National Civilian Community Corps
Performance Measures Instrument Packet

Successful Service Intervention

Introduction

This packet includes the information and materials needed to administer the data collection activities for the Successful Service Intervention Performance Measures. This information includes the definitions of key terms, the logic model used to develop these measures, the list of performance measures and indicators for successful service intervention, and instruments for measuring outcomes.

Data for these performance measures are collected through Project Completion Reports (PCR) submitted in eGrants and the Project Impact Sponsor Survey included in this packet.

NCCC Performance Measures: Successful Service Intervention

Activities: Team of approximately 10 NCCC members will serve for up to six-eight weeks with sponsor staff, volunteers, and other organizational partners to undertake a specific project designed to address a specific community need in one of the five identified areas.	
Results	**Output** 1. Teams complete projects: number of project and service hours by NCCC issue area.
	Intermediate Outcome 1. Capacity of sponsor organizations to meet community needs is enhanced.
	End Outcome 1. Community impact is expanded or enhanced through NCCC and sponsor collaboration.

Definition of Terms

- *Community:* A geographic area (e.g., a city, town, neighborhood, community center, park, educational institution, etc.) large enough to support a project and a team and small enough that the NCCC resources can make a difference.

- *Local Action:* NCCC teams serve with local community organizations to help them take action to address local needs that they have identified.

- *NCCC Issue Areas*: Natural and Other Disasters, Infrastructure Improvement, Environmental Stewardship and Conservation, Energy Conservation, and Urban and Rural Development.

- *Enhanced capacity of sponsor organizations*: Examples include
  - the project is completed in a timely fashion (able meet grant funding requirements);
  - a project is completed faster or would otherwise not have been completed; or
  - member involvement/contribution to a project reignites enthusiasm of sponsor staff/volunteers.

- *Expanded or enhanced community impact*: The community benefits from the sponsor's collaboration with NCCC for the long term, for example, a structure or facility is newly available, the sponsor is in a better position to serve more beneficiaries.

- *Increased visibility for sponsor:* People are more aware of the sponsor organization and its mission due to NCCC's direct public relations efforts on the sponsor's behalf, or because they can see the sponsor-NCCC project collaboration work in progress.

- *Sponsor Organization:* Non-profits (secular and faith based), local municipalities, state governments, federal government, national or state parks, Indian tribes, and schools.

- *Sustained project outcome:* The sponsor has a process, system, product, or plan in place to ensure the work begun by the NCCC project continues or is maintained after the NCCC team leaves.

Data Collection Instruments

Below is a table listing the two instruments that will be used to collect performance measurement data and the indicators they will measure. The Project Completion Reports (PCR) will collect output data; the "NCCC Project Impact Sponsor Survey" will collect outcome data. Campuses will not be required to collect any additional data beyond the standard PCR.

Instrument	Performance Measure Result and Indicator
Project Completion Reports (PCR) submitted in eGrants	**Output:** Teams complete projects. *Indicator: Number of projects and service hours by NCCC service area*
NCCC Project Impact Sponsor Survey (see page 5)	**Intermediate Outcome:** Enhanced capacity of sponsor organizations to meet community needs. *Indicators: Percent of projects that were "successful service interventions," defined by one or more of the following indicators:* • *Project objectives met* • *Increased number of people served (if applicable)* • *Enhanced organization's capacity to provide services* • *Increased involvement with other organizations* • *Project filled previously unmet need* • *Allowed local action that wouldn't have happened otherwise* • *Local sponsor able to sustain project outcome* • *Increased visibility of sponsor and its mission in the community* • *Reduced time needed to complete project*
	End Outcome: Expanded or enhanced community impact through NCCC and sponsor collaboration. *Indicator: Percent of sponsors that report that something lasting was built or implemented for the long term benefit of the community (e.g. a structure or facility has been created or improved), and/or they are better able to serve more beneficiaries.*

Information about the NCCC Project Impact Sponsor Survey

Questions	Instructions
What does this instrument measure?	Intermediate Outcome: Enhanced capacity of sponsor organizations to meet community needs. End Outcome: Expanded or enhanced community impact through NCCC and sponsor collaboration.
Who should complete the instrument?	Project sponsors that recently completed a project with NCCC. The survey will not be anonymous; however, it will be confidential and only the people analyzing the data will be able to view individual results.
When should the instrument be completed?	The survey will be sent out 30 days after a project is completed.
How will the data be collected? Who will administer the survey?	NCCC (HQ) will distribute and collect the survey electronically, using an online survey software tool.
How will the data be analyzed?	The data will be analyzed using the survey software, and responses will be summarized by question. Data will be aggregated by campus and NCCC issue area.
When will campuses see the results?	The schedule for releasing survey results will be determined during the pilot year.
How will the campuses assist in administering this sponsor survey?	Campuses will send a letter to the sponsor in advance to let them know the survey is coming via email, how the survey data will be used, and why it is important to complete the survey.

