National Association for State Community Services Programs

CSBG Information System (IS) Instruction Manual

National Performance Indicators (NPIS)

For State and local CSBG Eligible Entity Use in Completing

the CSBG Information System Survey

Updated September 2014

Return to TOC

Table of Contents

Introduction ..... **vi**

Matters of Emphasis ..... **vii**

Guidance for Agencies Reporting in Goal 1 and Goal 6 vii

When to Report Outcomes of Referred Participants viii

Performance Targeting for NPIs ..... **x**

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

National Performance Indicator 1.1 – Employment 1

How to Report for NPI 1.1 2

NPI 1.1 Examples 2

National Performance Indicator 1.2 – Employment Supports 6

How to Report for NPI 1.2 7

NPI 1.2 Examples 8

National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization 12

How to Report for NPI 1.3 13

NPI 1.3 Examples 13

Goal 2: The Conditions in Which Low-Income People Live are Improved **16**

National Performance Indicator 2.1 – Community Improvement and Revitalization 16

How to Report for NPI 2.1 17

NPI 2.1 Examples 17

National Performance Indicator 2.2 – Community Quality of Life and Assets 21

How to Report for NPI 2.2 22

NPI 2.2 Examples 22

National Performance Indicator 2.3 – Community Engagement 25

How to Report for NPI 2.3 25

NPI 2.3 Examples 26

Goal 3: Low-Income People Own a Stake in Their Community **27**

National Performance Indicator 3.1 – Community Enhancement through Maximum Feasible Participation 27

How to Report for NPI 3.1 27

NPI 3.1 Examples 28

Return to TOC

National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation 29
How to Report for NPI 3.2 30
NPI 3.2 Examples 30
Goal 4: Partnerships among Supporters and Providers of Service to Low-Income People are Achieved 32
National Performance Indicator 4.1 – Expanding Opportunities through Community-Wide Partnerships 32
How to Report for NPI 4.1 33
NPI 4.1 Examples 34
Additional Indicators for NPI 4.1 35
Goal 5: Agencies Increase Their Capacity to Achieve Results 36
National Performance Indicator 5.1 – Agency Development 36
How to Report for NPI 5.1 37
NPI 5.1 Examples 37
Additional Indicators for NPI 5.1 37
Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems 38
National Performance Indicator 6.1 – Independent Living 38
How to Report for NPI 6.1 39
NPI 6.1 Examples 40
Additional Indicators for NPI 6.1 41
National Performance Indicator 6.2 – Emergency Assistance 42
How to Report for NPI 6.2 43
NPI 6.2 Examples 44
National Performance Indicator 6.3 – Child and Family Development 47
How to Report for NPI 6.3 48
NPI 6.3 Examples 49
National Performance Indicator 6.4 – Family Supports (Seniors, Disabled, and Caregivers) 52
How to Report for NPI 6.4 53
NPI 6.4 Examples 53
National Performance Indicator 6.5 – Service Counts 56

Return to TOC

How to Report for NPI 6.5 56
NPI 6.5 Examples 57

Introduction

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 manual were created collaboratively within the CSBG Network to enable the more than 1,000 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 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 CSBG. Outcomes should be counted and reported from all Community Action programs and activities. For private CAAs, figures reported in the NPIs and Sections E-G should cover the entire agency, clients, and outcomes. By virtue of its receipt of CSBG funding and consequently, the governance of the entire agency by the Tripartite board, all CAA activities fall under the CSBG umbrella. For local units of government who received CSBG funding, all sections, clients and programs covered under the Tripartite board structure should be reported in the NPIs and Sections E-G.

- Agencies should report outcomes only for those NPI categories in which the CAAs have supporting programs or activities. It is not expected that all CAAs will produce outcomes for all of the indicators.

- Agencies should continue to report annually on their full range of outcomes in addition to reporting on the NPIs, and may use supplementary blank lines to communicate additional outcomes.

- Agencies may use the *Comments* 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. If agencies choose to include additional indicators in this section, it is important these indicators report the number of persons or families that achieve the desired outcome.

- These comment sections are also a space to provide explanations for variances in numbers between years and on targeting percentages achieved annually. Outside of NPI 6.5, an individual or family is to be reported in a particular NPI only once each program year, regardless of how many times they received the assistance and regardless of how many funding sources.

Guidance for Agencies Reporting in Goal 1 and Goal 6

The NPIs require the CAA to think about the context in which the agency is providing services in order to determine where various outcomes should be reported. Goal 1 and Goal 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 by 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 achievements during the reporting period. Other outcomes are mutually exclusive and cannot be reported twice. The following restriction applies:

- NPI 1.2 (employment supports) is mutually exclusive to NPI 6.4 (family supports). As such, no outcome should be reported in both NPI 1.2 and NPI 6.4.

  NPIs 1.2 and 6.4 measure identical outcomes for two distinct and separate populations. 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, individuals may have different outcomes reported in both NPI 1.2 and NPI 6.2. They can have maintenance outcomes reported in NPI 1.2, and emergency efforts reported in NPI 6.2.

  For example, an agency that helps a family with a low-wage worker as the head of household receive SNAP benefits can report that effort as an outcome in NPI 1.2I. Then, if the family exhausts its monthly SNAP allotment and receives emergency food assistance, that effort can be reported in 6.2A.

  If the low-wage worker in the example above is replaced by a head of household who is unable to work, then the outcomes for SNAP benefits would be reported in NPI 6.4F. The emergency food assistance indicator would still be reported in NPI 6.2A, as all emergency assistance, whether for families able to work or not able to work, are reported there.

Note: If the CAA chooses to report an outcome in multiple indicators, the agency must keep track of why and how this decision was made.

When to Report Outcomes of Referred Participants

Agencies should report outcomes not only resulting from programs and activities that they administer, but also those outcomes from participants who achieve outcomes as a result of successful referral 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 to receive a service and as a result, achieved an NPI outcome. Once a referral is made, a CAA must remain in contact with the partner agency in order to track and verify the referred participant's achievement of an outcome. Untracked referrals can be reported in NPI 6.5e as a service count only as there is no way to report an outcome associated with the referred client.

