National Performance Indicators Instruction Manual

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National Association for State Community Services Programs

National Performance Indicators

Instruction Manual

For State Use in Completing the FY 2009 CSBG Information System Survey

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Introduction

Purpose

This instruction manual is intended to help states and local Community Services Block Grant (CSBG) eligible entities (hereafter referred to as Community Action Agencies or CAAs) to organize and report the results of their efforts using a standard set of National Performance Indicators (NPIs) of Community Action performance.

The NPIs described in this guide were created collaboratively within the CSBG network to enable the approximately 1,100 diverse Community Action Agencies in 52 states and territories to present a more uniform and coherent national picture of their work and accomplishments.

This reporting process is an important component of the broader CSBG initiative to use results-focused management principles to revitalize and strengthen the entire CSBG Network.

Matters of Emphasis

State and local CAAs should keep in mind:

- The NPIs are about Community Action, not just those activities funded through the CSBG. Outcomes should be counted and reported from all Community Action programs and activities in the relevant program areas.
- Agencies should report outcomes only for those NPI categories in which they have supporting programs or activities. It is not expected that all CAAs will produce outcomes for all of the indicators.
- The NPIs reflect only a portion of the work and accomplishments of Community Action. This is not a complete story of the CAA network activities, but a selective sampling of what we do, intended to allow a national view of the most common outcomes that are identified across the country.
- Agencies should continue to report annually on their full range of outcomes in addition to reporting on the NPIs, and may use additional blank lines to communicate additional outcomes.
- Agencies may use the Notes and Clarifications section under each Goal to describe outcomes for additional indicators, detail outcomes for established indicators, and provide additional narratives or stories related to outcomes for that particular Goal. Pictures related to these narratives may be submitted as separate attachments.

Guidance for Agencies Reporting in Goals 1 and 6

The NPIs require you to think about the context in which you are providing services in order to determine where various outcomes should be reported. Goals 1 and 6 both focus on the achievement of family stability, but for different populations. Goal 1 reflects individual and family outcomes based on movement toward self-sufficiency through obtaining or increasing earned income, while Goal 6 refers to outcomes achieved by vulnerable populations that are moving toward stability.

Some family outcomes may be reported under both Goals 1 and 6 to ensure that the NPIs fully reflect all services that were rendered in FY 2009. Other outcomes, namely those reported in NPIs 1.2 and 6.4 are mutually exclusive and cannot be reported twice. The following restriction applies:

- NPI 1.2 is mutually exclusive to NPI 6.4. As such, no outcome may be reported in both NPI 1.2 and NPI 6.4 in FY 2009.

  NPIs 1.2 and 6.4 measure identical outcomes for two distinct and separate populations- one that is able to work and one that is unable to work. Therefore, reporting an individual in both NPIs 1.2 and 6.4 would mean that a vulnerable individual who is *unable* to work has achieved an outcome indicating that s/he has reduced a barrier to initial or continuous employment. Instead, this individual would only be reported in NPI 6.4. Put another way, individuals achieving family stability outcomes who are *able* to work should be reported in NPI 1.2. Individuals achieving family stability outcomes who are *unable* to work should be reported in NPI 6.4.

Conversely, some family stability outcomes may be reported in multiple indicators. The following reporting practices are allowed:

- NPI 1.2 is not mutually exclusive to NPI 6.2. As such, an outcome may be reported in both NPI 1.2 and NPI 6.2 in FY 2009.

  For example, a family with a low-wage worker as the head of household that has exhausted its monthly food stamp allotment and benefit check can be reported in both NPIs 1.2 and 6.2 if it received emergency food assistance that supported the worker's continued employment.

- NPI 6.4 is not mutually exclusive to NPI 6.2. As such, an outcome may be reported in both NPI 6.4 and NPI 6.2 in FY 2009.

  For example, if a senior received emergency food assistance, that senior would be counted as not only receiving *emergency* food assistance in NPI 6.2, but s/he would also be counted under NPI 6.4 as a vulnerable individual receiving food assistance in order to maintain family stability.

Note: If you choose to report an outcome in multiple indicators, you must keep track of why and how this decision was made. You must keep track of this decision making process for each outcome reported in multiple indicators.

When to Report Outcomes of Referred Clients

Agencies should report outcomes not only resulting from programs and activities that they administer, but also those from participants successfully referred to partnering service providers in their community. A successful referral is one where it has been verified that the individual used the agency's referral and received a service as a result of that referral from another

partnering agency. CAAs most often will refer a client to a partner agency when they are not able to provide a service to that client in order to meet a need identified in his/her case management plan. Once a referral is made, a CAA must remain in contact with the partner agency in order to track and verify that client's progress towards an outcome. Once the client achieves an outcome that fits a national performance indicator, s/he may be reported by the originating CAA as an outcome achieved for that fiscal year.

It is also possible that an individual will be referred to a CAA from a partner agency in the community. In this case, once the individual enrolls in a program administered by the CAA, s/he becomes a client of that agency and is reported on as any other client would be.

Some examples of when to report referred clients as outcomes include:

- A working participant enrolled in an agency GED program needs to enroll his/her eligible child in a Head Start program, but the agency offers no child care programs of any kind. That participant is referred to a partnering Head Start program outside the agency that enrolls his/her child. The agency would report that a working participant obtained child care in NPI 1.2 as long as the agency tracked that referred participant over time and can verify the outcome.
- A participant in an employment training program outside the agency is referred to the agency for work supports that the agency offers. Once that referred person enrolls in a work support program, s/he becomes a client of the agency, and as a result, all outcomes related to that client are reported by the agency.

When an Outcome Does Not Match any NPI

As stated above, the examples of agency activities used in these instructions are not intended to capture all of the ways CAAs function. Agencies are encouraged to fit their specific initiatives into the general categories of activities by selecting the category most suitable for reporting program outcomes. Some outcomes are not easily categorized, such as:

- Outcomes that relate to special regional needs or conditions;
- Outcomes that reflect innovative combinations of services;
- Outcomes that speak to community interventions; or
- Outcomes on agency development activities.

These outcomes may not be covered by the exact wording of the NPIs. In this case, state and local agencies may describe outcomes of these programs under the Notes and Clarifications section(s) of one or more of the six National Goals.

Agencies Using Scales to Monitor Progress toward Outcomes

State and local agencies that use scales to measure and report incremental progress toward participant or community outcomes are asked to report the **description(s) of improved conditions** that are reflected in upward movement on scales, rather than refer to the movement without description.

The movement on any given scale may not be the same as the movement on other scales, so this "movement" is not always uniform. In other words, since there is no national definition of the terms used to rate movement on these progress scales, each agency must specify the criteria it has used to define individual and/or household accomplishments at each step of the scale.

For example, an agency that uses a scale to register employment status gains among participants may record movement from "in crisis" to "stability." The definition of "in crisis" on the agency's scale may include a variety of conditions, including lack of adequate education or training, and chronically or episodically unemployed. The definition of "stability" might include such conditions as gained needed education or training, and achieved stable and full-time employment with benefits. In this example, the agency would count and report the number of participants achieving one or more of the conditions that comprise the "stable" ladder of the agency's employment scale.

Performance Targeting for NPIs

The ability of local CAAs to identify their own performance targets continues to be of interest to the Administration, to the Congress and to the national network of CAAs. We have begun to find patterns in the data that is reported on the NPI report where targets showing "those to achieve outcomes" are identified. The activity of engaging in successful targeting fulfills an essential need for compliance with elements of the Government Performance and Results Act (GPRA) of 1993.

The ability of an agency to set and meet realistic targets reflects the expectations of GPRA:

- Establish performance goals to define the level of performance to be achieved by a program activity.
- Express such goals in an objective, quantifiable, and measurable form.
- Provide a basis for comparing the actual program results with the established performance goals.

From the Government Performance and Results Act of 1993, (b) Performance Plans and Reports, Section 1115. Performance Plans.

To assist states and agencies in **creating their own standards** for the performance of Community Action services and interventions, we have responded to the evolving emphasis on determining not only the outcomes, but also the effectiveness of federally-funded programs. As an initial step in that process, three of the NPIs ask for agencies to report both the *number* of outcomes achieved and the *percentage* that number represents of the level of performance expected or anticipated by the agency.

These NPIs include:

- National Performance Indicator 1.1 – Employment
- National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization
- National Performance Indicator 6.3 – Child and Family Development

These indicators were selected for this initial performance targeting effort because many agencies already provide information on the number of individuals or households that achieve program outcomes relative to the number of participants expected to achieve success.

Expanding the current ROMA focus on outcomes to include locally-determined performance targets will eventually apply to all of the NPIs.

NASCSP has produced a separate manual to help states and local CAAs improve their performance targeting skills, titled ***NASCSP Targeting Field Manual: Setting and Reviewing Targets***. This manual enables agencies to accurately predict and identify their results through detailed examples, tested strategies, case studies, and best practices. The Targeting Field Manual can be downloaded from the NASCSP website, or by calling the NASCSP offices at 202-624-5850.

Changes to NPIs for FY 2009

NPI 1.1

- Changed Indicator to read *"The number and percentage of low-income participants in Community Action employment initiatives who get a job or become self-employed, as measured by one or more of the following:"*
- Added new measure *B. "Employed and maintained a job for at least 90 days."*
- Changed *C.* to *"Employed and obtained an increase in employment income* ***and/or benefits.****"*
- Changed *D. to "Achieved "living wage" employment and/or benefits."*

NPI 1.2

- Changed *A.* to *"Obtained skills/competencies required for employment."*
- Removed *"in order to gain or maintain employment"* from *D, E, F, G, H* and *I.*"
- Added *J. "Obtained non-emergency LIHEAP energy assistance."*
- Added *K. "Obtained non-emergency WX energy assistance."*
- Added *L. "Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)"*

NPI 1.3 – Enhancement

- Changed *1.3.1* to *"Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits."*

NPI 1.3 – Utilization

- Added *3. "Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings."*
- Added *4.d. "Number and percent of participants purchasing other assets with accumulated savings."*

NPI 2.1

- Added *A. "Jobs created, or saved, from reduction or elimination in the community."*

NPI 2.3 Community Engagement*NEW INDICATOR***

- The number of community members working with Community Action to improve conditions in the community.
  a. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives.
  b. Number of volunteer hours donated to the agency (This will be ALL volunteer hours).

NPI 2.4 Employment Growth from ARRA Funds*NEW INDICATOR***

- The total number of jobs created or saved, at least in part by ARRA funds, in the community.
  a. Number of jobs created at least in part by ARRA funds.
  b. Number of jobs saved at least in part by ARRA funds.