NCCC Project Impact Sponsor Survey

Hello Sponsor,

You are receiving this survey because one or more NCCC teams served with you in the last few months. We would like feedback on whether collaboration with NCCC helped your organization to meet the needs of the community. If you collaborated with NCCC on more than one project during this period, please answer the questions by considering all projects. Your responses are confidential and will not affect access to future NCCC services.

If you are not able to answer the questions, please consult with colleagues or return the survey and recommend another respondent to us.

1. According to our records, you recently collaborated with NCCC teams on a project involving _(NCCC issue area from PCR)._ Is this correct?
    - ❐ Yes *(skip to 2)*
    - ❐ No

    (1a.) Did you work with NCCC on some other type of project in the last few months?
    - ❐ Natural and Other Disasters
    - ❐ Infrastructure Improvement (e.g. repairing and building structures)
    - ❐ Environmental Stewardship and Conservation
    - ❐ Energy Conservation
    - ❐ Urban and Rural Development (e.g. home construction, community revitalization projects)
    - ❐ Other (please describe): _____ *(text box)* _____
    - ❐ Our organization did not collaborate with NCCC on any project in the last few months. *(End survey)*

    (1.b) For this project, how many NCCC teams did your organization host?
    ___ # NCCC teams were hosted

2. To what extent did NCCC team's contribution assist you in your ability to address the community need? *(check one)*
    - ❐ Made a significant difference
    - ❐ Made a moderate difference
    - ❐ Made a minor difference
    - ❐ Made no difference
    - ❐ Don't know/ Not applicable *(skip to 3)*

    1a. What was your community need? _____ *(text box)* _____

3a. What were your primary objectives for this project? Please list the top 3: *(___ text box)*

3b. Were the project's primary objectives met? *(check one)*
- ❐ Project objectives were met and exceeded *(skip to 3-exceeded)*
- ❐ Project objectives were met *(skip to 4)*Fell short of some of the project objectives *(skip to 3b-not met)*
- ❐ Did not meet any project objectives
- ❐ Don't know

    3b-exceeded. Please explain how the project exceeded its objectives: (___text box)

    3b not-met. Please explain why project objectives were not met or the project fell short: *(text box)*

4. Did your collaboration with NCCC enhance your organization's ability to provide services? *(check one)*
- ❐ Yes
- ❐ No *(skip to 5)*
- ❐ Don't know/ Not applicable *(skip to 5)*

    4a. How did NCCC assistance enhance your organization's ability to provide services? *(check all that apply)*
- ❐ We were able to provide services to more people
- ❐ We are able to extend the amount of service provided to individuals *(skip to 5)*
- ❐ We were able to offer new services to people *(skip to 5)*
- ❐ We were able to provide services to people quicker *(skip to 5)*

    4b. Can you estimate the percent increase in the number of people served? *(check one)*
- ❐ Less than 5%
- ❐ Between 5– 24% increase
- ❐ Between 25 – 49% increase
- ❐ Between 50 – 74% increase
- ❐ Between 75 – 100% increase
- ❐ More than 100% increase
- ❐ Don't know

5. Did your collaboration with NCCC allow your organization or another community organization to move forward with a local action that otherwise would not have occurred (e.g. restoration of a building allowed the community to open homeless shelters; residents educated in disaster preparedness allowed the formation of CERT teams, environmental restoration or conservation was performed)? *(check one)*

- ❐ Yes
- ❐ No *(skip to 5)*
- ❐ Don't know/ Not applicable *(skip to 6)*

5a. If yes, what was that local action? _____ *(text box)* _____

6. Because of your collaboration with NCCC, were you able to achieve your objectives faster than you would have otherwise? *(check one)*

❏ Yes
❏ No *(skip to 7)*
❏ Don't know/Not applicable *(skip to 7)*

6a. If yes, what was the benefit? *(Check all that apply)*

❏   Able to meet timeline of another grant
❏   Able to start the next phase of the work
❏   Able to provide timely service to the community
❏   Able to manage an emergency situation
❏   Other: _____ *(text box)* _____
❏   Don't know/ Not applicable

6b. How much longer would your organization have taken to complete the team's work, if you had to do it without the team? *(check one)*

❏ 1-6 months longer

❏ 7-12 months longer

❏ 13-18 months (1 – 1 ½ years) longer

❏ 19-24 months (1 ½ - 2 years) longer

❏ More than 2 years

❏ The work would not have been done.