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 participant of that agency; achievement is reported by the CAA as it occurs.

Some examples of when to credit referred participants with an outcome include:

- To improve employability, a working participant enrolled in an agency GED program needs to enroll his/her child in child care, but the agency offers no child care programs. The participant is referred to a partnering Head Start program. The agency would report that a participant who is able to work obtained child care in NPI 1.2E 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. Once that referred participant enrolls in a work support program, s/he becomes a participant of the agency, and as a result, all outcomes related to that participant are reported by the agency.

Performance Targeting for NPIs

The ability of local CAAs to identify their own performance targets continues to be of interest to the Administration, to Congress, and to the national network of CAAs. 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, the CSBG Network has 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.

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

National Performance Indicator 1.1 – Employment

NPI 1.1: The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action assistance.

Overview: NPI 1.1 collects data on outcomes achieved by low-income participants in Community Action employment initiatives who are **either**:

- ✓ Unemployed and seeking earned income, **or**
- ✓ Employed and seeking increased earned income and/or employment benefits.

Applicable Activities: NPI 1.1 collects data on unduplicated participants who achieved employment outcomes as a result of **either**:

- ✓ Direct employment services (see below table for examples),
- ✓ Employment support services reflected in NPI 1.2 (see NPI 1.2), **or**
- ✓ 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.

Examples of applicable activities:

- Prepare those without a history of employment to enter the workforce
- Provide job placement and retention for the unemployed
- Support re-entry into the workforce for the previously incarcerated
- Assist workers in achieving increased earned income, increased employer-paid benefits, or attainment of a living wage[1]
- Support opportunities for self-employment

CAAs should report in NPI 1.1 outcomes for all Federal, State, local and privately-funded activities that focus on employment or self-sufficiency as a primary outcome *or* as a complementary outcome (for example, when employment is one of several goals for a participant).

NOTE: A participant can be reported in more than one row (A, B, C, D), as applicable, as long as they are only reported *once per row*.

[1] There is no definitive national "living wage." Each local agency must define what constitutes living wage and appropriate benefits in their service area.

How to Report for NPI 1.1

National Performance Indicator 1.1 Employment The number and percentage of low-income participants who got a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:	I.) Number of Participants Enrolled in Program(s) (#)	II.) Number of Participants Expected to Achieve Outcome in Reporting Period (Target) (#)	III.) Number of Participants Achieving Outcome in Reporting Period (Actual) (#)	IV.) Percentage Achieving Outcome in Reporting Period [III/ II = IV] (%)

I. The **total unduplicated number of participants** who were seeking employment or seeking to improve an employment situation, and who were enrolled in programs that were part of the agency's efforts to achieve these goals.

II. The **number** of participants who were **expected to achieve the outcome** identified in the subcategories. In many cases, this target number can be found in the grants or contracts of the particular funding source that supports the efforts, or is identified through the CAA's ROMA (Results Oriented Management and Accountability) targeting process.

III. **Number** of participants in I (above) who **actually achieved the outcome** identified in the subcategories within the reporting period. This number must be based on verification that an outcome has actually been achieved, and must be supported by appropriate documentation.

IV. The proportion of program participants who actually achieved an outcome (III) divided by the total number of participants expected to achieve the outcome (II). The IS Survey database will automatically **calculate this success rate of targeting** (III/II=IV).

NPI 1.1 Examples

A. Unemployed and Obtained a Job

Examples of situations that may generate outcomes to be reported in this indicator:

- Unemployed participants engaged in CAA programs that specifically focus on employment training or placement (such as those funded by CSBG, TANF, WIA or other sources) who obtain a job
- Unemployed participants engaged in case-management, which focuses on self-sufficiency, achieve employment as part of their overall progress toward self-sufficiency
- Unemployed parents of Head Start or other child development program who obtain initial employment in the context of parent and family development services

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

Duration of Employment: NPI 1.1A does not set any national requirements for duration of employment that must be achieved by the participant in order for the outcome to be valid. Temporary/Seasonal employment (including summer youth employment) may be reported, unless other specific guidelines are set by the State.

Subsidized Employment: NPI 1.1A does not set any national requirements for the source of funding for the wages of participants achieving an employment outcome.

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

This indicator goes beyond measuring whether a participant obtained a job by further demonstrating that the participant was able to retain the job for at least 90 days.

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

- Participants engaged in a case-managed self-sufficiency initiative who have achieved employment during the case management service maintain for at least 90 days employment obtained during the course of their participation.
- Participants placed in entry-level jobs or who find employment as a result of CAA employment supports are retained following an initial 90-day probationary period.
- Agency employees who are retained following an initial 90-day agency probationary period.

Reporting in Multiple Indicators: Outcome data reported in this indicator, NPI 1.1B, should also be reported in the previous indicator, NPI 1.1A. If a participant obtained a job as a result of CAA assistance and maintained it for 90 days, this participant also qualifies for NPI 1.1A (obtaining a job).

Data Validation: The number reported in NPI 1.1B should also be included in NPI 1.1A, if the participant obtained the job with the assistance of Community Action. If a client comes to the agency currently employed and the agency begins case management with him/her that results in the client achieving B, C, and/or D, the client would NOT be reported in NPI 1.1A.

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

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

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

- Employed participants' income increases as a result of better wages or benefits, or increased hours because of the CAA through:
  - Continuing or vocational education
  - Employment within the agency
  - Job referral or employment placement assistance
  - Employment counseling
- Participants who achieve higher income as a result of new or improved self-employment opportunities facilitated by Community Action through:
  - Micro-business
  - Daycare providers achieve licensure

Report the total number of participants 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

There is no definitive national "living wage." As a result, in order to report in this NPI, each State and/or local agency must define what constitutes a "living wage" and appropriate benefits in their service area. Count and report the number of low-income program participants who are helped to reach or exceed local living wage thresholds.

Wider Opportunities for Women has developed economic security calculations. These calculations, the Basic Economic Security Tables™ (BEST) Index and the Elder Economic Security Standard™ Index (Elder Index), measure the incomes workers and retired elders need to

achieve economic security. The BEST and Elder Index present local expenses, savings requirements and economic security incomes by family type, and at the city, county and state levels. Community Action officials interested in learning more about this initiative may visit: www.wowonline.org and http://www.basiceconomicsecurity.org/.

