



Iowa College
AmeriCorps Program

Performance Measures

Purpose

- Give you the information you need to successfully track and collect ICAP performance measures
- Train you on how to report survey data and why the pre/post survey is so valuable to ICAP and its partners

LOGIC MODEL

Project Resources	Core Project Components	Evidence of Project Implementation and Participation	Evidence of Change		
Inputs	Activities	Outputs	Outcomes		
			Short-Term	Medium-Term	Long-Term
What we invest (# and type of AmeriCorps members)	What we do	Direct products from program activities	Changes in knowledge, skills, attitudes, opinions	Changes in behavior or action that result from participants' new knowledge	Meaningful changes, often in their condition or status in life
<ul style="list-style-type: none"> 145 Minimum Time members 25 Quarter Time members Student Volunteers Community Volunteers Coordinating Service Events Training Volunteers on Program Tasks Capacity Building and Volunteer Management Training 	Recruit Volunteers	Number of recruited volunteers	Increase in partnership quality as reported by Organizations	Increase in the number of organizations returning to receive ICAP members	Organizations have developed a sustainable pipeline of community or student volunteers to meet program needs
		Number of volunteer hours	Increase in attitude that more volunteers will be recruited to their organization	Recruited student volunteers are more likely to return to volunteer at an organization	
		Percent of recruited volunteers serving more than one hour	Increase in attitude that volunteers will be better prepared to volunteer at the organization	Number of volunteers serving at the organization is sustainable to the organization's need.	
		Percent of recruited volunteers serving at more than one event			
	Manage Volunteers	Number of managed volunteers	Increase in attitude that more student volunteers will volunteer for 6-month or longer projects	Increase in the amount of volunteer management services adopted	Organizations are able to provide more or better services to their communities
			Increase in attitude that volunteers will be managed more effectively		
	Provide Specialty Capacity Building services	Number of organizations receiving specialty capacity building services	Increase in attitude toward organization's capacity to perform effectively	Increase in organizational support toward area in which capacity services were built	
		Type of specialty capacity building services being provided	Increase organization's attitude in evaluating ICAP member performance		

Reflection

- Review
 - ICAP members typically recruit and manage volunteers
 - Some members provide specialty capacity building skills
 - You're responsible for collecting and reporting information on a *portion* of your service
- Preview
 - Definitions!
- Big View
 - ICAP members are helping to improve nonprofits in their community

DEFINITIONS

Capacity Building

- CNCS defines capacity building to be activities that are not solely intended to support the administration or operations of the organization. Capacity building activities must:
 1. Be intended to support or enhance the program delivery model, and
 2. Respond to the organization's goal of increasing, expanding or enhancing services in order to address the most pressing needs identified in the community, and
 3. Enable the organization to provide a sustained level of more or better direct services after the national service participant's term of service has ended

Recruited Volunteer

- Volunteers enlisted or enrolled as a direct result of an intentional effort to do so by the ICAP member.