7. Will you be able to sustain the project's outcome after the NCCC team(s) completed your project? For example, is a plan or process in place to continue the work begun by NCCC (e.g. steps are being taken to ensure an invasive species that was removed by NCCC does not return; a manual or curricula developed by NCCC is used in programming)? *(check one)*

❏ No, not at all *(skip to 8)*
❏ Yes, to a small extent *(skip to 7-yes)*
❏ Yes, to a large extent *(skip to 7-yes)*
❏ Don't know *(skip to 8)*
❏ Not applicable *(skip to 7-NA)*

7-yes. Please describe the outcome you are sustaining: *(text box)* _____

7-NA. Please explain why sustainability is not applicable in this case: *(text box)*
___

8. Do you think that more people became aware of your organization and its mission as a result of your collaboration with NCCC (e.g. did you receive more inquiring phone calls, volunteer offers, local media inquiries, or donations than usual)? *(check one)*

- ❐ No, no noticeable change in level of interest
- ❐ Yes, the community showed somewhat more interest
- ❐ Yes, the community showed a great deal more interest
- ❐ Don't know/ Not applicable

9. The collaboration with NCCC helped your organization or agency to *(check all that apply)*:
- ❐ Develop new relationships/partnerships with other organizations/agencies
- ❐ Improve existing relationships/partnerships with other organizations/agencies
- ❐ Neither/not applicable

10. In your opinion, what was the major impact of the NCCC team's service on the community?
_____ *(text box)* _____

Please tell us about the potential longer term results of your collaboration with NCCC.

11. During your collaboration with NCCC, were you able to build, improve, or implement something *lasting* for the community that you would not have been able to do otherwise (i.e. a structure or system that will continue providing service well beyond NCCC's involvement)? *(check one)*

- ❑ Yes
- ❑ No *(skip to 12)*
- ❑ Not applicable to the work we were doing *(skip to 12)*

11a. What was built, improved, or implemented? *(check all that apply)*
- ❑ New or improved infrastructure (Please explain: _____ text box ____)
- ❑ Housing or shelter
- ❑ Public facility
- ❑ Public park or open space
- ❑ Protected ecosystem
- ❑ System or service (Please explain: _____ *(text box)* ____)
- ❑ Other (please describe: __ *(text box)* ____

11b. Will this put you in a better position to serve more people in the long run?
- ❐ No, definitely not
- ❐ No, probably not
- ❐ Yes, probably

❏ Yes, definitely
❏ Not sure
❏ Not applicable; we do not provide direct service to people

End of survey questions:

End 1. Do you have other comments about your experience with NCCC that you would like to share? *(text box)*

End 2. Do you have any ongoing needs that NCCC could assist with? *(text box)*

Thank you for your participation. Your feedback is important to improving NCCC programming…

Logic Model: NCCC Successful Service Intervention

Below is the logic model developed by NCCC for successful service intervention.

NEED	INPUTS	ACTIVITIES	OUTPUTS	INTERMEDIATE OUTCOMES	END OUTCOMES
Communities with limited resources often lack the capacity to manage and support longer-term national service programs or they do not require long term service. With their limited resources (e.g. people, funds, capacity), there are often many community needs that can not be undertaken even though significant progress or improvements could be made with a relatively small infusion of resources.	Team of approximately 10 members Up to 6-8 weeks of service (1,920 hrs - 3,840+hrs)/project Basic member training Transportation Basic tools Project Materials Specialized tools Orientation Project-specific training Technical supervision (Housing, food, and other local logistics, as needed) Approved Project Application (which identifies community needs, service approach, and intended objectives) Provided by NCCC Provided by Sponsor	Team of approximately 10 NCCC members will serve up to 6-8 weeks with sponsor staff, volunteers and other organizational partners to undertake a specific project designed to address a specific community need in one of the NCCC issue areas.* *Some projects may require more than one team and/or project	Number of service hours Project and hours by NCCC issue area Specific outputs measured will vary based on proposed work plan (NCCC measures many specific activities in each issue area)	**Enhanced capacity of sponsor organizations to meet community needs** Indicator: Percent of projects that were "successful service interventions," to include success in one or more of the following: Project objectives met Volunteers participated in project OR leveraged additional volunteers Increased number of people served (if applicable) Enhanced organization's ability to provide services Increased involvement with other organizations Project filled previously unmet need Allowed local action that wouldn't have happened otherwise Local sponsor able to sustain project outcome Increased visibility of sponsor and its mission in the community Reduced time needed to complete project	**Expanded or enhanced community* impact through NCCC and sponsor collaboration** *Community = a geographic area (e.g., a city, town, neighborhood, community center, park, educational institution, etc.) large enough to support a project and a team and small enough that the NCCC resources can make a difference.