The Best and Elder Index tools established by WOW are just a few 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.

National Performance Indicator 1.2 – Employment Supports

NPI 1.2: The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action.

Overview: NPI 1.2 collects data on unduplicated low-income participants who achieve outcomes in employment-support areas who are **either**:

- ✓ Unemployed and seeking earned income,
- ✓ Employed and seeking to reduce barriers to maintain earned income, **or**
- ✓ Are employed and seeking increased earned income and/or employment benefits.

Applicable Activities: All initiatives that help participants look for a job, or keep a job, which can be a result of:

- ✓ Free-standing services, **or**
- ✓ Services provided as part of case management, with a goal of self-sufficiency.

List of Employment Support Services in NPI 1.2:

A. Obtaining skills/competencies required for employment
B. Completing ABE/GED and receiving a certificate or diploma
C. Completing a postsecondary education program and receiving a certificate or diploma
D. Enrolling children in before or after school programs
E. Obtaining care for child or other dependent
F. Obtaining access to reliable transportation and/or driver's license
G. Obtaining health care services for self and/or family member
H. Obtaining and/or maintaining safe and affordable housing
I. Obtaining food assistance
J. Obtaining non-emergency LIHEAP assistance
K. Obtaining non-emergency WAP assistance
L. Obtaining other non-emergency energy assistance

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.

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
  - Providing non-emergency food/nutrition supplements, such as SNAP benefits or WIC, 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
- 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 the worker, and the acquisition of child care or other dependent care services

NOTE: A client can be reported in more than one row, as applicable, as long as they are only reported *once per row (i.e. indicators A, B, C, D, etc. are each a row within the reporting form).* Additionally, *it is possible there will be overlap between clients reported in NPI 1.1 and NPI 1.2*. For example, if a participant completed a GED program and then used an employment placement program through the CAA, she/he would be reported in both NPIs.

Cross-Reference NPIs: Please see "Guidance for Agencies Reporting in Goals 1 and 6".

How to Report for NPI 1.2

National Performance Indicator 1.2 **Employment Supports** **The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by one or more of the following:**	**I.) Number of Participants Enrolled in Program(s)** **(#)**	**II.) Number of Participants Achieving Outcome in Reporting Period** **(#)**

I. The **total number of participants** who, during the reporting period, were part of the agency's efforts to support low-income individuals in reducing and/or eliminating barriers to initial or continuous employment.

II. The **number** of participants (out of those above) who **actually achieved the outcome** identified in each subcategory within the reporting period. This number must be based on verification that an outcome has actually been achieved, and must be backed up by appropriate documentation.

NPI 1.2 Examples

A. Obtained skills/competencies required for employment

- 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 CAA 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

- 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 postsecondary education program and obtained certificate or diploma

- Parents of children in a Head Start program earn postsecondary degrees as a result of Community Action support and thereby meet both ROMA targets and Head Start economic empowerment goals.
- Participants in CAA coordinated self-sufficiency programs earn postsecondary 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

- 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 dependent

- 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.
- Participants actively seeking employment receive child care while completing job training and/or during job interviews from an agency program that can 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

- Participants in Community Action TANF-funded Welfare-to-Work programs receive public transportation tokens or subsidies.
- Participants in Community Action programs receive assistance to 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 self and/or a family member

- 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.
- 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.

H. Obtained and/or maintained safe and affordable housing

- CAA participants whose housing situation becomes more safe or more stable, thus enabling adult family members to become documented for employment purposes as a result of agency assistance.
- CAA participants whose housing situation becomes more safe or more stable, 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 6.2A and 6.4F in that NPI 1.2I measures activities that provide food assistance at a maintenance level to individuals who are *able to work*, such as WIC food assistance, and not in emergency or crisis situations. All emergency food assistance should be reported in NPI 6.2A. All food assistance for individuals who are *unable to work* should be reported in NPI 6.4.

- 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 SNAP benefits when their income exceeds the requirement by $20. The family receives food assistance from the agency in order to maintain employment.

J. Obtained non-emergency LIHEAP assistance

- 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 Weatherization assistance

- 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.)

- 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.

- Distributing energy efficient light bulbs.

  NOTE: Reporting depends on method of distribution. For example, if the light bulbs are distributed with no education or follow up to ensure that recipients understand the impact this type of bulb has on energy savings, this is an output (I.E. we distributed a light bulb.) However, if distributing this type of light bulb includes home installation or an educational pamphlet, as examples, this activity in the form of number of clients receiving the light bulb and the associated education can be reported under either 1.2L (if recipients are able to work) or 6.4i (if recipients are unable to work). In summary, outcomes are only reported here if education or follow up was provided.

Cross-Reference NPIs: Please see "Guidance for Agencies Reporting in Goals 1 and 6".

National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization

NPI 1.3: The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of Community Action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome.

Overview: NPI 1.3 collects data on unduplicated participants who achieve outcomes as a result of Community Action, by **either**:

- ✓ Increasing their assets (Asset Enhancement), **and/or**
- ✓ Increasing their ability to manage and utilize resources (Asset Utilization).

Applicable Activities: NPI 1.3 collects outcome data on participants who achieved outcomes as a result of **either**:

- ✓ Stand-alone asset enhancement or management initiatives, **or**
- ✓ Asset enhancement or management services as part of broader case management.

Some examples of services include:

- 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
- Agency programs that result in participant accumulation of economic resources over time and that enable him/her to invest in major life-improving activities, such as the creation of a small business, the pursuit of higher education or home ownership

How to Report for NPI 1.3

National Performance Indicator 1.3 Economic Asset Enhancement and Utilization	I). Number of Participants Enrolled in Program(s) (#)	II). Number of Participants Achieving Outcome in Reporting Period (Target) (#)	III). Number of Participants Achieving Outcome in Reporting Period (Actual) (#)	IV). Percentage Achieving Outcome in Reporting Period [III/II=IV] (%)	V.) Aggregated Dollar Amounts (Payments, Credits, or Savings) ($)

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

I. The number of unduplicated participants who were part of the agency's efforts to support low-income individuals to enhance or utilize their economic assets.