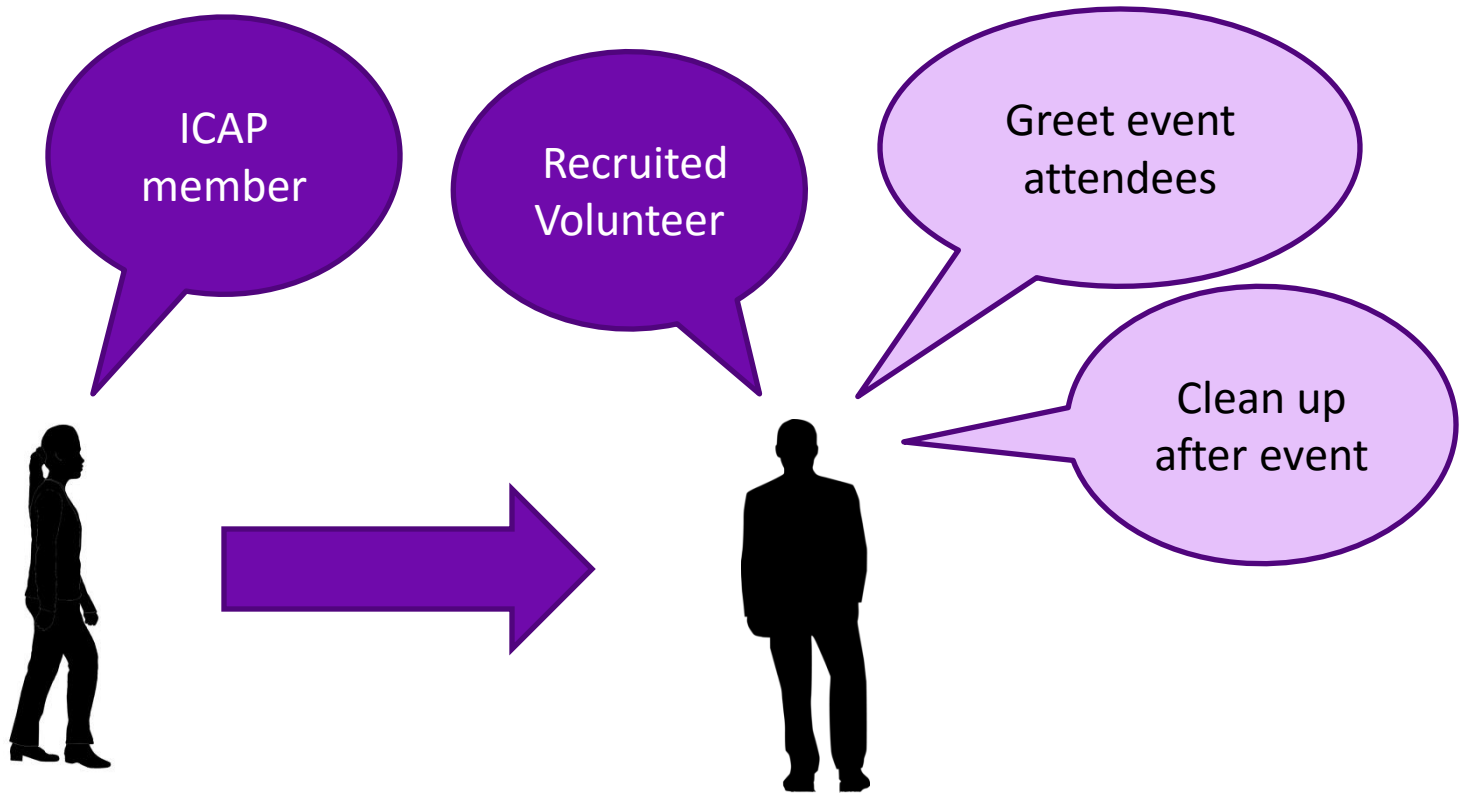
Managed Volunteer

- Volunteers who are trained, directed, coordinated, or supervised by the ICAP member
- If you ...
 - Coordinate an event with volunteers
 - Train one or more volunteers
 - Supervise one or more volunteers
- Then the volunteer has been **managed**