NPI 3.1 Community Enhancement through Maximum Feasible Participation*NEW INDICATOR***

- The total number of volunteer hours donated **by low-income individuals** to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)

NPI 4.1

- Measure has been changed to capture partnerships via a list of types of partners Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes. Types of partners include:
  - Non-Profit
  - Faith Based
  - Local Government
  - State Government
  - Federal Government
  - For-Profit Business or Corporation
  - Consortiums/Collaboration
  - Housing Consortiums/Collaboration
  - School Districts
  - Institutions of post secondary education/training
  - Financial/Banking Institutions
  - Health Service Institutions

- State wide associations or collaborations

NPI 5.1 Agency Development*NEW INDICATOR*****

- The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes. Types of resources include:
  - Number of C-CAPS
  - Number of ROMA Trainers
  - Number of Family Development Trainers
  - Number of Child Development Trainers
  - Number of staff attending trainings
  - Number of board members attending trainings
  - *Hours* of staff in trainings
  - *Hours* of board members in trainings

NPI 6.1

- Senior Citizens (**seniors can be reported twice, once under Senior Citizens and again if they are disabled under Individuals with Disabilities, ages 55-over.)**
- Individuals with Disabilities

  Ages:
  - 0-17
  - 18-54
  - 55-over

NPI 6.2

- Changed to *"The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided."*
- Removed "Unit of Measurement"
- Replaced "Emergency Vendor Payments" with the following categories:

  B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources

  C. Emergency Rent or Mortgage Assistance

  D. Emergency Car or Home Repair (i.e. structural appliance, heating system, etc.)

NPI 6.3

- Changed *Youth 1* to *"Youth improve health and physical development."*
- Changed *Youth 5* to *"Youth increase academic, athletic, or social skills for school success."*

NPI 6.4 Family Supports (Seniors, Disabled and Caregivers)*NEW INDICATOR***

- Family Supports (Seniors, Disabled and Caregivers) matches most of NPI 1.2, just not in support of employment.
- Low-income people who are unable to work, especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:
    a. Enrolled children in before or after school programs
    b. Obtained care for child or other dependent
    c. Obtained access to reliable transportation and/or driver's license
    d. Obtained health care services for themselves or family member
    e. Obtained safe and affordable housing
    f. Obtained food assistance
    g. Obtained non-emergency LIHEAP energy assistance
    h. Obtained non-emergency WX energy assistance
    i. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)

NPI 6.5 Service Counts*NEW INDICATOR***

- The number of services provided to low-income individuals and/or families, as measured by one or more of the following:
    a. Food Boxes
    b. Pounds of Food
    c. Units of Clothing
    d. Rides Provided
    e. Information and Referral Calls

NPI Narratives

- Changed *"Narratives"* to *"Notes and Clarifications."*

Goal 1: Low-Income People Become More Self-Sufficient

National Performance Indicator 1.1 – Employment

NPI 1.1 refers to outcomes achieved by low-income participants in Community Action employment initiatives who are either unemployed and seeking earned income, or who are employed and seeking increased earned income and employment benefits.

The reference to "Community Action employment initiatives" has been interpreted by some agencies to include only those initiatives that have a direct focus on employment services. However, the intent of this indicator is to report the participants who achieved employment outcomes as a result of **either** direct employment services (including such activities as identified below) **or** as a result of the support reflected in NPI 1.2.

CAAs should report in NPI 1.1 outcomes for all federal, state, local and privately-funded programs or activities that focus on employment or self-sufficiency as a primary outcome *or* as a complementary outcome. This includes programs that:

- Prepare those without a history of employment to enter the workforce;
- Provide initial job placement and retention for the chronically unemployed;
- Support re-entry into the workforce by those with a history of employment;
- Improve employment, increase earned income, or increase employer paid benefits;
- Offer opportunities for self-employment; and
- Assist workers to achieve and retain "living wage" jobs and/or benefits.

Programs and funding sources that support Community Action outcomes to be reported under NPI 1.1 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Temporary Assistance to Needy Families (TANF)
- Welfare to Work

- Work First
- Workforce Investment Act (WIA)
- Head Start
- Community Development Block Grant (CDBG)
- State, local or privately-funded employment or self-sufficiency initiatives

How to Report for NPI 1.1

For each of the subcategories of this employment indicator the following data are required:

1. Data on all participants who were part of the agency's efforts to support low-income individuals who are seeking employment and those who are seeking to improve an employment situation.
2. Data on all participants who were expected to achieve the outcome identified in the subcategories. In many cases, the number expected to achieve the outcome can be found in the grants or contracts with the particular funding source that supports the efforts.
3. Data on all participants who were part of the agency's efforts *and* who actually achieved the outcome identified in the subcategories within the reporting period. This number will require follow up to determine what happened with participants.
4. Data pertaining to the percentage of program participants achieving the outcome identified in the subcategories will be calculated by dividing those who achieved the outcome by those expected to achieve. The database will automatically calculate this percentage.

CAAs are asked to group employment outcomes (numbers of participants and numbers achieving the outcome) for all similar programs and report totals for the agency's participants as a group.

Example 1

An agency receives a TANF grant from the state to provide job training and placement services to 200 TANF recipients during the reporting period. In addition, the agency uses CSBG funds to provide similar services to 65 non-TANF program participants. The number of individuals enrolled in combined agency efforts is 265 – the first number that will be placed in column A.

The following outcomes are anticipated:

- 150 TANF recipients are expected to be placed in jobs during the reporting period; and
- 50 non-TANF/CSBG individuals are expected to be placed in jobs as a result of CSBG-funded employment activities.

Between the two programs (TANF and CSBG), the agency expected to place 200 individuals in jobs. Therefore, the total number expected to achieve the outcome during this reporting period is 200 – the number that will be placed in column B.

At the end of the period, a total of 180 participants in employment programs achieved initial job placement:

- 140 TANF participants were placed in jobs; and
- 40 non-TANF/CSBG participants were placed in jobs.

The third number, the total number who actually achieved the outcome during this reporting period, is 180 – which is placed in column C.

Therefore, 90%, of those who the agency expected to achieve employment (180 of 200 individuals) were successful. This percent will be automatically generated in column D.

National Performance Indicator 1.1 **Employment** **The number and percentage of low-income participants in Community Action initiatives who get a job or become self-employed as measured by one or more of the following:**	**A.) Number of Participants Enrolled in Program(s)** **(#)**	**B.) Number of Participants Expected to Achieve Outcome in Reporting Period (Target)** **(#)**	**C.) Number of Participants Achieving Outcome in Reporting Period (Actual)** **(#)**	**D.) Percentage Achieving Outcome in Reporting Period [C / B = D]** **(%)**
A. Unemployed and obtained a job	265	200	180	90%

Example 2

A CAA has a subcontract with a vocational training and job placement facility to teach basic computer skills to 150 Community Action participants annually and to place some of these participants in entry-level jobs. In addition, the agency contracts with a commercial driving school to help other participants receive trucking licenses – 12 people participated in the commercial driving school.

The number of individuals enrolled in combined agency efforts is 162 – the first number that will be placed in column A.

It is expected that of the 150 participants referred to the vocational training facility, 90 will be placed in employment. Of the 12 participants attending the driving school, 10 are expected to find employment as long-haul truckers.

Therefore, the total number expected to achieve the outcome during this reporting period is 100 (90 + 10) – the number that will be placed in column B.

At the end of the reporting period, it was found that of the 150 participants referred to the vocational training facility, 75 ultimately achieved initial employment as a result of that referral. Of the 12 attending the driving school, 9 are now employed as long-haul truckers.

The third number, the total number who actually achieved the outcome during this reporting period, is 84 (75 + 9) – which is placed in column C.

Therefore, 84% (84 ÷ 100), of those who the agency expected to achieve employment were successful. This percent will be automatically generated in column D.

National Performance Indicator 1.1 **Employment** **The number and percentage of low-income participants in Community Action initiatives who get a job or become self-employed as measured by one or more of the following:**	**A.) Number of Participants Enrolled in Program(s)** **(#)**	**B.) Number of Participants Expected to Achieve Outcome in Reporting Period (Target)** **(#)**	**C.) Number of Participants Achieving Outcome in Reporting Period (Actual)** **(#)**	**D.) Percentage Achieving Outcome in Reporting Period [C / B = D]** **(%)**
A. Unemployed and obtained a job	162	100	84	84%

A. Unemployed and Obtained a Job

Among the situations that may generate outcomes to be reported in this subcategory are:

- Unemployed individuals engaged in Community Action programs that specifically focus on employment training or placement (such as those funded by CSBG, TANF, WIA or other sources) who obtain an initial job;
- Unemployed individuals engaged in a case-managed initiative focusing on self-sufficiency who achieve employment as part of their overall progress toward self-sufficiency;
- Unemployed parents of Head Start or other child development programs who obtain initial employment in the context of parent and family development services;
- Unemployed individuals who obtain initial employment on staff within the Community Action Agency;

- Unemployed individuals with a history of employment who seek assistance from Community Action to re-enter the workforce and are successful;
- Unemployed individuals who start their own business, or become self-employed, as a result of Community Action assistance; and
- Unemployed individuals served by Community Action who achieve initial employment as a result of strategic partnerships between the CAA and other agencies or organizations.

B. Employed and Maintained a Job for at Least 90 Days

This performance indicator subcategory is intended to capture Community Action efforts to help low wage workers move towards economic security. Agencies providing life skills and job-readiness programs may use this measure to track the impact of these programs.

Among the situations that may generate outcomes to be reported in this subcategory are:

- Individuals engaged in a case-managed self-sufficiency initiative who maintain for at least 90 days employment obtained during the course of their participation.
- Individuals placed in entry-level jobs that are retained following an initial 90-day probationary period.
- Agency employees who are retained following an initial 90-day agency probationary period.

C. Employed and Obtained an Increase in Employment Income and/or Benefits

This performance indicator subcategory is intended to capture Community Action efforts to help low wage workers move towards economic security.

Among the situations that may generate outcomes to be reported in this subcategory are:

- Employed individuals whose income increases as a result of better wages or benefits, or increased hours because of Community Action through:
  - Continuing or vocational education;
  - Employment within the agency;
  - Job referral or employment placement assistance; and/or
  - Employment counseling.
- Individuals who achieve higher income as a result of new or improved self-employment opportunities facilitated by Community Action through:

- Micro business; and/or
- Day care providers achieve licensure.

Report the total number of individuals experiencing improved employment income as a result of both direct service (funded by a variety of sources, including CSBG, Head Start, WIA, TANF, Welfare to Work, State/local/private programs), and as a result of partnerships with other agencies or organizations in the community.

D. Achieved "Living Wage" Employment and/or Benefits

This subcategory is intended to reflect the accomplishments of Community Action programs and activities, through all relevant funding sources, in helping low-income individuals move from dependency to relative economic independence, or self-sufficiency.

There is no definitive national "living wage." The amount of income and benefits needed to support the routine costs of individual or family life vary from community to community, state to state. As a result, each local agency must define what constitutes a "living wage" and appropriate benefits in their service area, and count and report the number of low-income program participants who are helped to reach or exceed those thresholds.

The Ford Foundation has funded a national non-profit organization, Wider Opportunities for Women, to develop "living wage" calculations for 35 states. Wider Opportunities for Women (WOW) calls these calculations "self-sufficiency standards." Community Action officials interested in learning more about this initiative may contact WOW by telephone at (202) 464-1596, by mail at 1001 Connecticut Avenue, N.W. #930, Washington, D.C. 20036, or online at www.wowonline.org.

The "self-sufficiency standards" established by WOW are just one of the ways to measure or define a "living wage." Individual CAAs and states are encouraged to review the various nationally recognized strategies and best practices on the ROMA website, www.roma1.org. The site offers links to resources to help you to calculate a living wage in your state or community.

Additional Indicators for NPI 1.1

If you track the number of individuals who gained employer-provided benefits (other than health insurance) that are of importance to your agency or to your state, you may want to include this as an Additional indicator on a blank line.