II. The number of unduplicated 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.

III. The number of unduplicated 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 must be based on verification that an outcome has actually been achieved, and must be backed up by appropriate documentation.

IV. The proportion of program participants who actually achieved the outcome (III) divided by the total number of participants expected to achieve the outcome (II). The database will automatically calculate this success rate of targeting (III/II=IV).

V. The aggregated dollar amounts saved, received, or used for an investment by participants counted as achieving an outcome. *Note the data on aggregated dollar amounts are required for NPI 1.3 Enhancement A, B, and C and Utilization F, G, H, I, and J*

NOTE: A participant can be reported in more than one row, as applicable, as long as they are only reported *once per row*.

NPI 1.3 Examples

A. 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
(Note that these are the credit amounts, not the full refund amount)

- A CAA participant qualifies for and receives an Earned Income Tax Credit worth $500, and a Child Tax Credit worth $1,000 (Report $1,500 worth of expected savings.)

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

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

C. 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

- A CAA participant receives a free phone from the wireless carrier in their county worth $30. (Report $30 worth of estimated 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 annually. (Report $250 worth of expected savings.)

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

- 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.

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

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

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

- 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 during the reporting year. (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.)

G. Number and percent of participants capitalizing a small business with accumulated IDA or other savings

- A CAA participant enrolled in an IDA program used $1,500 of his/her savings to cover inventory expenses of a small business. (Report $1,500 in savings.)

  Cross-Reference NPI: The number of participants starting small businesses with savings here should also be reported in NPI 3.2B.

H. Number and percent of participants pursuing postsecondary education with accumulated IDA or other savings

- 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, postsecondary, vocational school. (Report $600 in savings.)

  Cross-Reference NPI: The number of participants completing postsecondary education and earning a certificate or diploma should also be reported in NPI 1.2C.

I. Number and percent of participants purchasing a home with accumulated IDA or other savings

- A CAA participant with an IDA is a first-time homebuyer and used $2,000 of their savings from that account to help pay the qualified costs on a principal residence. (Report $2,000 in savings)

  Cross-Reference NPI: The number of participants who purchased a home should also be reported in NPI 1.2H or NPI 6.4E, dependent upon whether the participant is able to work. They should also be reported in NPI 3.2C.

J. Number and percent of participants purchasing other assets with accumulated IDA or other savings

- A rural CAA participant saved $1,600 in his/her savings account and used $1,100 from that account to purchase a car enabling him/her to become more self-sufficient. (Report $1,100 in savings.)

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

National Performance Indicator 2.1 – Community Improvement and Revitalization

NPI 2.1: Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies.

Overview: NPI 2.1 collects data on new or ongoing Community Action projects which produce outcomes that build community assets, including:

- ✓ Projects initiated by the CAA
- ✓ Projects as a result of CAA partnerships
- ✓ Advocacy efforts

Applicable Activities: NPI 2.1 collects outcome data on projects that achieved increased or improved community assets as a result of:

- ✓ Material improvements, such as affordable homes and safe streets, and/or
- ✓ Changes in public policy that reduce the causes of poverty and revitalize low-income communities.

Examples of infrastructure-building outcomes include:

- 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

How to Report for NPI 2.1

National Performance Indicator 2.1 Community Improvement and Revitalization	I.) Number of Projects or Initiatives (#)	II.) Number of Opportunities and/or Community Resources Preserved or Increased (#)

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

I. 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 clarification on "significance" of investment.)

II. Data on the number of opportunities (as described above) and/or community resources which were preserved or increased.

Columns I and II have a one-to-many relationship, i.e. each single project is recorded in column I, and the many opportunities or resources are recorded in column II.

NOTE: The criterion for determining whether a project should 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.

NPI 2.1 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. Please include actual numbers of jobs for which a participant

is employed, not Full Time Equivalent (FTE) counts. 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.

- As a result of CAA advocacy and partnerships, tax incentives are created to encourage more small businesses to open in the community. Three 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 as 1 project/initiative and 35 opportunities. (*Note the CAA would also report as 1 project/initiative and 20 opportunities in NPI 2.1B*)

Data Validation: The number reported in NPI 2.1A is always equal to or greater than the number reported in NPI 2.1B.

Cross-Reference NPI: The number of jobs created here that were also filled by low-income CAA participants should also be reported in NPI 1.1A.

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.

- 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 as 1 project/initiative and 400 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 as 1 project/initiative and 45 opportunities.)

Data Validation: The number reported in NPI 2.1B is always equal to or less than the number reported in NPI 2.1A.

Cross-Reference NPI: The number of jobs created here that were also filled by low-income CAA participants should also be reported in NPI 1.1A and NPI 1.1D.

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.

- 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 as 1 project/initiative and 40 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

All agency weatherization projects should be included here annually, in addition to other construction or rehabilitation projects that preserve safe and affordable housing units.

- The CAA weatherizes 70 existing housing units of low-income families utilizing Weatherization funds as well as additional funds.

  (Report as 1 project/initiative and 70 opportunities.)

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

- 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 as 1 project/initiative and 5,000 opportunities.)

- The CAA negotiates agreements with two faith-based substance abuse treatment providers to make additional treatment slots available to 50 community low-income participants annually.
  (Report as 1 project/initiative and 50 opportunities.)

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

- 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 as 1 project/initiative and 30 opportunities.)

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

- 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 as 1 project/initiative and 200 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 as 1 project/initiative and 50 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

- A rural CAA contracts with the local Area Agency on Aging to utilize three agency vans to transport low-income workers to and from employment on a regular basis, when the vans are not being used for senior services, assisting approximately 100 participants annually.
  (Report as 1 project/initiative and 100 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 annually to and from centers of employment.
  (Report as 2 projects/initiatives and 600 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 as 1 project/initiative and 30 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 postsecondary education

- During the reporting period, a CAA receives State certification and funding to provide vocational training in commercial transportation to 100 low-income participants annually.
  (Report as 1 project/initiative and 100 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 as 6 projects/initiatives and 180 opportunities.)

