

NCCC Service Impact 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. Is this correct?

Yes

No

PUBLIC BURDEN STATEMENT: Public reporting burden for this collection of information is estimated to average 8 minutes per submission, including reviewing instructions, gathering and maintaining the data needed, and completing the form. Comments on the burden or content of this instrument may be sent to the Corporation for National and Community Service, Attn: Amy Borgstrom, 1201 New York Avenue, NW, Washington, D.C. 20525. The Corporation informs people who may respond to this collection of information that they are not required to respond to the collection of information unless the OMB control number and expiration date displayed on page 1 are current and valid. (See 5 C.F.R. 1320.5(b)(2)(i).)

The information requested in the AmeriCorps National Civilian Community Corps Sponsor Survey is collected pursuant to 42 U.S.C 12592 and 12615 of the National and Community Service Act of 1990 as amended, and 42 U.S.C. 4953 of the Domestic Volunteer Service Act of 1973 as amended, and 42 U.S.C. 12639. Purposes and Uses - The information requested is collected for the purposes of collecting sponsor data. Routine Uses - Routine uses may include disclosure of the information to federal, state, or local agencies pursuant to lawfully authorized requests. In some programs, the information may also be provided to federal, state, and local law enforcement agencies to determine the existence of any prior criminal convictions. The information may also be provided to appropriate federal agencies and Department contractors that have a need to know the information for the purpose of assisting the Department's efforts to respond to a suspected or confirmed breach of the security or confidentiality or information maintained in this system of records, and the information disclosed is relevant and unnecessary for the assistance. The information will not otherwise be disclosed to entities outside of the Corporation for National and Community Service without prior written permission. Effects of Nondisclosure - The information requested is not mandatory. The OMB Control Number is 3045-0038 and the Expiration Date is Month, Day, Year.

NCCC Service Impact

2. For this project, how many NCCC teams did your organization host?

1

2

3

4

5

Other (please specify)

Service Impact

These answers will help NCCC evaluate the effectiveness of the NCCC team in helping to meet community need, sponsor program objectives and create sustainable outcomes.

3. 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

Service Impact

4. What was your community need?

5. What were your primary objectives for this project? Please list the top 3:

One

Two

Three

6. Were the project's primary objectives met?

Project objectives were met and exceeded

Project objectives were met

Fell short of some of the project objectives

Did not meet any project objectives

Don't know

Service Impact

7. Please explain how the project exceeded its objectives:



Service Impact

8. Please explain why project objectives were not met or the project fell short:

Service Impact

9. Did your collaboration with NCCC enhance your organization's ability to provide services?

Yes

No

Don't know/ Not applicable

Service Impact

10. 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

We were able to offer new services to people

We were able to provide services to people quicker

Service Impact

11. 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



Service Impact

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

Yes

No

Don't know/Not applicable

13. If yes, what was the benefit? (Check all that apply)

f Able to meet timeline of another grant
 e
 c

f Able to start the next phase of the work
 e
 c

f Able to provide timely service to the community
 e
 c

f Able to manage an emergency situation
 e
 c

f Don't know/ Not applicable
 e
 c

f Other (please specify)
 e
 c

5

6

14. 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)

16 months longer
 j
 j

712 months longer
 j
 j

1318 months (1 – 1 ½ years) longer
 j
 j

1924 months (1 ½ 2 years) longer
 j
 j

More than 2 years
 j
 j

The work would not have been done.
 j
 j

15. 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
 j
 j

Yes, to a small extent

Yes, to a large extent

Don't know

Not applicable

Service Impact

16. Please describe the outcome you are sustaining:

	5
	6

Service Impact

17. Please explain why sustainability is not applicable in this case:

Service Impact

18. 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

19. 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

20. In your opinion, what was the major impact of the NCCC team's service on the community?

5

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Service Impact

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

21. 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

Not applicable to the work we were doing

Service Impact

22. What was built, improved, or implemented? (check all that apply)

New or improved infrastructure (Please explain on next page)

System or service (Please explain on next page)

Housing or shelter

Public facility

Public park or open space

Protected ecosystem

Other (please specify)

Service Impact

23. Please explain

24. 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

Thank You For Your Participation

25. Do you have other comments about your experience with NCCC that you would like to share?

5

6

26. Do you have any ongoing needs that NCCC could assist with?

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

End Survey

Thank you for taking to time to complete our survey. You have stated that an NCCC team did not provide the services in the issue area cited in NCCC records. We will check our records and provide you with a corrected survey.

End Survey

Thank you for taking the time to complete this survey. If you have any questions about the survey, please contact Laura Chaath. 202-606-6611 LCHAATH@CNS.GOV