Goal 1: Low-Income People Become More Self-Sufficient

National Performance Indicator 1.2 – Employment Supports

Local CAAs that provide services to unemployed participants and low-wage workers that enable the family to gain or retain employment and improve income status should report the results of these activities under the various subcategories of NPI 1.2. These supporting services often make the difference between success and failure in a low-income family's efforts to complete job training or education in preparation for employment, or to retain a job once it is acquired.

NPI 1.2 differs from NPI 6.4 (Family Supports), in that outcomes reported in NPI 1.2 should only be for individuals who are able to work.

Outcomes of activities may be counted and reported for this indicator if they are viewed by the agency and program participants as:

- Helping families as they prepare for or retain employment. These include such outcomes as:
  - Finding safe and affordable housing for a family at risk of becoming homeless or in a housing crisis, which enables the adult(s) to participate in employment or employment preparation activities;
  - Providing timely access to health care for children before they become too sick to attend school and potentially jeopardize the job of a parent that needs to care for them at home; and
  - Providing non-emergency food/nutrition supplements to a family to enable the working parent(s) to function on the job;
- Increasing the employability of participants, such as the achievement of educational degrees, diplomas or certifications; or
- Supporting the logistical needs of working participants, such as the acquisition of safe and affordable transportation or securing repairs to an automobile that is the only transportation available to a working parent, and the acquisition of child care or other dependent care services.

Outcomes to be reported under NPI 1.2 may be achieved as part of free standing activities within an agency or in the context of a case-managed, service-coordinated initiative designed to promote self-sufficiency of families seeking to gain, maintain or increase earned income.

Programs and funding sources that support Community Action outcomes to be reported under NPI 1.2 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Social Services Block Grant (SSBG)
- Community Development Block Grant (CDBG)
- Head Start
- Child Care and Development Block Grant (CCDBG)
- Medicaid
- Temporary Assistance to Needy Families (TANF)
- Section 8 Housing
- Workforce Investment Act (WIA)
- Childhood Immunization
- Community Health Centers
- Health Services Block Grant
- Substance Abuse and Mental Health Services Block Grants
- Healthy Start/State Children's Health Insurance Programs (SCHIP)
- Adult Basic Education
- State and local, public or private initiatives focused on employment barriers

How to Report for NPI 1.2

For each of the subcategories of this employment support indicator the following data are required:

1. Data on all participants who were part of the agency's efforts to support low-income individuals to reduce and/or eliminate barriers to initial or continuous employment.

2. Data on all individuals who were part of the agency's efforts *and* who actually achieved the outcome identified in each subcategory within the reporting period. This number will require follow up to determine what happened with participants.

Examples

A. Obtained skills/competencies required for employment

Examples:

- WIA-funded CAA program in which participants complete course work and receive certification for a specific type of job, such as computer systems design, emergency medical assistance, public safety, child care, cosmetology or physical fitness.
- A Community Action Agency partnership with a local trade organization in which participants complete formal work apprenticeships and receive certification or licensure in that trade.

B. Completed ABE/GED and received certificate or diploma

Examples:

- Through CAA partnerships with the local schools, participants in a case-managed self-sufficiency program supported by several federal, state, and local programs earn a GED as part of their preparation for entering initial employment.
- CAA participants complete adult basic education courses in English language proficiency financed by CSBG or by Refugee Resettlement Program funds to improve their employment opportunities and income.

C. Completed post-secondary education program and obtained certificate or diploma

Examples:

- Parents of children in a Head Start program earn post-secondary degrees as a result of Community Action support and thereby meet both ROMA targets and Head Start economic empowerment goals.
- Participants in CAA coordinated service self-sufficiency programs earn post-secondary education degrees as a result of financial planning, student loan and Federal grant assistance from the agency and TANF-supported child care or transportation subsidies.

D. Enrolled children in before or after school programs

Examples:

- School-aged children of TANF-funded programs participate in early morning or late afternoon educational enrichment, developmental, or recreational activities of the local school district as a result of formal partnerships between the CAA and the school system.
- Using a combination of WIA, TANF, CSBG and state economic development funds, children of employment program participants are placed in late night or early morning child care programs to accommodate off-hours shift work or training.

E. Obtained care for child or other dependant

Examples:

- Working participants in employment programs enroll eligible children in Head Start and/or child care.
- Working participants with children who become ill and cannot attend child care or school and receive child care or Head Start from an agency program designed to serve that purpose.
- Working participants in employment programs achieve appropriate placement for mentally or physically disabled children as a result of Community Action referral and/or partnership with other service providers.
- Working participants in employment programs achieve appropriate in-home or congregate care for a dependent aging parent provided by the agency, or as a result of referral or partnership with another service provider.

F. Obtained access to reliable transportation and/or driver's license

Examples:

- Participants in Community Action TANF-funded Welfare-to-Work programs receive public transportation tokens or subsidies.
- Participants in Community Action programs receive assistance to purchase and maintain an automobile.
- Participants in Community Action programs receive free or reduced-cost employer-sponsored van or bus transportation as a result of CAA and employer partnership.

G. Obtained health care services for themselves or a family member

Examples:

- Working-poor CAA participants with no public or private health insurance receive medical attention for themselves and their family through an agency-maintained health clinic or facility, thus enabling them to attend work without excessive absences related to health issues and enabling children to participate in school/child care.
- CAA participants are helped to qualify for, and/or access Federal, state or local health care insurance coverage for themselves and their family members, thus enabling them to attend work or work preparation activities without excessive absences related to health issues and enabling children to participate in school/child care.
- CAA participants receive timely and affordable mental health or substance abuse treatment as a result of agency agreements/partnerships with appropriate facilities or individual providers, thus enabling them to attend work or work preparation activities without excessive absences related to health issues and enabling children to participate in school/child care.

H. Obtained safe and affordable housing

Examples:

- CAA participants whose housing situation becomes safer or more stabilized, thus enabling adult family members to become documented for employment purposes as a result of agency assistance.
- CAA participants whose housing situation becomes safer or more stabilized, thus enabling adult family members to attend work or work preparation activities as a result of agency assistance.
- CAA participants whose housing location improves in relation to employment and/or employment opportunities as a result of agency assistance.

I. Obtained food assistance

NPI 1.2I is different from food assistance in NPIs 6.2 and 6.4 in that NPI 1.2I measures activities that provide food assistance at a <u>maintenance level</u> to individuals who are <u>able to work</u>, such as WIC food assistance for families with an employed head of household, and not in emergency or crisis situations. All emergency food assistance should be reported in National Goal 6.

Examples:

- Working poor individuals and families receive food distributed by the agency to supplement their nutritional needs and promote greater family stability, which is needed to gain or retain employment.
- A working family loses food stamp benefits when their income exceeds the food stamp requirement by $20. The family receives food assistance from the agency in order to maintain employment.

J. Obtained non-emergency LIHEAP energy assistance

Example:

- CAA participants receive home heating assistance, thus enabling adult family members to attend work or work preparation activities without excessive absences related to health issues.

K. Obtained non-emergency WX energy assistance

Example:

- CAA participants receive weatherization assistance to remove dangerous or substandard insulation, thus enabling adult family members to attend work or work preparation activities without excessive absences related to health issues.

L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX.)

Example:

- CAA participants receive utility moratorium protection to prevent winter utility shut off, thus enabling adult family members to attend work or work preparation activities without excessive absences related to health issues.

Goal 1 – Low-income People Become More Self-Sufficient

National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization

Local agencies that help participants increase financial assets and/or their ability to manage and utilize resources should report outcomes under NPI 1.3.

Among the Community Action programs or activities that enhance financial assets and maximize their use that should be reported under this performance indicator are:

- Agency instructional or counseling activities that result in greater access by low-income participants to Federal, state, or local tax benefits or credits for which they are eligible;
- Agency assistance to participants that results in their receiving court-ordered child support;
- Agency assistance to participants and their families that results in their receiving telephone and energy discounts, including but not limited to discounted or free telephones, telephone Lifeline, Link Up, and Toll Limitation services, and discounted electric or gas utility services;
- Agency programs that help participants and their families manage household income and resources, including instruction in household budgeting, consumer education, and the use of financial services within the community; and
- Agency programs that result in participant accumulation of economic resources over time and that enable them to invest in major life-improving activities, such as the creation of a small business, the pursuit of higher education or home ownership.

Programs and funding sources that support Community Action outcomes to be reported under NPI 1.3 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Child Support Enforcement
- Small Business Administration (SBA)

- Individual Development Accounts (IDA)
- Housing and Urban Development (HUD) and State Housing Programs
- Private grants/donations for financial literacy education or IDA match funding

Among the types of tax credits or non-employment benefits that can be counted and reported are:

- Earned Income Tax Credit (EITC)
- Child Tax Credits
- Child Support and Child Support Enforcement Payments

How to Report for NPI 1.3

For each of the subcategories of this economic asset enhancement and utilization indicator the following data are required:

1. Data on all participants who were part of the agency's efforts to support low-income individuals to enhance or utilize their economic assets.
2. Data on all participants who were expected to achieve the outcome identified in the subcategories. In many cases, the number expected to achieve the outcome can be found in the grants or contracts with the particular funding source that supports the efforts.
3. Data on all participants who were part of the agency's efforts *and* who actually achieved the outcome identified in the subcategories within the reporting period. This number will require follow up to determine what happened with participants.
4. Data pertaining to the percentage of program participants achieving the outcome identified in the subcategories will be calculated by dividing those who achieved the outcome by those expected to achieve. The database will automatically calculate this percentage.
5. Data on the aggregated dollar amounts created by the achieved outcomes of participants (payments, credits or savings). *Note: Data on aggregated dollar amounts are only required for NPI 1.3 Enhancement 1, 2, and 3 and Utilization 3 and 4.*

Examples

Enhancement 1. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits

Example:

- A CAA participant qualifies for and receives an Earned Income Tax Credit worth $100. (Report $100 worth of savings.)

Enhancement 2. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments

Example:

- A CAA participant obtains court-ordered child support payments worth $150 per month, equal to $1,800 per year. (Report $1,800 worth of payments.)

Enhancement 3. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings

Examples:

- A CAA participant receives a free phone from the wireless carrier in their county worth $30. (Report $30 worth of savings.)
- A CAA participant receives his/her electric utility service at a discounted rate. The difference between the discounted rate and the regular rate is $250. (Report $250 worth of savings.)

Utilization 1. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days

Example:

- A CAA participant enrolls in and completes a financial management class focused on the importance of savings and money management, during which s/he is required to complete and maintain a budget for 100 days and succeeds.

Utilization 2. Number and percent of participants opening an Individual Development Account (IDA) or other savings account

Example:

- A CAA participant is deemed eligible, applies for, and opens an IDA with the assistance of the agency.

Utilization 3. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings

Examples:

- A CAA participant opened a new account after signing up for the IDA program in their community and has since saved $900 in their own savings and matching funds. (Report $900 in savings.)
- A CAA participant first enrolled in a family savings account program 14 months ago and has saved $10 every week since then. Since opening the account, s/he has saved $560, and in the past year, s/he has saved $480. (Report $480 in savings.)