National Performance Indicator 2.2 – Community Quality of Life and Assets

NPI 2.2: The quality of life and assets in low-income neighborhoods are improved by a Community Action initiative or advocacy.

Overview: NPI 2.2 collects data on new or continuing Community Action projects whose outcomes build community assets, including:

- ✓ Programs initiated by the CAA
- ✓ Projects as a result of CAA partnerships with local government, business, financial institution, or other community organization(s)
- ✓ CAA advocacy efforts

Applicable Activities: NPI 2.2 collects outcome data on projects that achieved, increased or improved presence and availability of community services and commercial enterprise within low-income communities as a result of:

- ✓ Increased presence and/or availability of community services and/or commercial enterprise in low-income community
- ✓ Increased value of neighborhood residences through rehabilitation

Some common outcomes 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

How to Report for NPI 2.2

National Performance Indicator 2.2 Community Quality of Life and Assets	I.) Number of Program Initiatives or Advocacy Efforts (#)	II.) Number of Community Assets, Services or Facilities Preserved or Increased (#)

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

I. 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.)

II. The number of opportunities (as described above) and/or community resources which were preserved or increased.

Columns I and II have a "one-to-many" relationship, i.e. each single project is recorded in column I, and the many opportunities or resources are recorded in column II.

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 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.

NOTE: Initiatives or advocacy efforts reported in NPI 2.2 can also be reported in NPI 2.1 as long as there is long as there is documentation at the CAA level that an initiative or advocacy effort resulted in community improvement and revitalization.

NPI 2.2 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

- 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 1 initiative and a reasonable estimate of the number of new affordable units that were added to the community's housing stock during the reporting period.)

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.

- A youth recreation center that can accommodate 150 people 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 1 initiative 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 1 initiative 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.

- A CAA advocates successfully for the creation or expansion of police "foot patrols" in low-income neighborhoods where 900 people live.
  (Report as 1 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.

- 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 1 initiative and the number of people expected to use it annually.)

- A 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 2 initiatives and the number of individuals who typically utilize those locations annually.)

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.

- A CAA helps renovate an existing closed school building and convert it into a neighborhood arts center.
  (Report as 1 initiative and the expected unduplicated number of annual users.)

National Performance Indicator 2.3 – Community Engagement

NPI 2.3: The number of community members working with Community Action to improve conditions in the community.

Overview: NPI 2.3 collects data on outcomes achieved by Community Action initiatives which build community engagement:

- ✓ Volunteer hours donated directly to the CAA for <u>any</u> program or activity
- ✓ Individuals and businesses mobilized by the CAA

Applicable Activities: NPI 2.3 collects data on the number of community members mobilized by Community Action, and the number of hours donated by volunteers to the CAA:

- ✓ Mobilizing local business to provide needed services free of charge, or at a discounted rate, to low-income residents
- ✓ Recruit and involve volunteers in Community Action initiatives

Examples of volunteer activities:

- 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
- 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

National Performance Indicator 2.3 <u>Community Engagement</u> The number of community members working with Community Action to improve conditions in the community.	I.) Total Contribution by Community (#)

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

A. The unduplicated number of community members mobilized.

B. The number of volunteer hours donated to the agency (ALL volunteer hours). All agencies should report volunteer hours, as the hours donated by the Board are to be included.

NPI 2.3 Examples

A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives

NOTE: These should be unduplicated individuals.

- The CAA's board is made up of 15 volunteer members who participate in meetings. (Report as 15 people.)
- The CAA's Head Start classroom has 50 parents and other adults volunteer annually in the classroom. (Report as 50 people.)
- The Meals on Wheels program managed by the agency has 100 people volunteer during the reporting period. (Report as 100 people.)
- A hotel manager provides discount of free rooms for a CAA's domestic violence program when the program is over capacity. (Report as 1 person.)

B. Number of volunteer hours donated to the agency (This will be ALL volunteer hours)

- The CAA's 15 board members each attend 6 board meetings, each lasting 2 hours. (Report as 180 hours.)
- The CAA's free tax preparation program has 10 volunteers, who work 3 hours a week for 12 weeks. (Report as 360 hours. *Note the they should also reported as 10 people in* 2.3A)

Data Validation: The number of volunteer hours reported in NPI 2.3B is always equal to or greater than the number of low-income volunteer hours reported in NPI 3.1A.

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

National Performance Indicator 3.1 – Community Enhancement through Maximum Feasible Participation

NPI 3.1: The number of volunteer hours donated to Community Action.

Goal 3 is focused on documenting how low-income people are supported in owning a stake in their community. NPI 3.1 provides a snapshot of involvement of low-income individuals in their community by tracking the number of volunteer hours donated by this population.

Overview: NPI 3.1 collects the number of hours donated by low-income volunteers to Community Action.

- ✓ Only include volunteer hours donated by low-income individuals. Volunteer time can be for any program or activity.

Applicable Activities:

- ✓ Recruit and involve low-income participants in any Community Action initiatives
- ✓ Recruit and involve low-income community members on the Board of Directors
- ✓ Recruit and involve low-income representative for Head Start Policy Council
- ✓ Track volunteer hours donated

How to Report for NPI 3.1

National Performance Indicator 3.1 Community Enhancement through Maximum Feasible Participation	I.) Total Number of Volunteer Hours (#)

For this community enhancement indicator the following data are required:

I. Data on the total number of volunteer hours donated by low-income individuals to Community Action. (*Note this is ONLY the number of volunteer hours from individuals who are low-income.)*

Data Validation: The number reported in NPI 3.1A is always equal to or less than the number reported in NPI 2.3B, which includes volunteer hours for individuals of all income levels.

NPI 3.1 Examples

Examples given for NPI 2.3B are applicable to NPI 3.1A, as long as the volunteers are low-income.

NOTE: CAAs may not know the income status of all their volunteers. However, they may collect this information by adding income categories to volunteer applications. In addition, most volunteers who are also enrolled in programs at the CAA, such as Head Start parents, are known to be low-income.

National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation

NPI 3.2: The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community.

