

Appendix B: AmeriCorps Seniors Senior Companion Program Performance Measure Instructions



References and Authorities Definitions, Suggestions regarding Data Collection, and Additional Notes

Last Updated: October 2023

This document explains specific performance measure instructions for the AmeriCorps Seniors Senior Companion Program. It contains the menu of available service activities and output and outcome measures, with additional information on how to use each of them. This document should be used in tandem with the Notice of Funding Opportunity.

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AmeriCorps Seniors Senior Companion Program

Performance Measure Requirements

Measured in Unduplicated Volunteers*

1. **Primary Focus Area:** The AmeriCorps Seniors Senior Companion Program Primary Focus Area is Healthy Futures, Aging in Place.
2. **Work Plans:** All unduplicated AmeriCorps Seniors volunteers or Volunteer Service Years (VSY), which is 1 VSY equals 1,044 hours of service, must be placed in the work plan. The maximum cost per unduplicated volunteer or VSY in all Performance Measures included in the Work Plan may not exceed the allowable cost per volunteer or VSY as stated below.
3. **National Performance Measures.** Every national performance measure output must be paired with a single outcome. For each Performance Measure, applicants must select one output and one of the associated outcomes. While beneficiaries may receive benefits associated with more than one available outcome, select only one outcome for each beneficiary served. "Other Community Priorities" work plans are not considered national performance measures.
4. **Other Community Priorities.** A work plan consisting of "Other Community Priorities" may be created by the grantee to address community activities not captured in national performance measures.
5. **Unduplicated Volunteers.** Count Volunteer Service Years (VSY), which is calculated by taking the total hours of services spent on each performance measure divided by 1044 hours. To complete the Performance Measures module, stipended programs must enter volunteer service years into the number of unduplicated volunteer section of the work plans.
 - Example: \$90,000 of federal funding has a minimum of 10 VSYS equals 10,440 hours of service (10 multiplied by 1,044).
6. **Maximum Cost per Unduplicated Volunteer in Outcome Assignments.** For every \$9,000 in base federal funding, at least one AmeriCorps Seniors VSY * must be placed in the work plan that result in national performance measure outcomes in the Education focus area.
 - Example: \$90,000 of federal funding divided by \$9,000 equals minimum of 10 VSYS placed into unduplicated volunteer outcome assignment.
7. **Rounding Unduplicated Volunteers in Outcome Assignments.** Common arithmetic rules should be used to determine how to round unduplicated volunteers in outcome-based work plans. Grantees should round to the nearest whole number. For example, an AmeriCorps Seniors FGP grantee with \$98,000 in federal funding would require 10.08 unduplicated volunteers in work plans that result in national performance measure outcome. Since 10.08 is less than 10.5, this would be rounded down to 10 unduplicated volunteers in work plans that result in national performance measure outcomes.

In contrast, a grantee with \$178,000 in federal funding (19.78 volunteers in outcome-based work plans) would round up and require 20 unduplicated volunteers in work plans that result in national performance measures outcomes.
8. **COVID-19 Performance Measure Resources:**
 - i. [AmeriCorps Seniors Performance Measures- COVID](#)
 - ii. [AmeriCorps Seniors Pandemic Recovery: A Pathway Forward- Updated March 2021](#)

Complete List of AmeriCorps Seniors Senior Companion Program National Performance Measures

These selection rules specify allowable output/outcome pairings for National Performance Measures. Applicants must follow these selection rules when using National Performance Measures. Applicants may not select any National Performance Measures that may appear in eGrants if they are not present on this list. Please see the NOFO for additional information about application requirements.

Applicants who experience issues finding the appropriate measures in the Performance Measure Module of eGrants, should select the category title, “Outcome Work Plans.” For the Other Community Priorities measure, applicants should select the “Output Only Work Plans” category. More detailed instructions are included in the [AmeriCorps Seniors Grant Application Instructions](#).