Utilization 4. Of participants in a Community Action assets development program (IDA and others):

a. Number and percent of participants capitalizing a small business with accumulated savings

Example:

- A CAA participant enrolled in an IDA program used $1500 of his/her savings to cover inventory expenses of a small business. (Report $1500 in savings.)

b. Number and percent of participants pursuing post-secondary education with accumulated savings

Example:

- A CAA participant enrolled in a family savings account program used $600 of his/her savings to pay enrollment fees and purchase books required for attendance in a nationally accredited, post-secondary, vocational school. (Report $600 in savings.)

c. Number and percent of participants purchasing a home with accumulated savings

Example:

- A CAA participant with an IDA is a first-time homebuyer and used $2000 from that account to help pay the qualified costs on a principal residence. (Report $2000 in savings)

d. Number and percent of participants purchasing other assets with accumulated savings

Example:

- A rural CAA participant saved $1600 in his/her savings account and used $1100 from that account to purchase a car enabling him/her to become more self-sufficient. (Report $1100 in savings.)

Goal 2: The Conditions in Which Low-Income People Live are Improved

National Performance Indicator 2.1 – Community Improvement and Revitalization

CAAs that expand or safeguard the availability of community resources and opportunities to low-income people through their own community development activities or partnerships, or as a result of advocacy, should report outcomes under NPI 2.1. This set of measures collects outcomes on successful CAA projects that build "community assets," including not only material improvements like affordable homes and safe streets, but even changes in public policy that will reduce the causes of poverty and revitalize the low-income community.

Among the Community Action programs or activities that generate community infrastructure-building outcomes that should be reported under this performance indicator are:

- Agency advocacy with a municipal transportation authority for new or expanded bus service from low-income neighborhoods to geographic "centers" of employment or commerce.
- Agency partnership with the local housing authority and/or commercial banking institutions to support access to home financing in low-income communities.
- Agency advocacy with local government results in a county or city ordinance requiring local builders to "dedicate" 10% of all new construction of rental units to moderate or low-income renters, resulting in the creation of 130 new housing opportunities for low-income families.
- Agency partnership with one or more institutions of higher education in the community results in the creation of "off campus," subsidized college-level courses within a community center in a low-income neighborhood.
- An agency partners with a hospital to establish evening and weekend health services within a neighborhood community center.
- Agency participation in a community economic development partnership results in the relocation of a business to the area.

Programs and funding sources that support Community Action outcomes to be reported under NPI 2.1 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Community Development Block Grant (CDBG)
- Empowerment Zones and Enterprise Communities (EZ/EC)
- Housing and Urban Development (HUD) and Home Investment Partnerships Program (HOME)
- Community Health Centers Program
- U.S. Department of Agriculture
- Workforce Investment Act (WIA)
- Weatherization
- Transportation Programs
- Private Funding

How to Report for NPI 2.1

For each of the subcategories of this community improvement and revitalization indicator the following data are required:

1. Data on the number of projects and/or initiatives that were developed with significant investments by the CAA to assure opportunities and community resources for low-income individuals. This is placed in Column A. (See below for clarification on "significance" of investment.)
2. Data on the number of opportunities (as described above) and/or community resources which were preserved or increased. This is placed in Column B.

Note: The criterion for determining whether something is a result to be included under these indicators is whether the facilities, services, policy changes, infrastructure, housing, jobs, etc. were developed with significant investments by the CAA. "Significant" means the agency has invested personnel, funding, or facilities at a substantial and sustained level relative to the project size. In other words, any other partners in the initiative should have no hesitation in identifying the CAA involvement as a major factor in the success.

Examples

A. Jobs created, or saved from reduction or elimination in the community

The purpose of this measure is to capture the initiatives that increase or safeguard the number of jobs available in a community. What is being measured and reported in this subcategory is the creation or retention of jobs in the community over a one-year period that may or may not pay sufficient wages and/or benefits. Include all projects and opportunities preserved or increased in NPI 2.1B, below, in this indicator. NPI 2.1A will identify all projects and opportunities relating to all jobs created or saved, whereas NPI 2.1B will serve to identify only those projects and opportunities relating to "living wage" jobs.

Example (in addition to those listed under NPI 2.1B):

- As a result of CAA advocacy and partnerships, tax incentives are created to encourage more small businesses to open in the community. In FY 2008, 3 new small businesses take advantage of this incentive and 35 new jobs are created, of which 20 are "living wage" jobs with full benefits.
  (Report 1 project/initiative and 35 new opportunities. Note: you would also report 1 project/initiative and 20 new opportunities in NPI 2.1B)

B. Accessible "living wage" jobs created, or saved from reduction or elimination in the community

As with NPI 1.1, the definition of "living wage" will be determined in the context of state or local economic conditions. What is being measured and reported in this subcategory is the creation or retention of jobs in the community over a one-year period that pay sufficient wages and benefits to reduce or eliminate dependence of families on public or private benefit programs and services.

Examples:

- As a result of CAA advocacy and partnerships, tax incentives are created to keep an existing business in the community, with 400 "living wage" jobs, from relocating to a different community (job retention).
  (Report 1 project/initiative and 400 new opportunities.)

- A CAA micro-business initiative funded by the Small Business Administration and state economic development funds results in the formation of six new businesses in the community with a total of 45 "living wage" jobs.
  (Report 1 project/initiative and 45 new opportunities.)

C. Safe and affordable housing units created in the community

Safe and affordable housing is defined as the agency deems it appropriate, considering community conditions.

Example:

- Through a CAA partnership with the local housing authority and several financial institutions, the agency builds a senior living center for low-income aging individuals, thereby increasing the stock of affordable housing in the community by 40 units. (Report 1 project/initiative and 40 new opportunities.)

D. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by Community Action activity or advocacy

The purpose of this measure is to capture projects that make housing affordable, rather than just a service count of all projects. It is not to be used for on-going weatherization or rehabilitation projects operated by the agencies. On-going weatherization projects produce outcomes for individuals, which should be reported in Goal 1 or 6.

Example:

- The CAA weatherizes 70 existing housing units of low-income families utilizing weatherization funds as well as additional funds.
  (Report 1 project/initiative and 70 new opportunities.)

E. Accessible and affordable health care services/facilities for low-income people created, or saved from reduction or elimination

Examples:

- Through Community Action advocacy with the municipal authority, a primary health care clinic is built in a low-income neighborhood with the capacity to conduct 5,000 outpatient examinations/visits per year.
  (Report 1 project/initiative and 5,000 new opportunities.)

- The CAA negotiates agreements with two faith based substance abuse treatment providers to expand by 50 the number of treatment slots available to community low-income participants.
  (Report 1 project/initiative and 50 new opportunities.)

F. Accessible safe and affordable child care or child development placement opportunities for low-income families created, or saved from reduction or elimination

Example:

- The CAA negotiates with a major local employer who hires many graduates of the CAA programs to establish an "on site" child care program with an ongoing capacity to serve 30 children of participants in an agency employment program.
  (Report 1 project/initiative and 30 new opportunities.)

G. Accessible before-school and after-school program placement opportunities for low-income families created, or saved from reduction or elimination

Examples:

- The CAA successfully advocates for the expansion of after school recreational opportunities to include 200 additional youth, at the middle and high schools serving low-income neighborhood.
  (Report 1 project/initiative and 200 new opportunities.)
- The CAA uses Substance Abuse Prevention funds to create an after-school mentoring program capable of serving 50 youth in a low-income neighborhood community center.
  (Report 1 project/initiative and 50 new opportunities.)

H. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation

Examples:

- A rural CAA contracts with the local Area Agency on Aging to utilize three agency vans with a total of 36 seats to transport low-income workers to and from employment on a regular basis, when the vans are not being used for senior services.
  (Report 1 project/initiative and 36 new opportunities.)
- As a result of CAA advocacy with a local transportation authority, two new bus routes serving low-income neighborhoods are established that can transport up to 600 low-income workers to and from centers of employment.
  (Report 2 projects/initiatives and 600 new opportunities.)
- A CAA uses a combination of CSBG, Department of Transportation, and private funds to contract with a local high school auto mechanics training program to increase by 30 cars a year the number of available and affordable cars for community low-income families.
  (Report 1 project/initiative and 30 new opportunities.)

I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education

Examples:

- During the reporting period, a CAA receives state certification and funding to provide vocational training in commercial transportation to 100 low-income participants per year. (Report 1 project/initiative and 100 new opportunities.)
- In partnership with the local school system, a CAA creates six new evening courses in English language proficiency taught by school system personnel in an agency facility. Each course can enroll up to 15 students and the six courses are offered in the fall and spring of each year. Six courses x 15 students x 2 seasons = 180 new educational placement opportunities.
  (Report 6 projects/initiatives and 180 new opportunities.)

Goal 2: The Conditions in Which Low-Income People Live are Improved

National Performance Indicator 2.2 – Community Quality of Life and Assets

CAAs that increase the presence and availability of community services and commercial enterprise within low-income communities, or that increase the value of neighborhood residences through rehabilitation, should report outcomes that support this performance indicator. Outcomes may be a result of CAA advocacy, program initiative, or partnership with local government, business, financial institutions, or other community organizations.

A broad range of Community Action activities could generate outcomes to be reported under this performance measure. Among the most common activities are:

- CAA advocacy for new or expanded public services and facilities in low-income neighborhoods that result in new construction or renovation of such facilities as neighborhood centers, recreational facilities, schools, or libraries.
- Agency participation in community economic development initiatives involving local governments, the business community, and other public and private organizations aimed at increasing commercial and business investment and enterprise in low-income neighborhoods.
- Agency partnerships with other public and private organizations that promote the creation of micro-business opportunities for low-income people in their communities.
- A rural CAA assists the community in developing a safe drinking water system project.

Programs and funding sources that support Community Action outcomes to be reported under NPI 2.2 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Community Development Block Grant (CDBG)
- U.S. Department of Agriculture (USDA)
- Empowerment Zones and Enterprise Communities (EZ/EC)

- Small Business Administration (SBA) Loans and Grants
- Substance Abuse Prevention Grants
- State or locally-sponsored community development and economic opportunity initiatives
- Private foundation funding for youth and/or community development
- In-kind legal or other expert assistance with advocacy

How to Report for NPI 2.2

For each of the subcategories of this community quality of life and assets indicator the following data are required:

1. Data on the number of projects and/or initiatives that were developed with significant investments by the CAA to assure opportunities and community resources for low-income individuals. (See below for discussion about "significance" of investment.) This is placed in Column A.
2. Data on the number of opportunities (as described above) and/or community resources which were preserved or increased. This is placed in Column B.

The criterion for determining whether something is a result to be included under these indicators is whether the facilities, services, policy changes, infrastructure, housing, jobs, etc. were developed with significant investments by the CAA. "Significant" means the agency has invested personnel, funding, or facilities at a significant, sustained level of participation relative to the project size; in other words, any other partners in the initiative should have no hesitation in identifying the CAA involvement as a major factor in the success.

Examples

A. Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets.

Example:

- Agency advocacy with local government results in a county or city ordinance requiring local builders to dedicate 10% of all new construction of rental units to moderate or low-income renters.
  (Report as: one project and a reasonable estimate of the number of new affordable units that may be added to the community's housing stock each year after this is implemented.)

B. Increase in the availability or preservation of community facilities.

Community facilities may include but are not limited to: schools, community technology centers, libraries, and youth or community centers. Increasing availability or preservation may be accomplished through new construction, renovation, or expanded hours and programming.