Overview: NPI 3.2 collects data on low-income people mobilized by Community Action initiatives to engage in activities that support and promote their own well-being and that of their community:

- ✓ Low-income individuals mobilized by the CAA

Applicable Activities:

- ✓ Recruit and involve participants in Community Action initiatives
- ✓ Provide support and incentives for low-income people to purchase a home or open a small business.

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
- Purchasing a home or acquiring a business

How to Report for NPI 3.2

National Performance Indicator 3.2 Community Empowerment through Maximum Feasible Participation	I.) Number of Low-Income People (#)

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

I. The unduplicated number of low-income community members mobilized

NPI 3.2 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

- Eight representatives of the low-income community served by the agency are elected to the tripartite governing board. (Report as 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 as 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 as 8 low-income people.)

Data Validation: The number of low-income individuals reported in NPI 3.2A should also be included in NPI 2.3A. Thus, NPI 3.2A should not be greater than 2.3A.

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

- 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 12 low-income residents. (Report as 12 low-income people.)

- As a result of an agency Individual Development Account (IDA) initiative, 5 participants achieved sufficient savings to start a small business during the reporting period. (Report as 5 low-income people.)

  Data Validation: The number reported in NPI 1.3G should also be included in NPI 3.2B. Thus, NPI 3.2B is always equal to or greater than the number reported in NPI 1.3G. (Meaning that NPI 1.3G is a subset of NPI 3.2B.) The indicators in NPI 1.3 are outcomes specifically from IDA programs, whereas the outcomes in NPI 3.2 are a result of any type of Community Action assistance that helped low-income people achieve their goals.

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

- As a result of an Individual Development Account (IDA) initiative, 16 participants achieved sufficient savings to make a down payment on owning their first home during the reporting period. (Report as 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 as 25 low-income people.)

  Data Validation: The number reported in NPI 1.3I should also be included in NPI 3.2C. So, NPI 3.2C is always equal to or greater than the number reported in NPI 1.3I. (Meaning that NPI 1.3I is a subset of NPI 3.2C.)

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

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 as 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

NPI 4.1: The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.

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.

Overview: NPI 4.1 collects data on the number and types of organizational partnerships with which they work in relation to all of the programs and services they administer:

- ✓ Number of partnerships
- ✓ Unique organizations, both public and private, partnered with

Applicable Activities: NPI 4.1 collects data on partnerships as a result of:

- ✓ 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
- ✓ 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
- ✓ 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

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

- Nonprofit
- Faith Based
- Local Government
- State Government
- Federal Government
- For-Profit Business or Corporation
- Consortiums/Collaboration
- Housing Consortiums/Collaboration
- School Districts
- Institutions of postsecondary education/training
- Financial/Banking Institutions
- Health Service Institutions
- State wide associations or collaborations

How to Report for NPI 4.1

National Performance Indicator 4.1 **Expanding Opportunities through Community-Wide Partnerships**	I.) Number of Organizations (#)	II.) Number of Partnerships (#)

For this partnerships indicator the following data are required:

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

II. Data on the total number of partnerships CAAs have to promote family and community outcomes. A CAA can have multiple partnerships with one organization.

Data Validation: The sum of the number of organizations should be equal to or less than the sum of the number of partnerships.

NOTES:

- Pick the category which best describes the organization. For example, Catholic Charities is both a nonprofit and a faith-based organization. Only report an organization in Column I once, so that the total is an unduplicated count of organizations.

- Every CAA should report at least one partnership with a State Government, because they work with the State CSBG Administrator to receive their funding.

- CAAs may have multiple partnerships with a single organization. For example, a CAA may partner with a single nonprofit agency for 3 separate initiatives: 1) employment service referrals; 2) contractual agreement for sharing a work location; and 3) an agreement to partner on all National Service Days. This example would be reported as one nonprofit organization in column I and three partnerships in Column II.

- The sum of the number of the organizations should be equal to or less than the number of partnerships, because CAAs may have multiple partnerships with one organization, but they have at least one partnership with every organization reported.

NPI 4.1 Examples

- A CAA with a job training and employment initiative supported by CSBG, TANF, and WIA funds has formal agreements 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 organizations in the appropriate categories in Column I adjacent to their type of organization. Then list each partnership in Column II.)

- 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 organizations in the appropriate categories in Column I adjacent to their type of organization. Then list each partnership in Column II.)

- Four faith-based nonprofit groups provide food for the food bank on alternating months. (Report 4 faith-based organizations in Column I. Then list each partnership in Column II.)

Additional Indicators for NPI 4.1

If the type of organization the agency partners with is not listed in NPI 4.1, the CAA may add a new type of organization in the blank row provided for additional measures. Additionally, please use the space provided in Goal 4 Notes to briefly describe this partner and how the 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: The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes.

Overview: NPI 5.1 measures agency development by the number of human capital resources available within the agency

- ✓ Report CAA staff in all applicable items each year

Applicable Activities:

Established types of agency development to be reported include:

- Number of Certified Community Action Professionals (CCAP)
- Number of Nationally Certified ROMA Trainers
- Number of Family Development Certified Staff
- Number of Child Development Certified Staff
- Number of staff attending trainings
- Number of Board members attending trainings
- *Hours* of staff in trainings
- *Hours* of Board members in trainings

How to Report for NPI 5.1

National Performance Indicator 5.1 Agency Development	I.) Resources in Agency (#)

For this agency development indicator the following data are required:

1. Data on the number of certified staff and/or Board members within the agency.
2. Data on the number of agency staff and/or Board members attending trainings.
3. Data on the number of hours that agency staff and/or Board members spent in trainings.

NPI 5.1 Examples

NPI 5.1 asks the agency 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, 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 the agency's capacity is enhanced by staff or Board members with training certifications not listed in NPI 5.1, the agency 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 the additional 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.

NPI 6.1: The number vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services.