Non-duplication

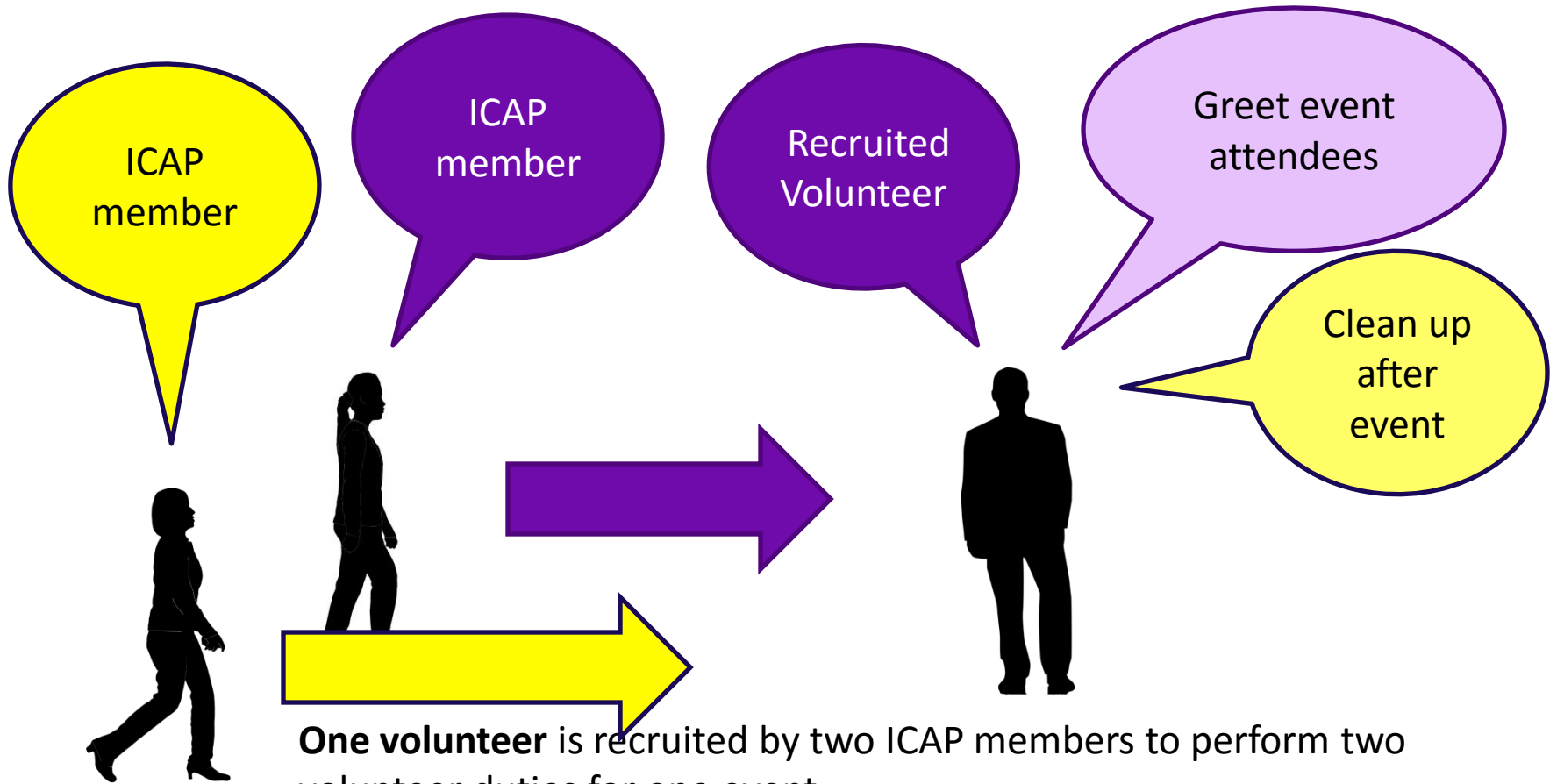
- We are required to report the total count of unique individuals who were recruited and/or managed as volunteers. Individuals cannot be counted more than once as a volunteer for the same service opportunity. A volunteer can be counted each time they are recruited and managed for unique volunteer opportunities.