Examples:

- A youth recreation center that can accommodate 150 people at the same time and will have varied programming is built in a low-income neighborhood by the local government as a result of Community Action advocacy.
  (Report as: one new facility and the planned number of individuals who will use it in the course of a year.)

- A CAA, in partnership with the local library authorities, creates foreign language book and tape programs in neighborhoods with high concentrations of residents whose primary language is not English.
  (Report as: one new service and the number expected to utilize it per year.)

C. Increase in the availability or preservation of community services to improve public health and safety.

Community services to improve public health and safety may include but are not limited to: street lights, telephone systems, enhanced policing, neighborhood watch, installation of sidewalks, waste removal, or pest extermination.

Example:

- A CAA advocates successfully for the creation or expansion of police "foot patrols" in low-income neighborhoods where 900 families live.
  (Report as: one "improved public health and safety" initiative and 900 opportunities.)

D. Increase in the availability or preservation of commercial services within low-income neighborhoods.

Commercial services may include but are not limited to: grocery stores, financial institutions, restaurants, or other business enterprises.

Examples:

- A CAA negotiates with a national grocery store chain to locate one of its stores (or continue to operate an existing store) in a low-income neighborhood.
  (Report as: one new business facility and the number of families expected to use it annually.)

- CAA partners with a local banking institution to locate branches in two neighborhood centers and thereby increase the availability of traditional financial services (i.e. checking accounts, home mortgages, personal loans, business loans, personal savings accounts) in a low-income neighborhood.
  (Report as: two expanded services and the number of individuals who typically utilize those locations.)

In both of the above examples, the local manager of the store or bank may be a source for the numbers estimated to utilize the service.

E. Increase in or preservation of neighborhood quality-of-life resources.

Quality-of-life resources may include but are not limited to new or improved public spaces for arts and recreation.

Example:

- A CAA agency helps renovate an existing closed school building and convert it into a neighborhood arts center.
  (Report as: one "quality-of-life improvement" project and the expected unduplicated number of annual users.)

Goal 2: The Conditions in Which Low-Income People Live are Improved

National Performance Indicator 2.3 – Community Engagement

Every CAA that utilizes the assistance of volunteers from the community, and indeed encourages and promotes volunteer participation, should report an outcome for this performance indicator. These volunteer hours represent a significant investment of the community in the issues related to low-income people.

Agencies should count hours of volunteer time for all of their programs and activities, including those funded by CSBG, being sure to include hours of volunteered time for programs and activities that have, as part of their purpose, increased participation in program design or operation.

Examples of the most common programs that encourage participants to help with program design and operation are CSBG and Head Start.

CAAs should count the number of volunteers who spend time helping with all programs and activities within the agency and the number of hours those volunteers donated, including but not limited to:

- Serving on the CAA governing board;
- Serving on other community advisory and governing boards or committees as a representative of the CAA;
- Assisting with program activities and logistics;
- Participating in advocacy to meet agency and community goals; and
- Participating in advocacy to influence the policies and practices of government and/or private entities so that they are responsive to the needs of low-income people.

How to Report for NPI 2.3

For each of the subcategories of this community engagement indicator the following data are required:

1. Data on the number of community members mobilized by Community Action that volunteered to participate in community revitalization and anti-poverty initiatives.
2. Data on the number of hours donated by community members participating in community revitalization and anti-poverty initiatives.

Goal 2: The Conditions in Which Low-Income People Live are Improved

National Performance Indicator 2.4 – Employment Growth from ARRA Funds

NPI 2.4 measures job creation and retention as a result of ARRA funds. NPI 2.4 may include jobs obtained or retained by individuals at all income levels. Include jobs created or saved by Community Action initiatives, whether or not they directly relate to employment, as long as they are supported in part by ARRA funds. Jobs resulting from ARRA-funded initiatives supporting employment, such as those listed under NPI 1.2, should also be reported here.

CAAs should report in NPI 2.4 jobs created or saved as a result of federal, state, local and privately-funded programs or activities that were augmented by ARRA funds, whether or not these programs focus on employment. This includes programs that:

- Prepare those without a history of employment to enter the workforce;
- Provide initial job placement and retention for the chronically unemployed;
- Support re-entry into the workforce by those with a history of employment;
- Offer opportunities for self-employment; and
- Assist workers to obtain and retain jobs, including those that provide a "living wage."

All Community Action outcomes reported under NPI 2.4 must be supported at least in part by ARRA funds. Other programs and funding sources that support Community Action outcomes to be reported under NPI 2.4 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Temporary Assistance to Needy Families (TANF)
- Welfare to Work
- Work First
- Workforce Investment Act (WIA)

- Head Start
- Community Development Block Grant (CDBG)
- State, local or privately-funded employment or self-sufficiency initiatives

How to Report for NPI 2.4

For each of the subcategories of this employment growth indicator the following data are required:

1. Data on all jobs that were created, at least in part by ARRA funds, to support individuals who are seeking employment.
2. Data on all jobs that were retained, at least in part by ARRA funds, to support individuals who are seeking to maintain employment.

Examples

A. Jobs created at least in part by ARRA funds

Examples:

- An agency receiving ARRA funds for home delivered nutrition services is able to expand the number of frail elderly individuals receiving home delivered meals. Demand for these nutrition services by homebound seniors increased twofold to 50 individuals per week. With ARRA and other funds, the agency hired 1 additional part-time employee to assist with meal delivery. (Report 1 job created.)
- An agency receiving ARRA funds for the Weatherization Assistance Program hires 10 out of work skilled laborers to weatherize homes in the community. (Report 10 jobs created.)

B. Jobs saved at least in part by ARRA funds

Example:

- ARRA investments into public transportation expand bus routes and operating hours, enabling 20 CAA participants at-risk of losing their jobs due to unreliable transportation to work and retain their jobs. (Report 20 jobs saved.)

Goal 3: Low-Income People Own a Stake in Their Community

National Performance Indicator 3.1 – Community Enhancement through Maximum Feasible Participation

Because Goal 3 is focused on documenting how low-income people are supported in owning a stake in their community, one way to do this is by providing a snapshot that shows the magnitude of the volunteer hours donated to CAAs and to the community by this population.

It is understood that the number of volunteer hours associated with low-income people may be difficult for local CAAs to provide or that they may have no process for securing this information from the people who provide volunteer services. **We are not asking that an additional reporting burden be undertaken,** but we are asking that if agencies are unable to provide this information in FY 2009, that they consider doing so in this section in the future. This will be an optional section in FY 2009.

How to Report for NPI 3.1

For this community enhancement indicator the following data are required:

1. Data on the number of volunteer hours donated by low-income individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)

Goal 3: Low-Income People Own a Stake in Their Community

National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation

Community Action agencies that help residents of low-income neighborhoods become connected and involved in the well-being and improvement of their community should report outcomes under this performance indicator.

A broad range of Community Action activities that reflect civic investment of low-income people could generate outcomes to be reported under this performance measure. Among the most common activities are:

- Participation on a Community Action agency tripartite governing board;
- Participation on Head Start governing boards or advisory committees;
- Election to public housing governing boards;
- Service on neighborhood recreational, youth, or service center advisory or governing boards;
- Service on public or private civic improvement or service advisory committees, such as a citizens' advisory board to a community mental health center;
- Election to PTA office or Title I Parent Council at a neighborhood school; and/or
- Purchasing a home in the low-income neighborhood.

Programs and funding sources that support Community Action outcomes to be reported under NPI 3.2 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Head Start
- Public Housing Authority programs
- Individual Development Account (IDA) programs

- Small Business Administration (SBA) Grants
- Federal, state, or local home ownership initiatives that include mortgage or other types of financial assistance

How to Report for NPI 3.2

For each of the subcategories of this community empowerment indicator the following data are required:

1. Data on the number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision making and policy setting through Community Action efforts.
2. Data on the number of low-income people acquiring businesses in their community as a result of Community Action assistance.
3. Data on the number of low-income people purchasing homes in their community as a result of Community Action assistance.
4. Data on the number of low-income people engaged in non-governance community activities or groups created or supported by Community Action.

Examples

A. Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision making and policy setting through Community Action efforts.

Examples:

- Eight representatives of the low-income community served by the agency are elected to the tripartite governing board. (Report 8 low-income people.)
- In the agency's Head Start program, a total of 48 parents serve on various governing or advisory boards and committees for the program. (Report 48 low-income people.)
- As a result of agency encouragement, 2 participants seek and achieve membership on their local school Title I Parent Council, and an additional 6 serve on the governing boards of their housing authority. (Report 8 low-income people.)

B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance.

Examples:

- An agency partnership with a local financial institution to make secured micro- business loans to low-income participants in an agency's self-sufficiency initiative results in the creation of six new small businesses in the community owned by 13 low-income residents. (Report 13 low-income people.)
- As a result of an agency Individual Development Account (IDA) initiative, 35 participants achieved sufficient savings during the reporting period to start a small business in the low-income neighborhood. (Report 35 low-income people.)

C. Number of low-income people purchasing homes in their community as a result of Community Action assistance.

Examples:

- As a result of an Individual Development Account (IDA) initiative, 16 participants achieved sufficient savings during the reporting period to make a down payment on owning their first home. (Report 16 low-income people.)
- As a result of an agency partnership with the local housing authority, and with a grant from the U.S. Department of Housing and Urban Development, 25 participants gained ownership of their public housing units. (Report 25 low-income people.)

D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action.

Example:

- A CAA encourages the creation of neighborhood improvement committees in five neighborhoods, involving a total of 60 low-income members, and provides office space, supplies and telephone lines for the first two months of their operations. (Report 60 low-income members.)

Goal 4: Partnerships among Supporters and Providers of Service to Low-Income People are Achieved

National Performance Indicator 4.1 – Expanding Opportunities through Community-Wide Partnerships

It is expected that all CAAs work with other public and private organizations to expand service opportunities for individuals or families, or to achieve community improvement outcomes.

CAAs should count and report the number and types of organizational partnerships with which they work in relation to all of the programs and services they administer, not just those funded through the Community Services Block Grant.

The total number of organizational partnerships will be entered into the column according to the type of organization the CAA worked with. The types of organizations include:

- Non-Profit
- Faith Based
- Local Government
- State Government
- Federal Government
- For-Profit Business or Corporation
- Consortiums/Collaboration
- Housing Consortiums/Collaboration
- School Districts
- Institutions of post secondary education/training
- Financial/Banking Institutions

- Health Service Institutions
- State wide associations or collaborations

A broad range of organizational partnerships could generate outcomes to be reported under this performance measure. Among the most common partnerships are:

- Formal arrangements, such as memoranda of understanding or service contracts, between a CAA and one or more public or private service providers to coordinate referral and exchange of program participants;
- Financial agreements between a CAA and one or more business entities or financial institutions, to promote individual or community economic development and/or infrastructure investment;
- Informal working relationships with public or private agencies, organizations, or individual service providers that expand service opportunities for low-income individuals and families, including routine service referrals and follow up contacts;
- Alliances between a CAA and one or more public or private organizations that advocate for expanded services or community opportunities for low-income people.

How to Report for NPI 4.1

For this community partnerships indicator the following data are required:

1. Data on the number of organizations CAAs work with to promote family and community outcomes. Report organizations in the column adjacent to their type. *Note: Do not report the number of individual service referrals CAAs share with these organizations.*

The database will automatically calculate the total number of organizations CAAs report in NPI 4.1.