Focus Area: Healthy Futures

Objective	Selection Rules		Service Activity
	Outputs	Outcomes	
Aging in Place	H4A: Number of individuals served	H9A: Number of individuals who report having increased social support or improved capacity for independent living H14: Number of caregivers of older adults and individuals with disabilities who reported having increased social support	<ul style="list-style-type: none"> • Companionship • Nutrition/Food Support • Legal Services • Transportation • Medical Services • Opioid/Drug Intervention • Elder Justice: Fraud and Scam Prevention • Respite Services
Access to Care	H4A: Number of individuals served	H15A: Number of individuals with developmental disabilities receiving services that promote integration and inclusion (for legacy programming only)	<ul style="list-style-type: none"> • Outreach • Education/Training • Referrals • Medical Services • Counseling/Coaching • Opioid/Drug Intervention • Disability Inclusion

Other Community Priorities

Objective	Selection Rules		Service Activity
	Outputs	Outcomes	
Other	SC1: Grantee met their target for community priority activity (Yes/No)	None	N/A

Healthy Futures Focus Area Focus Area Notes:

- These performance measures are intended to measure the impact of activities that meet health needs within communities including access to care, aging in place, and addressing childhood obesity.
- These activities must be carried out by National Service Participants or by volunteers directly recruited and/or supported by National Service Participants.
- All individuals counted under these measures must be program beneficiaries, not National Service Participants.

Applicants that select output H4A may select outcome H9A, H14, or H15A.

H4A (output)	Number of individuals served
Definition of Key Terms	<p>Individuals: recipients of AmeriCorps-supported services related to improving health-related outcomes</p> <p>Served: substantive engagement of individuals with a specific health-related goal in mind. Cannot consist solely of mass dissemination of information such as email blasts, social media posts, or distributing pamphlets.</p>
How to Measure/Collect Data	Tracking mechanism that ensures an unduplicated count of individuals who have received services

H9A (outcome)	Number of individuals who report having increase social support or improved capacity for independent living
Definition of Key Terms	Individuals: those reported in H4A or V1, V7A, V8
How to Measure/Collect Data	<p>Survey, interview, caseworker assessment, or other instrument capable of measuring changes in social support or perceived social support and/or independent living capacity at the individual beneficiary level. When possible, pre-post assessments should be utilized.</p> <p>AmeriCorps is providing a mandatory survey instrument for the AmeriCorps Seniors Senior Companion Program and recommends its use for AmeriCorps Seniors RSVP: Independent Living Survey.</p>

H14 (outcome)	H14: Number of caregivers of older adults and individuals with disabilities who reported having increased social support
Definition of Key Terms	<p>Individuals: those reported in H4A or V1, V7A, V8</p> <p>Older Adults: Individual age 65 or older</p> <p>Respite Services: Services that provide temporary relief from the stresses of caregiving by providing short term assistance to and adult who is the primary caregiver for another person.</p> <p>Social ties/perceived social support: Relationships with other people and or the belief that these people will offer (or have offered) effective help during times of needs.</p>
How to Measure/Collect Data	<p>Programs should collect data for this measure from surveys, interview, caseworker assessment, or other instrument capable of measuring changes in food security at the individual beneficiary level. When possible, pre-post assessments should be utilized.</p> <p>CNCS is providing a mandatory survey instrument for both the AmeriCorps Seniors Senior Companion Program and recommends its use for AmeriCorps Seniors RSVP: AmeriCorps Seniors Respite Care Performance Measure Survey.</p>

H15A (outcome)	H15A Number of individuals with developmental disabilities receiving services that promote integration and inclusion
NOTE	AmeriCorps Seniors applicants may only select this measure if they have historically supported programming in this area.
Definition of Key Terms	Individuals: those reported in H4A
How to Measure/ Collect Data	Survey, interview, caseworker assessment, or other instrument capable of measuring changes in social support or perceived social support and/or independent living capacity at the individual beneficiary level. When possible, pre-post assessments should be utilized.

Other Community Priorities Notes:

- Community Priority Service Activities ensure that AmeriCorps Seniors programs can continue to engage in appropriate service activities that may not necessarily lead to national performance measures outcomes but do support the intent of the authorizing legislation.
- This work plan is designed to ensure that an activity supported by appropriated funds is represented in the grant application while minimizing data collection burden.
- These activities must be carried out by National Service Participants or by volunteers directly recruited and/or supported by National Service Participants.
- All individuals counted under these measures must be program beneficiaries, not National Service Participants.

SC1 (output)	Yes/ No met all Applicant-Determined Community Priority Service Activity Targets
Definition of Key Terms	<p>Community Priority Service Activity:</p> <ol style="list-style-type: none"> 1. Service activity conducted by AmeriCorps Seniors volunteers that may not necessarily lead to national performance measures but: <ol style="list-style-type: none"> a. Provides opportunities for senior service to meet unmet local and state needs; b. Empowers people 55 years of age or older to contribute to their communities through service, enhance the lives of those who serve and those whom they serve, and provide communities with valuable services; and c. Provides opportunities for people 55 years of age or older to share their knowledge, experiences, abilities, and skills for the betterment of their communities and themselves. 2. Community priority service activities shall not include any prohibited activities. <p>Applicant- Determined Community Priority Service Activity Targets: Target goals for Community Priority Service Activity that are identified by the program. Unlike national performance measure outputs, these targets are not reported to AmeriCorps. Instead, grantees will report yes/no that they have achieved the target goals for all their Community Priority Service Activities.</p>

Change Log

This table lists all changes made to this document since September 2018.

