



Applicant Determined (Site Specific)

Performance Measure Instructions



Washington Service Corps
Applicant Determined
Performance Measure Instructions

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Overview

Applicant-Determined Performance Measures are intended for programs whose interventions, outputs and outcomes do not fit under existing WSC Performance Measures. Programs may create performance measures to track changes in beneficiary (knowledge, attitude, behavior, or conditions).

Intervention

Your Intervention should be based on your Theory of Change. The Theory of Change is the foundation to developing performance measures for your program. Performance measures should align perfectly with your narrative. Performance measures focus on the primary service activities of the AmeriCorps project. The program should be able to describe its impact on the beneficiaries of the service. Theory of Change is another term for the process of clearly stating a problem or need, developing goals that address that need, defining the interventions or activities that will lead to meeting those goals, and detailing the outcomes that will be achieved along the way.

PROBLEM = ACTIVITIES = OUTPUTES = OUTCOMES

Dosage

Describe the design and dosage of your intervention (service activity)

Design (who does what with whom?)

Frequency (how many sessions a week?)

Intensity (length of each session)

Duration (how many total weeks of sessions?)

Performance Plan

- Before the start of each program year, Washington Service Corps (WSC) will request that a representative from your organization complete and return a performance plan form.

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- Use this [performance plan form](#) to:
 - Identify annual output and outcome targets;
 - Describe how performance data will be collected, stored, and analyzed; and
 - Provide the name and contact information of the staff person responsible for reporting WSC performance data.
- Complete and submit your performance plan within your application.
- The information provided in the performance plan will help WSC understand your program, better enabling WSC to provide assistance and helpful resources.

Reporting

Quarterly reporting system and process

- Every service site will designate one staff person to complete WSC's online quarterly reports. This person will receive automated email reminders when it is time to complete the report.
- Every three months, the designated site staff person will login to WSC's quarterly reporting system and enter output and outcome numbers covering the past three months.

Quarterly report

- [Reporting system login page](#)
- Quarterly report schedule
 - Q1 (Sep-Nov): Report available December 1-15th
 - Q2 (Dec-Feb): Report available March 1-15th
 - Q3 (Mar-May): Report available June 1-15th
 - Q4 (Jun-Aug): Report available Sept 1-15th

Tracking document (roll-up report)

- Service sites may develop their own tracking document or utilize [WSC's template tracking document](#).
- The tracking document should be designed to ensure unduplicated participant counts at the individual level.
- Documentation must be maintained for a period of six years from August 31 and be available for review upon request by WSC, Serve Washington and/or AmeriCorps.

Outputs and Outcomes

Overview

- The designated staff person will report on one output and one outcome for the project each quarter.
 - **Output:** Enter your output description. Make sure it is clear what the output is counting. For example, the number of students receiving training.
 - **Outcome:** Clearly state a measurable change in knowledge, attitude, behavior or condition for your beneficiaries, e.g. 70% of students will improve their attendance.

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- Each participant should only be counted once in output and once in the outcome, even if they participated in multiple separate sessions. This is called an unduplicated count.

Technical Assistance

For assistance related to performance measurement and reporting, contact:

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