Example: Non-Duplication



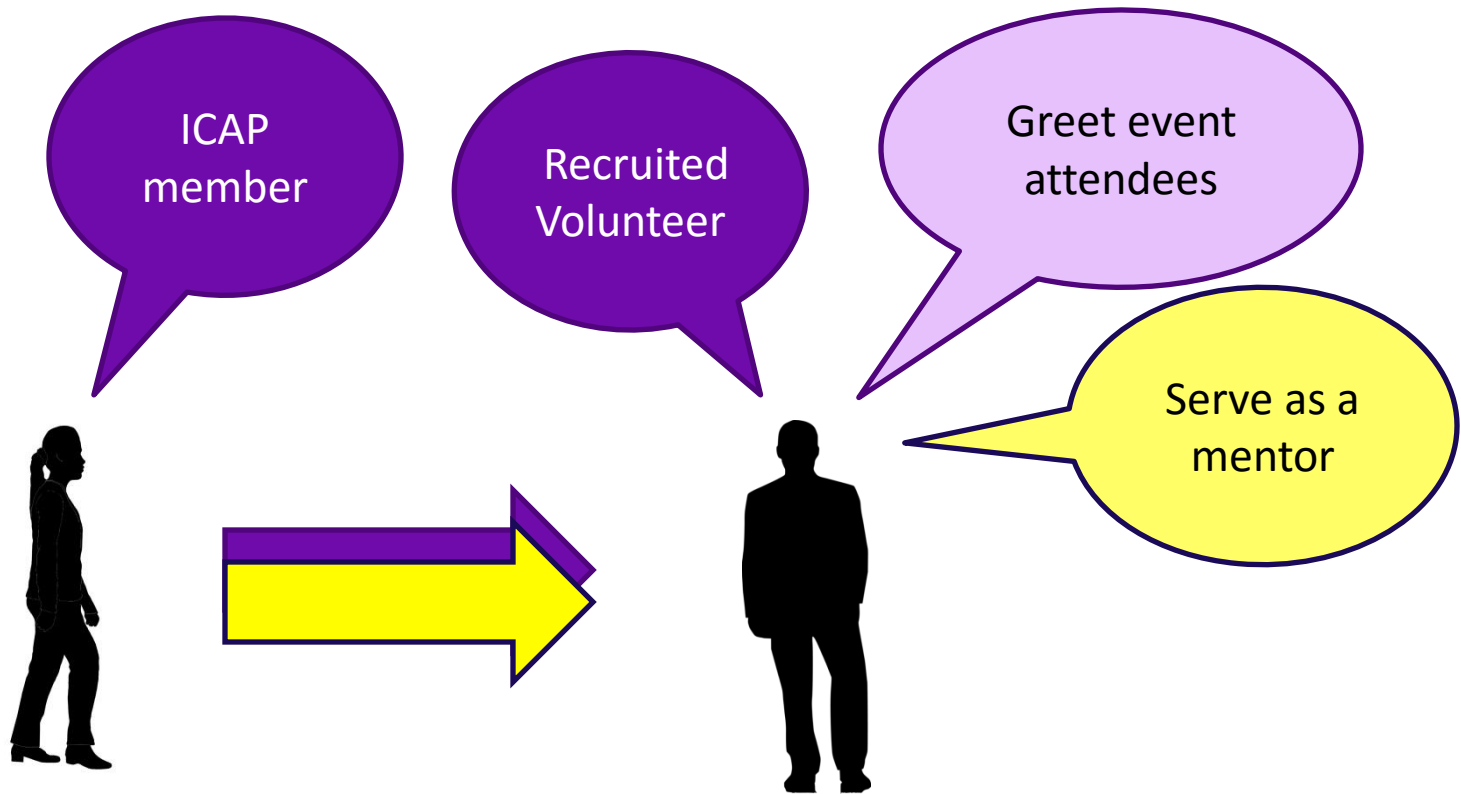
One volunteer is recruited to perform two volunteer duties for one event.