Date	Change(s)
<i>October 2018</i>	<ul style="list-style-type: none"> • The Appendix now provides clarification on how grantees should properly round unduplicated volunteers in National Performance Measure Work Plans. • Minor edits were made to the Other Community Priority notes.
<i>September 2019</i>	<ul style="list-style-type: none"> • A few cosmetic updates were made to the document • Instructions on what to select, should performance measure options be missing in eGrants were added (pg. 3) • A link to the Senior Corps Independent Living and Respite Care Performance Measure Surveys were added to measures H9A and H14 (pg. 4)
<i>March 2020</i>	<ul style="list-style-type: none"> • Update to the cost per VSU threshold from \$6,000 to \$6,500. Updated threshold is effective as of April 1, 2020.
<i>October 2020</i>	<ul style="list-style-type: none"> • Updated branding of CNCS to AmeriCorps, Senior Corps to AmeriCorps Seniors and Senior Companion Program volunteers to AmeriCorps Seniors Volunteers.
<i>September 2021</i>	<ul style="list-style-type: none"> • Updated Unduplicated volunteer section and added COVID-19 resources. • Added Independent Living Survey and Respite Survey.
<i>October 2023</i>	<ul style="list-style-type: none"> • Updated Cost Per Volunteer Calculation

Independent Living Performance Measure Survey

Thank you for taking the time to complete this survey. We would like to know how the AmeriCorps Seniors volunteer who has been assisting you has affected your life.

All information will be kept confidential; please do not disclose your name. You may choose not to answer a question.

This 1st question is about how many hours of service that you may have received in the past 4 weeks from your AmeriCorps Seniors volunteer.

Tell us how many TOTAL HOURS in a typical week you received services.

Here is an example of how Mrs. Jones would answer question #1:

A Her AmeriCorps Seniors volunteer usually spends one hour on Monday with and two hours on Wednesday. Therefore, the total hours a week that she receives services is 3 hours a week.

1. In a typical week, my AmeriCorps Seniors volunteer is with me for

<input type="text"/> <input type="text"/> hours
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Please turn the page for the questions 2-13

Because I Have a AmeriCorps Seniors volunteer ...

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
2) ... I feel less lonely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) ... I feel I have close ties to other people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) ... I am able to do the things I need to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) ... I am able to do most things I want to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) ... I am more satisfied with my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) ... I can remain living in my own home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) ... I am able to get to the grocery store.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) ... I am able to get to medical appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) ... I am able to take care of other necessary errands/appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) ... I am eating regularly scheduled meals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Overall, I am satisfied with my AmeriCorps Seniors volunteer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Overall, AmeriCorps Seniors Program has met my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Respite Performance Measure Survey

Thank you for taking the time to complete this survey. We would like to know how the AmeriCorps Seniors volunteer who has been providing respite care you has affected your life (as the caregiver).

All information will be kept confidential; please do not disclose your name. You may choose not to answer a question.

This 1st question is about how many hours of respite service that you may have received in the past 4 weeks from your AmeriCorps Seniors volunteer.

Tell us how many TOTAL HOURS in a typical week you received respite services.

Here is an example of how Mrs. Jones would answer question #1:

Her AmeriCorps Seniors volunteer usually spends one hour on Monday with and two hours on Wednesday providing respite services. Therefore, the total hours a week that she receives respite services is 3 hours a week.

1. In a typical week, my AmeriCorps Seniors volunteer is with me for

**hours
of respite**

Please turn the page for the questions 2-12

Because I Have a AmeriCorps Seniors volunteer assisting with Respite Care ...

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
2) ... I feel less lonely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) ... I feel I have close ties to other people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) ... I am able to do the things I need to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) ... I am able to do most things I want to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) ... I am more satisfied with my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) ... The person I care for is able to remain at home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) ... I am able to get short-term rest and relief.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) ... I am able to find time to run errands.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) ... I am able find time to attend to my personal and health care needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Overall, I am satisfied with the Caregiver Respite AmeriCorps Seniors volunteer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Overall, AmeriCorps Seniors program has met my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>