Overview: NPI 6.1 collects data on vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services:

NOTE: Seniors can be reported twice, once under Senior Citizens and again under Individuals with Disabilities if they are disabled, and age 55-over

Applicable Activities: NPI 6.1 collects data on the number of vulnerable individuals served through:

- ✓ Activities that contribute to successful independent living among seniors and individuals with disabilities which are to be reported 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 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
- Supplementary food distribution and nutrition counseling

How to Report for NPI 6.1

National Performance Indicator 6.1 Independent Living	I.) Number of Vulnerable Individuals Living Independently (#)

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

A. 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 tracked referrals for services from partnering organizations.

B. The number of participants 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 tracked referrals for services 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
d. Age unknown

Clarification: Disabled seniors may be reported twice, once under 6.1A Senior Citizens and again under 6.1B Individuals with Disabilities, ages 55 and over.

NPI 6.1 asks the agency to report the number of unduplicated 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 meal (nutrition service) and participate in an enrichment activity (socialization or educational service) that person is counted as one senior citizen, even though s/he received multiple services.

NPI 6.1 Examples

6.1A

- Participant over the age of 55 who are unable to cook for themselves receive home delivered meals from a Community Action program
- A participant over the age of 55 receives care from a visiting nurse as a result of the Community Action program referring/ connecting the individual with this resource

Data Validation: The number of participants included should not exceed the sum of items 8 g and h of Section G: Participant Characteristics to ensure an unduplicated count, barring exceptions. If an agency is able to report outcomes for seniors, the agency should be able to report unduplicated age in Section G. Exceptions include for example, agencies running senior or disability-specific transportation programs that do not track unduplicated individuals, or do not track specific ages of the seniors served.

6.1B

- A participant with a disability receives assistance with activities of daily living and home management assistance through assistance from a Community Action program
- A participant with a disability and over the age of 55 receives legal assistance preventing him/her from being moved to an adult living facility or nursing home. *Note: this individual would be reported in 6.1A and 6.1B*

Data Validation: The number of participants included should not exceed the number reported as indicating "yes" in item 11b of Section G: Participant Characteristics to ensure an unduplicated count.

Cross-Reference NPI: The number of participants included here should be cross-referenced with Section G: Participant Characteristics to ensure an unduplicated count.

Additional Indicators for NPI 6.1

If the agency tracks outcomes for participants who are considered to be "vulnerable populations" but are not considered disabled, the CAA may report these on a blank line as an Additional Indicator.

If the CAA reports an additional measure in NPI 6.1, the agency should clearly define in Goal 6 Notes why the CAA believes that these participants should be considered "vulnerable populations." A few examples of what some Entities have submitted in a blank row under NPI 6.1 include:

- Participants who have a disabling condition (perhaps short term) but are not considered disabled
- Participants facing substance abuse issues who are not considered disabled
- Participants with short-term mental health issues

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.

NPI 6.2: 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.

Requirements: NPI 6.2 collects data on low-income participants in Community Action initiatives who seek emergency services and receive emergency services

Applicable Activities: NPI 6.2 collects data on the number of individuals served through emergency assistance:

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

How to Report for NPI 6.2

National Performance Indicator 6.2 Emergency Assistance	I.) Number of Individuals Seeking Assistance (#)	II.) Number of Individuals Receiving Assistance (#)

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 unduplicated individuals *seeking* assistance and the number of unduplicated 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 in NPI 6.2, when that occurs, but not more than once per row/category. Individuals who receive one type of assistance multiple times may not be counted more than once in a single row/category.

***NOTE:** If an agency does not know the specific number of people in a family served, they may still be counted in NPI 6.2, as long as they are reported as "individuals" using the following conversion calculation:

Multiply: 3.14 *by* the number of families receiving emergency services.

The most recent U.S. Census Bureau survey reported that 3.14 was the average U.S. family size. The agency may also choose to find the average family size specific to its state and use that to be more accurate. For more information, please visit:
http://www.census.gov/prod/cen2010/briefs/c2010br-14.pdf and
http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml.

Cross-Reference NPIs: Please see p.vi "Guidance for Agencies Reporting in Goals 1 and 6."

NPI 6.2 Examples

A. Emergency Food

For the purposes of this reporting, please provide the number of unduplicated individuals receiving such assistance, not the number of units of service they received. The number of food boxes, the number of "times" individuals receive food and/or the 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 unduplicated participants for whom vendor payments have been made by the agency to meet the emergency fuel and utility needs.

C. Emergency Rent or Mortgage Assistance

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

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

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

E. Emergency Temporary Shelter

Agencies are asked to report the number of unduplicated participants who receive temporary shelter assistance from Community Action. For example:

- The number of homeless participants receiving temporary shelter
- The number of participants 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 unduplicated participants for which emergency medical care has been provided as a result of Community Action assistance. For example:

- Emergency medical care at a CAA clinic or health facility for injuries that have resulted from an accident or natural disaster
- 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 unduplicated participants who receive Community Action assistance in securing emergency protection for adults and/or children from real or potential sources of physical and emotional abuse. For example:

- 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
- Assistance in obtaining emergency child protective interventions, court orders, or placements

H. Emergency Legal Assistance

Agencies are asked to report the number of unduplicated participants who receive emergency legal assistance from the agency, either directly or as a result of partnerships with, or referral to, other organizations within the community. For example:

- Participants who receive emergency immigration assistance or representation by the agency or a partnering organization
- Participants who 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
- Participants who 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 unduplicated participants who 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 participants 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, or the need for emergency transportation when they do not currently have a personal vehicle.

J. Emergency Disaster Relief

Agencies should report the number of unduplicated participants who 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. You may also report these services in other rows within this indicator, where applicable.

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 unduplicated participants 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).

National Performance Indicator 6.3 – Child and Family Development

NPI 6.3: The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs who achieve program goals.

Requirements: NPI 6.3 collects data on outcomes achieved by low-income infants, children, youth, parents, and other adult participants in Community Action initiatives.