Examples

Examples:

- A CAA with a job training and employment initiative supported by CSBG, TANF, and WIA funds has a formal agreement with the local employment authority, the Chamber of Commerce, and three large employers to train and place 400 program participants in initial jobs during the reporting period.

(Report 5 organizational partnerships in the column adjacent to their type of organization. For example, report the 3 large employers as 3 organizational partnerships in the For-Profit Business or Corporation row.)

- A CAA-coordinated service initiative, designed to help working participants retain employment, routinely refers participants to 15 public and private local health care, housing, educational, and employment service providers.
  (Report 15 organizational partnerships in the column adjacent to their type of organization.)

- Four faith based groups provide food for the food bank on alternating months.
  (Report 4 organizational partnerships in the Faith Based row.)

Additional Indicators for NPI 4.1

If the type of organization your agency partners with is not listed in NPI 4.1, you may add a new type of organization in the blank row provided for additional measures. Please report the number of organizational partnerships your agency has with this additional partner in the adjacent column. Additionally, please use the space provided in Goal 4 Notes to briefly describe this partner and how your agency works with it to achieve family and community outcomes.

Goal 5: Agencies Increase Their Capacity to Achieve Results

National Performance Indicator 5.1 – Agency Development

One way to document how agencies increase their capacity to achieve results is by providing a snapshot that shows the extent of the human capital resources available to CAAs and to the community. To that end, NPI 5.1 measures agency development by the number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes.

NPI 5.1 measures agency development by the number of human capital resources available within the agency. Established types of agency development to be reported include:

- Number of C-CAPS
- Number of ROMA Trainers
- Number of Family Development Trainers
- Number of Child Development Trainers
- Number staff attending trainings
- Number board members attending trainings
- *Hours* of staff in trainings
- *Hours* of board members in trainings

How to Report for NPI 5.1

For this agency development indicator the following data are required:

1. Data on the number of trainers within the agency. These can be agency staff and/or board members.

2. Data on the number of agency staff and/or board members attending Community Action-related trainings.

3. Data on the number of hours agency staff and/or board members spent in Community Action-related trainings.

Examples

NPI 5.1 asks you to report the number of agency staff and/or board members who are trained or in training to increase their agency's capacity to achieve results.

For example, if a staff member enrolls in and completes the National Peer to Peer ROMA Training Program within FY 2009, that person is counted as one ROMA trainer and one staff member attending training. Additionally, his/her hours in training are recorded under the number of hours staff spent in training.

Additional Indicators for NPI 5.1

If your agency's capacity is enhanced by staff or board members with training certifications not listed in NPI 5.1, you may add a new type of Community Action-related training program in the blank rows provided for additional measures.

Please indicate the unit of measurement used to track outcomes (number of trainers, number of staff or board members in training, and/or number of hours in training) and report the outcome for this program in the adjacent column. If more than one unit of measurement is available, please use additional blank rows to report those outcomes. For example, report the number of trainers and number of hours staff spent in training on two separate blank rows. Additionally, please use the space provided in Goal 5 Notes to briefly describe this training program.

Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

National Performance Indicator 6.1 – Independent Living

Agencies are asked to report the number of senior citizens and individuals with disabilities who continue to live independently (not institutionalized) during the reporting period as a result of receiving one or more services from Community Action or from partnering organizations. CAAs with programs or activities that help senior citizens and individuals with disabilities continue to live safe and functional lives outside of an assisted care or nursing home facility should report information for this performance indicator.

Activities that contribute to successful independent living among seniors and individuals with disabilities to be counted and reported for this performance indicator may be provided on an on-going basis, episodically, or in response to an emergency. They may be provided as "stand alone" services, or as part of a coordinated service strategy.

A broad range of Community Action activities could generate outcomes to be reported under this performance measure. Among the most common activities are:

- In-home assistance, including Meals on Wheels, visiting nurses, allied health professionals or social workers, respite care for family members or others;
- Congregate meals, recreational or social activities;
- Community participation and contribution (i.e. foster grandparent programs, educational mentoring);
- Transportation services, including van or bus service, car maintenance and repair;
- Legal aid and benefits assistance/counseling;
- Home management assistance, including cleaning services, property maintenance, and financial counseling;

- Housing rehabilitation, renovation, weatherization, or energy assistance;
- Medical care, including mental health treatment, family counseling;
- Physical exercise and rehabilitation assistance;
- Medications monitoring and management; and
- Supplementary food distribution and nutrition counseling.

Programs and funding sources that support Community Action outcomes to be reported under NPI 6.1 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Social Services Block Grant (SSBG)
- Medicaid, Medicare and other public medical insurance/coverage programs (Federal, state, or local)
- Federal food and nutrition programs, including Meals on Wheels, Supplemental Food Assistance, Surplus Food
- Federal, state, and local mental health and substance abuse treatment programs
- Weatherization
- LIHEAP
- Community Health Centers Program
- Area Agencies on Aging programs and services, including transportation assistance
- Supplemental Security Income
- Americans with Disabilities Act (ADA)

How to Report for NPI 6.1

For each of the subcategories of this independent living indicator the following data are required:

1. Data on the number of seniors who continue to live independently (not institutionalized) during the reporting period as a result of receiving one or more services from Community Action or from partnering organizations.

2. Data on the number of individuals with disabilities who continue to live independently (not institutionalized) during the reporting period as a result of receiving one or more services from Community Action or from partnering organizations. When entering data in 6.1B, sort participants by their age, according to the following ranges:

    a. 0-17 years

    b. 18-54 years

    c. 55 years and older

Clarification: There have been questions about differentiating between seniors who are healthy and able to maintain independence with minimal supports and those who are experiencing a disabling condition that requires multiple supports. The question most often asked is "Do I count a senior who is disabled in both 6.1A and 6.1B?"

The answer is "Yes," disabled seniors may be reported twice, once under 6.1A Senior Citizens and again under 6.1B Individuals with Disabilities, ages 55 and over.

Examples

NPI 6.1 asks you to report the number of seniors or individuals with disabilities, not the number of times they experience interventions or receive services. The total number of services provided is not to be included in this section.

For example, if a senior citizen rides a Community Action van to a senior center (transportation service) to receive a congregate mean (nutrition service) and participate in an enrichment activity (socialization or educational service) that person is counted as one senior citizen, even though they received multiple services.

Additional Indicators for NPI 6.1

If you track outcomes for individuals who you consider to be "vulnerable populations" but are not considered disabled, you may want to report these on a blank line as an Additional Indicator.

If you report an additional measure in NPI 6.1, please clearly define in Goal 6 Notes why you believe these individuals should be considered "vulnerable populations." A few examples of what some entities have submitted in a blank row under NPI 6.1 include:

- Individuals who have a disabling condition (perhaps short term) but are not considered disabled;
- Individuals facing substance abuse issues who are not considered disabled;
- Individuals with short-term mental health issues; and
- Individuals with limited English language proficiency.

Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

National Performance Indicator 6.2 – Emergency Assistance

Agencies that meet the emergency needs of low-income individuals through the provision of services and resources should report outcomes for this performance indicator. This includes agencies that offer language translation assistance to enable individuals to secure services to meet an emergency need.

In NPI 6.2, agencies are asked to provide information that supports the outcome of "achievement of family stability," under the broad National Goal of "achievement of potential by strengthening supportive environments." This is defined by "reduction or elimination of an emergency need" in this indicator. The receipt of assistance for an emergency need is considered a proxy for the actual outcome.

Agencies should report those services and resources that are provided to meet immediate, short-term needs of low-income individuals. A broad range of Community Action activities could generate outcomes to be reported under this performance measure. Among the most common activities are:

- Emergency vendor payments, such as fuel or utility assistance, rent/mortgage payments, car or home repair;
- Emergency food distribution, including pantries, soup kitchens, food cupboards;
- Emergency shelter for the homeless or those in need as a result of a natural disaster;
- Emergency medical care, including mental health and drug abuse crisis intervention;
- Emergency transportation services;
- Emergency clothing distribution; and

- Emergency legal assistance, including family protection from domestic or other forms of violence, or to prevent incarceration.

Programs and funding sources that support Community Action outcomes to be reported under NPI 6.2 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Social Services Block Grant (SSBG)
- Community Development Block Grant (CDBG)
- U.S. Department of Housing and Urban Development Homeless Assistance programs
- U.S. Department of Health and Human Services Family Violence Prevention and Services programs
- Community Health Centers program
- Mental Health Treatment Block Grant Community Mental Health Centers programs
- Substance Abuse Treatment Block Grant
- U.S. Department of Agriculture Surplus Food and Supplemental Food Assistance
- LIHEAP
- Federal Emergency Management Assistance (FEMA)
- State and local crisis intervention, disaster relief programs
- National, regional, state or local charities, including faith based organizations

How to Report for NPI 6.2

For each of the subcategories of this emergency assistance indicator the following data are required:

1. For all subcategories of NPI 6.2, there are two counts to be entered – the number of individuals seeking assistance and the number of individuals receiving assistance.

Agencies are asked to report the number of *individuals* seeking and receiving such assistance, not the number of goods or services they received.

It is understood that individuals may receive more than one type of assistance. Such individuals may be counted more than once when that occurs. However, individuals who receive one type of assistance multiple times may not be counted more than once in a single category.

Note: Families receiving emergency services may still be counted in NPI 6.2, as long as they are reported as "individuals" using the following conversion calculation:

Multiply: 3.2 *by* the number of families receiving emergency services.

The U.S. Census Bureau reported that in both 2006 and 2007, 3.2 was the average U.S. family size. For more information, please visit: http://factfinder.census.gov.

Examples

A. Emergency Food

There are many ways in which CAAs distribute emergency food and account for that distribution, including: 1) the number of food "packages," "bags," cartons, or meals distributed; 2) the overall weight of food distributed; 3) an unduplicated count of the number of individuals receiving food assistance; or 4) the number of "times" individuals receive food.

While these variations do occur, for the purposes of this reporting, please provide the number of individuals receiving such assistance, not the number of units of service they received. The number of food boxes and overall weight of the food distributed should be reported in NPI 6.5 (Service Counts).

B. Emergency Fuel or Utility Payments Funded by LIHEAP or Other Public and Private Funding Sources

CAAs should aggregate and report the number of individuals for whom vendor payments have been made by the agency to meet the emergency fuel and utility needs of those individuals.

C. Emergency Rent or Mortgage Assistance

CAAs should aggregate and report the number of individuals for whom vendor payments have been made by the agency to meet the emergency rent or mortgage payment needs of those individuals.

D. Emergency Car or Home Repair (i.e. structural, appliance, heating system, etc)

CAAs should aggregate and report the number of individuals for whom vendor payments have been made by the agency to meet the emergency care or home repair needs of those individuals. Emergency car and home repair assistance includes but is not limited to structural, appliance, heating system, electrical, plumbing, and sewage needs.

E. Emergency Temporary Shelter

Agencies are asked to report the number of individuals that receive temporary shelter assistance from Community Action in two categories:

- The number of homeless individuals receiving temporary shelter; and
- The number of individuals experiencing emergency situations, such as fires or natural disasters that obtain temporary shelter.

F. Emergency Medical Care

Agencies are asked to report the number of individuals for which emergency medical care has been provided as a result of Community Action assistance (service or referral).