Example: Non-Duplication



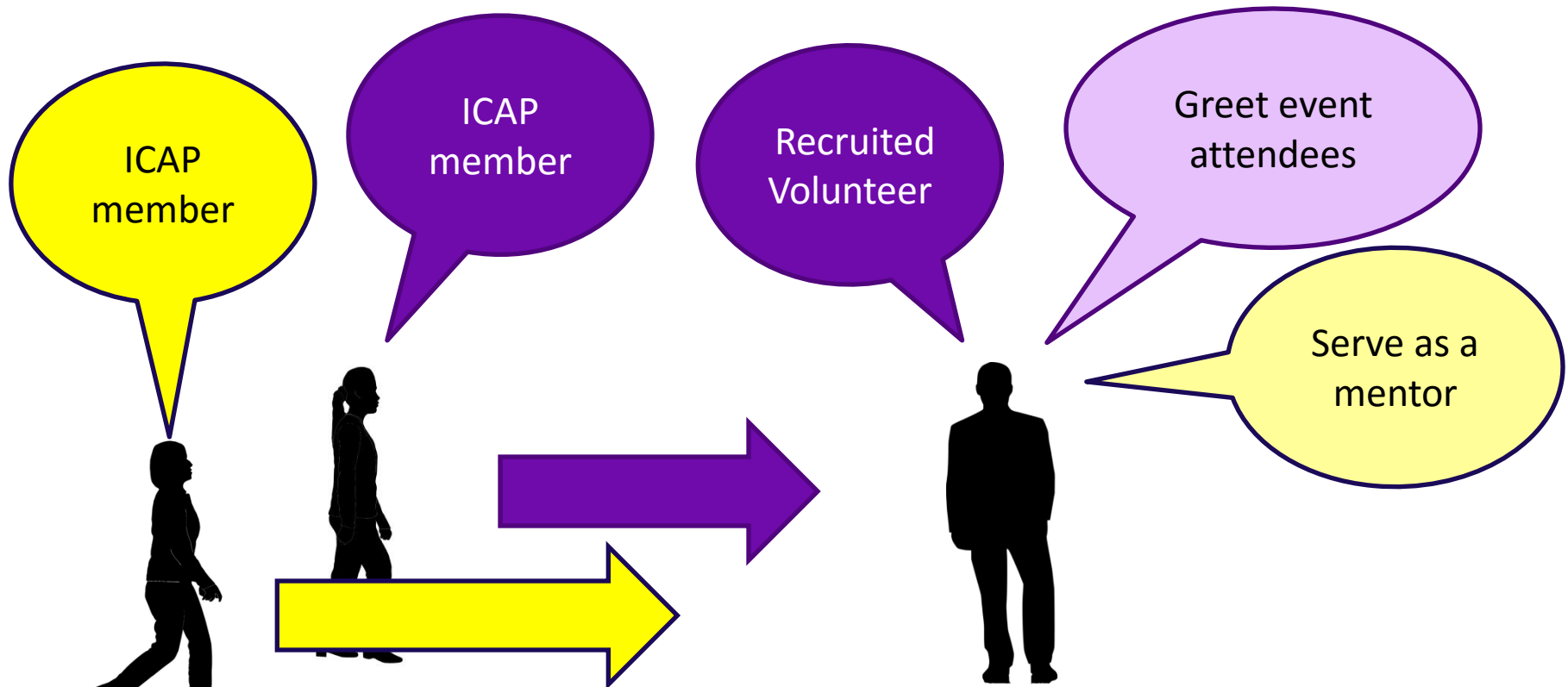
One volunteer is recruited by two ICAP members to perform two volunteer duties for one event.

Example: Non-Duplication



Two volunteers are recruited by one ICAP member to perform two volunteer duties for two separate events.

Example: Non-Duplication



Two volunteers are recruited by two ICAP members to perform two separate volunteer duties.

Example: Non-Duplication

A volunteer can be counted as being recruited AND managed.

Reflection

- Review
 - You must make an intentional effort in order to count a recruited volunteer
 - Managed volunteers must be supervised, volunteer at an event you coordinated, or trained by you.
 - Someone can be both recruited and managed!
- Preview
 - Performance measures by duties
- Big View
 - Definitions are important so you know what you can and cannot collect!

PERFORMANCE MEASURES BY DUTIES

Performance Measure by Duties

- **Capacity Specialist**
 - The member successfully completes 1 service project
 - Collects pre/post survey
- **Volunteer Recruiter**
 - Records all Capacity Specialist performance measures *and*
 - Recruits 10 volunteers
 - Volunteers serve at least 1 hour
- **Volunteer Manager**
 - Records all Volunteer Recruit performance measures *and*
 - Manages at least 4 volunteers

Performance Measure by Duties

- **Performance measures are not cumulative across positions**
 - A student who serves as a volunteer recruiter and a volunteer manager is only responsible for recruiting a minimum of 10 volunteers, not 20.
- **Performance measures are additive across positions**
 - A student who serves as a volunteer recruiter and a volunteer manager is responsible for recruiting a minimum of 10 volunteers and managing 4 volunteers.
- **All members are expected to record all performance measure data.**
 - A capacity specialist who recruits/manages volunteers must provide those performance measures.

Reflection

- Review
 - Check your member duties to see what is required of your position!
 - Performance measures are not cumulative!
- Preview
 - Collecting & Reporting performance measures
- Big View
 - You are expected to report on all ICAP performance measures, even if you are not doing those activities

COLLECTING & REPORTING PERFORMANCE MEASURES

Collecting Performance Measures

- You may use
 - Tools provided by ICAP
 - Or
 - Tools provided by your host site

Reporting Performance Measures

National Performance Measures					
Category		Mid term 9/1/15 to 3/31	End term 4/1 to 8/31	Final 9/1/16 to 10/31	Total
Volunteers	Number of community volunteers recruited				
	Number of community volunteers managed				
	Estimate the follow demographic types for the total number of volunteers you recruited/managed:				
	Disadvantaged children/youth				
	College students				
	"Baby Boomers"				