Applicable Activities: NPI 6.3 collects data on unduplicated individuals based on activities that produce developmental or functioning outcomes for children, youth, parents and other adults to be reported under this performance indicator:

Examples of programs that produce outcomes 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
- Agency early childhood nutrition programs, including those focused on food distribution or supplementation, nutrition instruction and other parental skill building

Examples of programs that produce outcomes 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
- Anger management and conflict resolution instruction

Examples of programs that produce outcomes 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
- Family/domestic violence prevention, intervention, and remediation programs

How to Report for NPI 6.3

National Performance Indicator 6.3 Child and Family Development	I.) Number of Participants Enrolled in Program(s) (#)	II.) Number of Participants Expected to Achieve Outcome in Reporting Period (Target) (#)	III.) Number of Participants Achieving Outcome in Reporting Period (Actual) (#)	IV.) Percentage Achieving Outcome in Reporting Period [III / II = IV] (%)

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

I. 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 I.

II. 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 II.

III. 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 III.

IV. 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 in Column IV.

NPI 6.3 Examples

- A CAA-administered health clinic is funded to screen and inoculate <u>all</u> preschool children of low-income families participating in agency employment training and placement programs. Of the 400 children enrolled (Column I), and thereby "expected" to receive inoculations during the reporting period (Column II), only 375 are inoculated (Column III). The percentage achieving is automatically calculated at 94% for Column IV.

- 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 I 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 II. Over the course of the league season, 40 youth attend and participate in half the games or more, so 40 is entered in Column III. The percentage achieving, 67%, is automatically calculated for Column IV.

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 explained below.

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. For example:

- 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 as 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 by that program.

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. They also identify 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.

For example:

- 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 I under Youth G. 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 II. Twenty (20) of the youth achieved these outcomes. The agency would report 20 in Column III. The percentage calculated for Column IV is 67%.

- A CAA utilizes a variety of funding sources to offer parenting skills 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
  - 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 J) in Column I.
- 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 II.
- Of the 40 parents completing the self-assessment, 39 actually reported using parenting skills learned in the course – the number they entered into Column III.
- The percentage calculated automatically for Column IV is 111%.

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

NPI 6.4: 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.

Requirements: NPI 6.4 collects data on unduplicated low-income participants who are unable to work, such as seniors, disabled adults, or caregivers, who achieve outcomes as a result of Community Action assistance.

Applicable Activities: NPI 6.4 collects outcome data on unduplicated participants who achieved family support outcomes as a result of:

- ✓ Free-standing services
- ✓ Services provided as part of case management, with a goal of eliminating or reducing barriers to family stability

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, such as seniors, adults with disabilities, and caregivers. However, these categories of individuals do not automatically require their outcomes to be reported in NPI 6.4. Individuals who are *able* to work, even those who are seniors, adults with disabilities, or caregivers, should be reported in NPI 1.2.

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 and/or maintained safe and affordable housing
- Obtained food assistance
- Obtained non-emergency energy assistance (LIHEAP, WX, State-local-private energy programs)

How to Report for NPI 6.4

National Performance Indicator 6.4 Family Supports (Seniors, Disabled and Caregivers)	I.) Number of Participants Enrolled in Program(s) (#)	II.) Number of Participants Achieving Outcome in Reporting Period (#)

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

I. 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.

II. 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.

Cross-Reference NPIs: Please see "Guidance for Agencies Reporting in Goals 1 and 6."

NPI 6.4 Examples

A. Enrolled children in before- or after-school programs

- 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 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 dependent

- 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

- 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

- 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 and/or maintained safe and affordable housing

- 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 6.2A 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.

- 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 SNAP benefits when their income exceeds the requirement by $20. The family receives food assistance from the agency in order to maintain family stability.

G. Obtained non-emergency LIHEAP energy assistance

- CAA participants receive home heating assistance, thus enabling family members to maintain a stable home environment and avoid related health issues.

H. Obtained non-emergency WX energy assistance

- 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.

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

- CAA participants receive weatherization assistance through a State energy program to remove dangerous or substandard insulation.

- Distributing energy efficient light bulbs.

  NOTE: Reporting depends on method of distribution. For example, if the light bulbs are distributed with no education or follow up to ensure that recipients understand the impact this type of bulb has on energy savings, this is an output (I.E. we distributed a light bulb.) However, if distributing this type of light bulb includes home installation or an educational pamphlet, as examples, this activity in the form of number of clients receiving the light bulb and the associated education can be reported under either NPI 1.2L (if recipients are able to work) or NPI 6.4i (if recipients are unable to work).

National Performance Indicator 6.5 – Service Counts

NPI 6.5: The number of services provided to low-income individuals and/or families.

Requirements: NPI 6.5 collects data on the number of services provided to meet a need and strengthen family and other supportive systems.

Applicable Activities:

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
- Units of Clothing
- Rides Provided
- Information and Referral Calls

How to Report for NPI 6.5

National Performance Indicator 6.5 Service Counts	I.) Number of services (#)

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

1. 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. Since this indicator records *service counts* and not unduplicated participants, services may be counted multiple times.

NPI 6.5 Examples

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

A. Food Boxes

There are many ways in which CAAs distribute emergency food and account for this distribution, including reporting the number of food "packages," "bags," "cartons", or meals distributed, the number of "times" individuals receive food, or the overall weight of the food distributed. In 6.5A, report either the number of food packages distributed, or the number of "times" a participant received assistance.

B. Pounds of Food

If the CAA accounts for their distribution of food in *pounds*, (in addition to or instead of counting food boxes), the weight of the food distributed is reported here.

C. Units of Clothing

There are many ways in which CAAs distribute 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.

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 they provided 320 sets of clothing in the reporting period. (Count as 320 units of clothing provided.)
- An agency provides clothing vouchers good for purchases at the local Goodwill. In the reporting period, 100 vouchers were provided to meet the clothing needs of individuals and families. (Count as 100 units of clothing provided.)
- An agency provides warm coats to meet the clothing needs of homeless participants in the winter months. The agency provided 400 winter coats to keep homeless participants healthy and warm in the cold weather during the reporting period. (Count as 400 units of clothing provided.)

D. Rides Provided

Example:

- An agency provides rides to 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 the van made 104 trips and 650 new and repeat passengers were given rides on those trips during the reporting period. (Count as 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. Information and Referral calls that are not tracked for outcomes are to be reported here in the service count. For those clients whose calls and subsequent referrals are tracked and outcomes are documents, these clients would be reported in the appropriate NPI.

Example:

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

National Association for State Community Services Programs

111 K Street, NE, Suite 300, Washington, DC 20002

(202) 624-5866 • nascsp@nascsp.org