Examples of such care include:

- Emergency medical care at a CAA clinic or health facility for injuries that have resulted from an accident or natural disaster; or
- Emergency medical care provided by a health care provider or facility in the community as a result of referral and/or payment from Community Action.

G. Emergency Protection from Violence

Agencies are asked to report the number of individuals that receive Community Action assistance in securing emergency protection for adults and/or children from real or potential sources of physical and emotional abuse.

Examples of such assistance include, but are not limited to:

- Assistance in obtaining emergency restraining orders or other form of legal protections against physical and emotional abuse and other forms of violence within families or within the community;
- Emergency shelter for abused adults and their children, either sponsored by the CAA or as a result of referral or financial support for such services; or
- Assistance in obtaining emergency child protective interventions, court orders, or placements.

H. Emergency Legal Assistance

Agencies are asked to report the number of individuals that receive emergency legal assistance from the agency, either directly or as a result of partnerships with, or referral to, other organizations within the community.

Examples of emergency legal assistance from Community Action include, but are not limited to:

- Individuals that receive emergency immigration assistance or representation by the agency or a partnering organization;
- Individuals that receive emergency legal and financial management assistance when a family member is at risk of incarceration for failure to meet court-ordered or other financial obligations; or
- Individuals that receive emergency legal assistance and intervention when they are at risk of imminent eviction from their place of residence, foreclosure, interruption in essential utility service, or suspension of life-sustaining services or resource supports.

I. Emergency Transportation

Agencies are asked to report the number of individuals that receive emergency transportation assistance provided either directly by Community Action or through partnership with or referral to, other service providers.

Emergency transportation assistance includes, but is not limited to, those situations in which individuals receive bus tokens, taxi vouchers, a loaned automobile, van service, or some other form of transportation to meet immediate and temporary needs caused by the loss of existing transportation due to accident, mechanical failure, theft, or natural disaster.

J. Emergency Disaster Relief

Agencies should report the number of individuals that receive disaster relief assistance directly from Community Action, in partnership with other organizations in the community, or through referral to other organizations.

Community Action disaster relief could include, but is not limited to, those situations in which individuals receive services and resources to meet needs resulting from natural or man-made disasters, such as fire, flooding, extreme weather, or acts of terrorism.

Forms of relief may include temporary shelter, clothing, toiletry or other personal items, medical care, food, emergency cash, loans and other financial aid, or relocation assistance.

In addition to reporting the number of individuals that receive immediate disaster relief from Community Action, agencies should report the number of individuals that benefit from longer-term agency assistance, such as rebuilding homes or businesses, community facilities, or service systems. *If this long-term assistance is counted, please provide a narrative description of the type and scope of the assistance.*

K. Emergency Clothing

While there are many ways in which CAAs distribute emergency clothing to needy individuals, including clothing vouchers, sets of clothing, and individual pieces of clothing, please provide the number of individuals receiving such assistance, not the number of units of clothing they received.

The number of units of clothing provided should be reported in NPI 6.5 (Service Counts).

Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

National Performance Indicator 6.3 – Child and Family Development

Among the more common CAA programs and activities that would produce child, youth, and parent development or functioning outcomes to be reported under this performance indicator are:

For Infants and Children:

- Head Start (including Early Head Start);
- State-funded pre-school child development programs;
- CSBG-funded child development/child care programs;
- TANF-funded child care programs;
- Social Services Block Grant (SSBG) supported child care/development programs;
- Employer-based child care/child development programs serving the children of agency employment program participants;
- Pre-school enrichment or developmental programs operated by "partnering" organizations within the community to which children of agency program participants are referred and served, including faith based organizations;
- Agency clinic or other early childhood health screen and immunization services provided directly or through referral; and
- Agency early childhood nutrition programs, including those focused on food distribution or supplementation, nutrition instruction and other parental skill building.

For Youth:

- Before- and after-school recreational or enrichment programs for school-aged youth;
- Mentoring programs for at-risk youth;
- Youth counseling and peer support group activities;
- Family counseling;
- Substance abuse prevention programs;
- Teen pregnancy and STD prevention programs;
- Educational skill enhancement programs;
- After-school and summer youth employment training and placement programs;
- Food and nutrition assistance and instructional programs; and
- Anger management and conflict resolution instruction.

For Parents and Other Adults:

- Parenting skill enhancement programs;
- Family functioning skill enhancement programs, including focus on communications, conflict resolution, supportive relationship building, responsibility sharing, promotion of healthy marriages;
- Family counseling;
- Mental health and substance abuse treatment; and
- Family/domestic violence prevention, intervention, and remediation programs.

How to Report for NPI 6.3

For the subcategories of this child and family development indicator, the following data are required:

1. Data on participants who were part of the agency's efforts to support the increase in growth and development of infants, children, youth and adults who are seeking to achieve their potential. This is the number of participants enrolled and is reported in Column A.
2. Data on participants who were part of the agency's efforts to support the increase in growth and development of infants, children, youth and adults who were expected to

achieve the outcome identified in the subcategories. In many cases, the number "expected" to achieve the outcome can be found in grants or contracts for funding of the particular funding source that support the efforts. This number is reported in Column B.

3. Data on participants who were part of the agency's efforts who actually achieved the outcome identified in the subcategories within the reporting period. This number will require follow up to determine what happened with participants. This number is reported in Column C.

4. Data pertaining to the percentage of program participants achieving the outcome identified in the subcategories will be calculated by dividing those who achieved the outcome by those expected to achieve. The database will automatically calculate this percentage.

Note: Many CAAs will have several programs or initiatives that include child and family development related services. This measure should NOT be reported for each variation of service provided in the year. Rather, these initiatives should be seen as a single activity. Agencies are asked to aggregate outcomes for all similar programs and report totals for the agency's participants as a group.

Examples

Examples:

- A CAA-administered health clinic is funded to screen and inoculate all pre-school children of low-income families participating in agency employment training and placement programs. Of the 400 children enrolled (Column A), and thereby "expected" to receive inoculations during the reporting period (Column B), only 375 are inoculated (Column C). The percentage achieving is automatically calculated at 94% for Column D.

- With CSBG and Federal substance abuse prevention funding, a CAA sponsors an after-school basketball league in partnership with the local YMCA. The league recruits 100 low-income youth to participate (Enter 100 in Column A under the fifth "Youth" subcategory, "Youth increase academic, athletic or social skills for school success by participating in before-or after-school programs). The program expects 60% percent of the youth to attend and participate in half of the games or more during the league season as a benchmark for increasing their athletic and social skills, and staying involved in healthy developmental activities. Therefore 60 is entered in Column B. Over the course of the league season, 40 youth attend and participate in half the games or more, so 40 is entered in Column C. The percentage achieving, 67%, is automatically calculated for Column D.

Examples of Achievement of Program Goals

Because of the diversity of programs, activities, and outcomes that are to be reported for this performance indicator, the outcome of "achieve program goals" will be defined and measured in a number of ways.

The two most common ways agencies will determine whether children, youth, parents, and other adults "achieve program goals" are:

- Standardized program goals and achievement levels; and
- Agency and program-specific goals and achievement levels.

Examples of Standardized Program Goals and Achievement Levels

For some federal, state, or local programs, both public and private, program goals and performance levels are defined by program authorities and are contained in funding agreements with the CAA.

Examples:

- Childhood immunization programs define age-appropriate guidelines for inoculating children to prevent a variety of diseases. Similarly, school systems often require certain immunizations as a condition for enrollment. As such, there is an "expectation" that all children meeting the guidelines for immunization should be served. If a CAA receives funds to conduct childhood health screens, including inoculation of all eligible children served, the public health expectation is universal inoculation, and the performance of the agency can be measured by the degree to which it achieves that end.
- Head Start has established a number of child health, developmental, and school readiness objectives and outcome expectations for participating children. CAAs with Head Start programs are asked to report the number of children that are deemed to have "achieved" health, developmental and school readiness objectives as defined by the program. For more information on Head Start Domains of Child Development, please visit: http://www.eclkc.ohs.acf.hhs.gov/hslc/ecdh/eecd/Domains%20of%20Child%20Development.
- It is understood that the numbers of children reported "achieving program goals" in Head Start, or any other child or youth development program, may have to be comprised of qualitative assessments of each child's physical growth and health indicators, developmental skill measurements, and/or educational readiness scores.

Examples of Agency and Program-Specific Goals and Performance Levels

For most child, youth, and family development programs within CAAs, program goals, expected outcomes, and the definition of what constitutes "success," or achievement of program goals, will be determined on a case-by-case basis.

Contracts, service agreements, or grant documents are good sources for identifying what constitutes "achieving program goals" for particular programs or activities.

These documents most often describe:

- What the funding is intended to accomplish; and
- The size of the program or activity being funded, usually expressed as an anticipated number of services or resources to be provided, or individuals or families to be served.

Some of these elements are considered "outputs" and include the benchmarks used to track the process of providing the service. Examples of these elements are: the number of children enrolled in a program, the number who attend, and the number who are screened. However, more funding documents now speak to both anticipated "outcomes," or "results," and a projected or "target" level of program performance, as measured by the frequency outcomes are achieved.

It is anticipated that CAAs with child, youth, or family development programs already have ways to define what constitutes "success," and can measure and report the number of children, youth and families "achieving" program goals based upon those definitions. For all of the developmental "outcomes" in this performance indicator, nationally accepted age appropriate guidelines are available to inform agency assessments.

Examples:

- A CAA uses funds from CSBG, a teenage pregnancy prevention grant, and a substance abuse prevention grant, to establish an adolescent mentoring program for 50 girls and 50 boys focused on helping the youth achieve age-appropriate developmental reasoning and decision-making skills that will help them avoid certain risk-taking behaviors. The number enrolled, therefore, is 100 – the number to enter in Column A under the "Youth" subcategory 3. Based upon a review of prevention studies, the CAA expected 60% of adolescents enrolled to complete the entire one-year mentoring program. The agency set as a performance target that half of those completing the program, or 30 youth, would remain "drug free" and not engage in sexual activity that could result in pregnancy both during their participation and for a minimum of six months after program completion.

The number 30 is entered into Column B. Twenty (20) of the youth achieved these outcomes. The agency would report 20 in Column C. The percentage calculated for Column D is 67%.

- A CAA utilizes a variety of funding sources to offer parenting skill enrichment courses for adult participants in all its programs. The courses are designed to help parents demonstrate improved ability to:
  - Communicate with their children;
  - Establish and maintain appropriate structure, boundaries, and common expectations within the family; and
  - Reduce the incidence of physical or emotional abuse through better anger management and alternative approaches to parent-child conflict resolution.

Based on a review of research and other literature on parenting skill training, the agency identified specific parent behaviors that would demonstrate improved functioning for each of the three areas described above.

- The agency enrolled 40 parents in the courses and reported this number under the "Parenting" subcategory (6.3 Adult 1) in Column A.
- The agency projected that 35 of the 40 parents would complete a self-assessment questionnaire listing improvements in the specific behaviors – the number they entered into Column B.
- Of the 40 parents completing the self-assessment, 39 actually reported using parenting skills learned in the course – the number they entered into Column C.
- The percentage calculated for Column D is 111%.

Additional Indicators for NPI 6.3

In keeping with the goals and mission of Community Action, the National Performance Indicators collect specific information that focuses on outcomes that capture movement toward poverty elimination. With this focus, the NPIs require you to think about the context in which you are providing services in order for you to determine where various outcomes should be reported.

