/or math education programs will demonstrate improved academic performance through the documentation of skill/knowledge gains utilizing standardized assessments.
Performance Measurement cont.

Education Performance Measure K-12 cont.

**Question 1**

_____ # students who began participation in WSC-sponsored K-12 education programs either led or supported by AmeriCorps members this quarter.

**Question 2**

_____ # students completed participation in WSC-sponsored K-12 education programs either led or supported by AmeriCorps members this quarter.

**Question 3**

_____ students demonstrated improved academic performance in literacy and/or math.
Performance tools are the documents that collect the data used to measure the results of your program’s services.

- Example tools include:
  - Attendance logs or tally sheets
  - Pre and post surveys (you may request sample survey’s from your coordinator)
  - Standardized assessment tools
Example Student Tracking Log:

WASHINGTON SERVICE CORPS K-12 STUDENT TRACKING LOG

<table>
<thead>
<tr>
<th>Project Site:</th>
<th>School District:</th>
<th>Economically Disadvantaged</th>
<th>Special or Exceptional Needs</th>
<th>Average Program Dosage:</th>
</tr>
</thead>
</table>

Instructions:
1. Each student who is tutored needs to be recorded in this tracking log.
2. Please complete as many columns as possible for each student.
3. Exit date, exit reason, pre and post test scores should not be completed until the student completes the program and/or achieves his or her achievement goal.

<table>
<thead>
<tr>
<th>Student Information</th>
<th>Tutoring Plan</th>
<th>Student Achievement</th>
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<tbody>
<tr>
<td>First Name</td>
<td>Last Name</td>
<td>Student Identifier or Code if Applicable</td>
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SAMPLE
Performance Measurement cont.

Example Volunteer Survey:

**Volunteer Survey**

Please take a minute to complete this survey. Thank you for your valuable feedback. **Required questions are marked with an *.**

- * Would you volunteer again with us or with another organization in your community?  
  - Yes □ No □

- * Do you feel an enhanced sense of achievement due to this volunteer experience?  
  - Yes □ No □

- * Do you feel an increased connection to your community due to this volunteer experience?  
  - Yes □ No □

- *Do you feel that you have increased your career options due to this volunteer experience?  
  - Yes □ No □

Other comments you would like to share

Would you like to be contacted in the future to volunteer?

Name □ □ Email

Phone □ □ Address
Records Retention

- Retain performance measure documentation for 7 years from the close of the contracted program year.

- This retention schedule is a state and federal requirement.

- Documents to be retained include but are not limited to: attendance rosters, surveys, tracking logs
Quarterly Reporting

The WSC Quarterly Report includes:

- Project Site Information
- Demographic Data
- Performance Outcomes
- Member Training
- Sustainability
- Successes and Challenges
- Stories of Service
Quarterly Reporting

Quarter 1
9/01/13 to 11/30/13
Report Due 12/15/13

Quarter 2
12/01/13 to 02/28/14
Report Due 03/15/14

Quarter 3
03/01/14 to 05/31/14
Report Due 06/15/14

Quarter 4
06/01/14 to 08/31/14
Report Due 09/15/14
Member Retention

Member retention is an important component of your program

Key points to remember:

- Communication is key in working with members;
- Are members aware of staff they can contact in your absence?
- Are the technical advisors or site supervisors at placement sites informing you of member issues immediately?
- Timely communication with the Washington Service Corps is very important, especially regarding issues covered in the Member Service Agreement.
When member issues arise...

- Have you gone over the Service Agreement with the member so that they understand your expectations as well as those of the Washington Service Corps.

- Are you referring members to the Service Agreement for guidance when issues arise?

- Are you as a supervisor aware of the disciplinary procedures outlined in the Member Service Agreement?

- When is it appropriate to begin the formal disciplinary process?
Member Retention cont.

- Are you properly documenting disciplinary issues involving members?
- Have you followed the steps as outlined in the Member Service Agreement?
- During the disciplinary process, include a written corrective action plan to ensure the member understands your expectations for improvement or the consequences for not meeting those expectations.
Monitoring is a way of ensuring that project sites are performing up to expectations and satisfying program requirements.

- Monitoring letters with a request for your organization’s information have been emailed;
- Program coordinators will conduct a risk assessment or desk review of each project site;
- Depending on the outcome of the review an on-site visit may be scheduled;
- Program coordinators will review performance measure tools, procedures and records maintenance/storage.
Resources

- **WSC website:**
  www.esd.wa.gov/washingtonservicecorps/partnersandmembers/
  - WSC Member Service Agreement
  - WSC Policies and Procedures

- **WSC Program Coordinator**

- **CNCS website:**  www.nationalserviceresources.gov/
Updates and Questions

- Other program updates
- Questions?
WSC Team Program Contacts

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Thank you!