Reporting Performance Measures

National Performance Measures					
Category		Mid term 9/1/15 to 3/31	End term 4/1 to 8/31	Final 9/1/16 to 10/31	Total
	"Baby Boomers"				
Volunteer Impact	Number of hours served by community volunteers				
	Please provide estimates for the following:				
	Percentage of recruited volunteers serving more than 1 hour				
	Percent of recruited volunteers serving at more than 1 event				
	Number of service projects completed by volunteers				

Reporting Performance Measures

National Performance Measures					
Category		Mid term 9/1/15 to 3/31	End term 4/1 to 8/31	Final 9/1/16 to 10/31	Total
Disasters	Were you certified in disaster recovery training? (e.g., CPR)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Did you respond to any disasters as an ICAP member this program year?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	If yes, then how many local disasters have you responded to?				

Reporting Performance Measures

Additional Civic Engagement Trainings, Sessions (Optional)				
	Training	Date	Provider	Member Initials
Optional for all members	Civic Engagement Training, Session			
	Civic Engagement Training, Session			
	Civic Engagement Training, Session			
	Civic Engagement Training, Session			
	Civic Engagement Training, Session			

Reporting Performance Measures

- Check with your supervisor on where you should submit your performance measure report!

Reflection

- Review
 - You are expected to report on all performance measures, even if you report 0
 - Estimate demographic data
 - We don't expect you to receive disaster certification
- Preview
 - Collecting and reporting surveys
- Big View
 - Performance measures are vital to success of this program!

COLLECTING & REPORTING SURVEYS

Pre/Post Survey

What is the survey?

- *Pre-survey* measures the capacity of service sites.
- *Post-Survey* measures the impact of the ICAP members.

Who completes the survey?

- All service sites listed on your members' position description form should complete the surveys.
- If a service site is receiving support from more than one member, then the service site only needs to complete one survey.
- Members are responsible for collecting and submitting responses to IACC.
- Supervisors are responsible for coordinating the successful completion of all surveys.
- IACC is responsible for analysis and dissemination of results.

Pre/Post Survey

When should the surveys be collected?

- We suggest *pre-surveys* are collected no later than November 1.
- *Post-surveys* are collected in the member's last 30 days of service.
- If a service site is receiving member support that overlaps between two program years, then the post survey should be completed before August 31.

Why should my service sites complete this survey?

- The survey helps ICAP evaluate it's success!
- They can receive a report which compares their responses to all of ICAP's service sites.

Pre/Post Survey

Where do I find the survey?

- ICAP website
 - <http://iowacollegeamericorps.weebly.com/service-site-survey.html>

Pre-survey instructions

1. Set up a time to meet with your service site supervisor in order to complete this survey.
2. Introduce yourself to your supervisor as an AmeriCorps member.
3. Provide your service site supervisor with a copy of the survey included in this document.
4. Tell your supervisor that this is the pre survey and they will be asked to complete another survey near the end of your term.
5. Thank your supervisor for helping you to complete this performance measure.
6. Ensure your supervisor has completed all questions to the best of their ability.
7. When your supervisor has completed the survey, enter their responses on the ICAP performance measure form located on the ICAP website.
 - <http://iowacollegeamericorps.weebly.com/service-site-survey.html>
8. Save the completed survey and return it to Iowa Campus Compact.

Post-survey instructions

1. Please take every effort to ensure that the individual completing the post-survey is the same individual who completed the pre-survey.
2. Set up a time to meet with your service site supervisor in order to complete this survey.
3. Provide your service site supervisor with a copy of the survey included in this document.
4. Tell your supervisor that this is the post survey that will help measure your success in the program.
5. Thank your supervisor for helping you to complete this performance measure.
6. Ensure your supervisor has completed all questions to the best of their ability.
7. When your supervisor has completed the survey, enter their responses on the ICAP performance measure form located on the ICAP website.
 - <http://iowacollegeamericorps.weebly.com/service-site-survey.html>
8. Complete this for each of your service sites as listed on your Position Description

Reflection

- Review
 - You are responsible for collecting and submitting responses
 - You are not responsible for completing the survey
 - You must collect surveys from all of your service sites!
- Preview
 - Who to contact with questions!
- Big View
 - The survey shows AmeriCorps the great work you are doing!