We understand that family and individual maintenance activities, sometimes referred to as "safety-net services," are sometimes necessary in order to stabilize families and prepare them to begin working on self-sufficiency goals or to move people beyond a crisis or emergency service and that there are a number of outcomes that are achieved by families who are not working to

achieve a self-sufficiency outcome via earned income. These are outcomes that enable the family to work toward achievement of potential.

Securing subsidized housing, routine receipt of food baskets, receipt of clothing, securing non-employment related health care in advance of illness or health emergency, are examples, as they do not indicate movement toward self-sufficiency, but rather reflect a measure of increased family strength. These do not demonstrate an increase in a family's ability to function independently, but do demonstrate an increased ability of the family to function to maintain a safe and stable household situation, with assistance, and in the context of a "supportive system." These might be services that your partner organizations actually deliver but that you coordinate through your overall efforts to move people out of poverty. These efforts may still be critical to your anti-poverty work.

However, outcomes that are the neither the result of services provided in the context of self-sufficiency efforts that include earned income (Goal 1) nor emergency situations (Goal 6.2) do not belong under those indicators. Therefore, you are asked to identify these family maintenance outcomes and include this information on the blank lines under indicator 6.3.

Identify and report these additional indicators for 6.3 Adults in the following format in the blank rows on the forms: "Family maintenance: *(provide the outcome description)*." This will allow us to aggregate this type of data at the national level and will help us decide whether additional indicators or instructions are needed in the future.

Likewise, you may have additional indicators for Infants & Children and for Youth that do not fit into the measures provided. For example, while many of the Head Start performance measures may be included under Infants & Children 3 or 4 (school readiness), there may be specific measures that do not fit here. Please add your additional indicators in the blank rows and provide a narrative description of these measures.

Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

National Performance Indicator 6.4 – Family Supports (Seniors, Disabled and Caregivers)

Local CAAs that provide services to low-income participants who are unable to work, especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability can be particularly high, should report the results of these activities under the various subcategories of NPI 6.4. These supporting services often make the difference between success and failure in a low-income family's efforts to maintain a stable and supportive environment.

NPI 6.4 differs from NPI 1.2 (Employment Supports), in that outcomes reported in NPI 6.4 should only be for individuals who are *unable* to work, especially seniors, adults with disabilities, and caregivers.

Outcomes of activities may be counted and reported for this indicator if they are viewed by the agency and program participants as reducing or eliminating barriers to family stability for vulnerable populations. Such activities include:

- Enrollment of children in before or after school programs;
- Acquisition of child care or other dependent care services;
- Acquisition of safe and affordable transportation or a driver's license, or securing repairs to an automobile that is the only transportation available to a vulnerable individual;
- Obtained health care services for themselves or family member;
- Obtained safe and affordable housing;
- Obtained food assistance; and

- Obtained non-emergency energy assistance (LIHEAP, WX, State-local-private energy programs).

Outcomes to be reported under NPI 6.4 may be achieved as part of free standing activities within an agency or in the context of a case-managed, service-coordinated initiative designed to promote stability of the environment of vulnerable populations seeking to achieve their potential.

Programs and funding sources that support Community Action outcomes to be reported under NPI 6.4 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Social Services Block Grant (SSBG)
- Community Development Block Grant (CDBG)
- Head Start
- Child Care and Development Block Grant (CCDBG)
- Medicaid
- Section 8 Housing
- Section 202 Rental Housing Subsidy
- Childhood Immunization
- Community Health Centers
- Health Services Block Grant
- Substance Abuse and Mental Health Services Block Grants
- Healthy Start/State Children's Health Insurance Programs (SCHIP)
- State and local, public or private initiatives focused on vulnerable population barriers

How to Report for NPI 6.4

For each of the subcategories of this family support indicator the following data are required:

1. Data on all participants who were part of the agency's efforts to support low-income individuals who are unable to work, especially seniors, adults with disabilities, and caregivers to reduce and/or eliminate barriers to family stability.

2. Data on all individuals who were part of the agency's efforts *and* who actually achieved the outcome identified in each subcategory within the reporting period. This number will require follow up to determine what happened with participants.

Examples

A. Enrolled children in before or after school programs.

Examples:

- Children in CCDBG-funded programs participate in early morning or late afternoon educational enrichment, developmental, or recreational activities of the local school district as a result of formal partnerships between the CAA and the school system.
- Using a combination of HSBG, CSBG, and state funds for supporting seniors, children of family stability program participants are placed in late night or early morning child care programs to accommodate senior family members' medical care.

B. Obtained care for child or other dependant.

Examples:

- Vulnerable participants in family stability programs enroll eligible children in Head Start and/or child care.
- Vulnerable participants with children who become ill and cannot attend child care or school and receive child care or Head Start from an agency program designed to serve that purpose.
- Vulnerable participants in family stability programs achieve appropriate placement for mentally or physically disabled children as a result of Community Action referral and/or partnership with other service providers.
- Vulnerable participants in family stability programs achieve appropriate in-home or congregate care for a dependent aging parent provided by the agency, or as a result of referral or partnership with another service provider.

C. Obtained access to reliable transportation and/or driver's license.

Examples:

- Participants in Community Action Medicaid-funded family stability programs receive public transportation tokens or subsidies.

- Participants in Community Action programs receive assistance to purchase and maintain an automobile.
- Participants in Community Action programs receive free or reduced-cost Medicaid-sponsored van or bus transportation.

D. Obtained health care services for themselves or a family member.

Examples:

- Vulnerable participants with no public or private health insurance receive medical attention for themselves and their family through an agency-maintained health clinic or facility.
- CAA participants are helped to qualify for, and/or access Federal, state or local health care insurance coverage for themselves and their family members.
- CAA participants receive timely and affordable mental health or substance abuse treatment as a result of agency agreements/partnerships with appropriate facilities or individual providers.

E. Obtained safe and affordable housing.

Examples:

- CAA participants whose housing situation becomes safer or more stabilized.
- CAA participants whose housing location improves, which provides easier access to vulnerable population support activities as a result of agency assistance.

F. Obtained food assistance.

NPI 6.4F is different from emergency food assistance in NPI 6.2 in that NPI 6.4F measures activities that provide food assistance at a maintenance level, such as food assistance for senior non-workers, and not in emergency or crisis situations.

Examples:

- Vulnerable low-income individuals and families receive food distributed by the agency to supplement their nutritional needs and promote greater family stability.
- A vulnerable family loses food stamp benefits when their income exceeds the food stamp requirement by $20. The family receives food assistance from the agency in order to maintain family stability.

G. Obtained non-emergency LIHEAP energy assistance

Examples:

- CAA participants receive home heating assistance, thus enabling family members to maintain a stable home environment and avoid related health issues.
- CAA participants receive weatherization assistance to remove dangerous or substandard insulation, thus enabling family members to maintain a stable home environment and avoid related health issues.

H. Obtained non-emergency WX energy assistance

Example:

- CAA participants receive home heating assistance, thus enabling adult family members to attend work or work preparation activities without excessive absences related to health issues.

I. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX.)

Example:

- CAA participants receive weatherization assistance to remove dangerous or substandard insulation, thus enabling adult family members to attend work or work preparation activities without excessive absences related to health issues.

Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

National Performance Indicator 6.5 – Service Counts

Agencies that meet the emergency needs of low-income individuals through the provision of services and resources should report outcomes for this performance indicator. This includes agencies that offer language translation assistance to enable individuals to secure services to meet an emergency need.

In NPI 6.5, agencies are asked to provide information that supports the outcome of "achievement of family stability," under the broad National Goal of "achievement of potential by strengthening supportive environments." This is defined by "reduction or elimination of an emergency need" in this indicator. The number of services provided to meet an emergency need is considered a proxy for the actual outcome.

Agencies should report those services and resources that are provided to meet immediate, short-term needs of low-income individuals and families. Community Action activities that generate outcomes to be reported under this performance measure are:

- Food Boxes;
- Pounds of Food;
- Rides Provided; and
- Information and Referral Calls.

Programs and funding sources that support Community Action outcomes to be reported under NPI 6.5 include, but are not limited to:

- Community Services Block Grant (CSBG)
- Social Services Block Grant (SSBG)

- Community Development Block Grant (CDBG)
- U.S. Department of Housing and Urban Development Homeless Assistance programs
- U.S. Department of Health and Human Services Family Violence Prevention and Services programs
- Community Health Centers program
- Mental Health Treatment Block Grant -- Community Mental Health Centers programs
- Substance Abuse Treatment Block Grant
- U.S. Department of Agriculture Surplus Food and Supplemental Food Assistance
- LIHEAP
- Federal Emergency Management Assistance (FEMA)
- State and local crisis intervention, disaster relief programs
- National, regional, state or local charities, including faith based organizations

How to Report for NPI 6.5

For each of the subcategories of this service counts indicator the following data are required:

1. Data on the number of services provided to low-income individuals and/or families.

Note: It is understood that an individual may receive more than one type of service or the same type of service more than once. In these instances, services may be counted multiple times.

Examples

NPI 6.5 differs from NPI 6.2 in that NPI 6.5 measures the services provided rather than the individuals served.

A. Food Boxes

There are many ways in which CAAs distribute emergency food and account for that distribution, including the number of food packages, bags, cartons, or meals distributed. All of these forms of measurement can be counted and reported under this indicator. Food boxes provided to both individuals and families may be counted.

B. Pounds of Food

In addition to the food distribution methods outlined above, CAAs may instead choose to account for their distribution of emergency food in *pounds*. Food distributed to both individuals and families can be counted and reported under this indicator.

C. Units of Clothing

There are many ways in which CAAs distribute emergency clothing and account for that distribution, including the number of individual pieces of clothing, sets of clothing, or clothing vouchers provided. All of these forms of measurement can be counted and reported under this indicator. Emergency clothing provided to both individuals and families may be counted.

Examples:

- An agency provides full sets of clean clothing to children who would otherwise be unable to obtain clean clothes to attend school. Each set of clothing contains a shirt, pair of pants, and undergarments appropriate for the sex of the child. The agency has determined that in FY 2009, they provided 320 sets of clothing. (Count 320 units of clothing provided.)
- An agency provides clothing vouchers good for purchases at the local Goodwill. In FY 2009, 100 vouchers were provided to meet the emergency clothing needs of individuals and families. (Count 100 units of clothing provided).
- An agency provides warm coats to meet the emergency clothing needs of homeless clients in the winter months. In FY 2009, the agency provided 400 winter coats to keep homeless clients healthy and warm in the cold weather. (Count 400 units of clothing provided).

D. Rides Provided

Example:

- An agency provides rides to emergency medical appointments for seniors who would otherwise be unable to obtain transportation. Rides from the 12-person van are available two days each week, every week of the year. The agency has determined that in FY 2009, the van made 104 trips and 650 new and repeat passengers were given rides on those trips. (Count 650 services provided.)

E. Information and Referral Calls

Report the number of requests for assistance through Information and Referral calls that result in increased access to resources.

Example:

- An agency uses their 24/7 HelpLine telephone information and referral service to meet the emergency needs of their community. In FY 2009, HelpLine connected 700 individuals and families to service providers that were able to meet their immediate, short-term medical, food, lodging, transportation, and other emergency needs. (Count 700 services provided.)

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