

Department of Public Health and Human Services	SECTION: RESULTS ORIENTED MANAGEMENT AND ACCOUNTABILITY
COMMUNITY SERVICES BLOCK GRANT	SUBJECT: NATIONAL PERFORMANCE INDICATORS (NPI) ABBREVIATED INSTRUCTION

Reporting National Indicators of Community Action Performance

As stated in the Guide to Reporting National Indicators of Community Action Performance, the 12 national performance indicators were created collaboratively within the Community Services Network to enable approximately 1,100 diverse community action agencies in 52 states and territories to present a more uniform and coherent national picture of their work and accomplishments. As a note, Community Action Agencies in Montana are known as Human Resource Development Councils.

Each Human Resource Development Council serves a diverse and unique service area and must tailor its programs to address the specific needs of the families they serve. Human Resource Development Councils are asked to submit ROMA outcome information only for those national performance indicators for which they have supporting programs and activities (CSBG and all other funding sources). Not every National Indicator will be reported. It is also recognized that the 12 national performance indicators reflect only a portion of the work and accomplishments of community action. This is a process of selective sampling.

HRDCs are required to enter data applicable to National Performance Indicators into our State's Central Database System (CDS) unless a particular program forbids data sharing, such as HMIS. Reports will be run for these exceptions, and the data will be included in the Information Survey (IS).

The following shows the 12 National Performance Indicators (NPI) and the secondary indicators organized by the six national goals. The National Indicators were revised in 2009.

1. OCS cited Section 678E(a)(1)(A), State Accountability and Reporting Requirements, Performance Measurement – Each State that receives funds under this subtitle shall participate, and shall ensure that all eligible entities in the State participate in a performance measurement system. They also cited assurance 676(b)(12) of the Act: The State and all eligible entities in the State will participate in ROMA...

OCS cited this in response to Idaho's response to the finding that, "It is normal and customary for some eligible entities to not report some performance indicators. This often occurs when the entity chooses not to provide certain services in the community they are based.

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Additionally, we received an email from NASCSP that confirmed our understanding about ROMA data. Namely, that every eligible entity is not expected to report every national performance indicator because some indicators do not pertain to their community, based on needs.

2. OCS found that Delaware did not have policies or procedures in place for verifying the ROMA data entered by the CAA's Case Management staff and recommended that Delaware implement policies and procedures for verifying the accuracy and completeness of the ROMA data and provide training on collecting, reporting and verifying ROMA data.

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GOAL 1: LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT (FAMILY)

National Performance Indicator 1.1 – Employment

The number and percentage of low-income participants in Community Action employment initiative who get a job or become self-employed as measured by one or more of the following:

- A. Unemployed and obtained a job.
- B. Employed and maintained a job for at least 90 days.
- C. Employed and obtained an increase in employment income and/or benefits.
- D. Achieved “living wage” employment and/or benefits.

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:

- A. Obtained skills/competencies required for employment.
- B. Completed ABE/GED and received certificate or diploma.
- C. Completed post-secondary education program and obtained certificate or diploma.
- D. Enrolled children in before or after school programs.
- E. Obtained care for child or other dependant.
- F. Obtained access to reliable transportation and/or driver’s license.
- G. Obtained health care services for themselves or a family member.
- H. Obtained safe and affordable housing.
- I. Obtained food assistance.
- J. Obtained non-emergency LIEAP energy assistance.
- K. Obtained non-emergency WX energy assistance.
- L. Obtained other non-emergency energy assistance (State/local/private energy program – NOT LIEAP or WX.)

National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization

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, as measured by one or more of the following:

- A. Enhancements –
 - 1. 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.
 - 2. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.
 - 3. 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.
- B. Utilization –
 - 1. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days.
 - 2. Number and percent of participants opening an Individual Development Account (IDA) or other savings account
 - 3. Number and percent of participants who increased savings, through IDA or other savings accounts and the aggregated amount of savings.
 - 4. Of participants in a Community Action assets development program (IDA and others):
 - a. Number and percent of participants capitalizing a small business with accumulated savings.
 - b. Number and percent of participants pursuing post-secondary education with accumulated savings.
 - c. Number and percent of participants purchasing a home with accumulated savings.
 - d. Number and percent of participants purchasing other assets with accumulated savings.

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**GOAL 2: THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED
(COMMUNITY)**

National Performance Indicator 2.1 – Community Improvement and Revitalization

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, as measured by one or more of the following:

- A. Jobs created, or saved, from reduction or elimination in the community.
- B. Accessible “living wage” jobs created, or saved, from reduction or elimination in the community.
- C. Safe and affordable housing units created in the community.
- D. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by Community Action activity or advocacy.
- E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination.
- F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or elimination.
- G. Accessible before-school and after-school program placement opportunities for low-income families created or saved from reduction or elimination.
- 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.
- 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 skills training, ABE/GED, and post-secondary education.

National Performance Indicator 2.2 – Community Quality of Life and Assets

The quality of life and assets in low-income neighborhoods are improved by community action initiative or advocacy, as measured by one or more of the following:

- A. Increases in community assets as a result of change in law, regulation or policy, which results in improvements in quality of life and assets.
- B. Increase in the availability or preservation of community facilities;
- C. Increase in the availability or preservation of community services to improve public health and safety.
- D. Increase in the availability or preservation of commercial services within low-income neighborhoods.
- E. Increase or preservation of neighborhood quality-of-life resources.

National Performance Indicator 2.3 – Community Engagement

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

- A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives.
- B. Number of volunteer hour donated to the agency (This will be ALL volunteer hours)

National Performance Indicator 2.4 – Employment Growth from ARRA Funds

The total number of jobs created or saved, at least in part by ARRA funds, in the community.

- A. Jobs created at least in part by ARRA funds
- B. Jobs saved at least in part by ARRA funds

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**GOAL 3: LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY
(COMMUNITY)**

National Performance Indicator 3.1 – Community Enhancement through Maximum Feasible Participation

The number of volunteer hours donated to Community Action by low-income individuals to Community Action (This is ONLY the number of volunteer hours from individuals who are low-income).

National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation

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 as measured by one or more of the following:

- 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.
- B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance.
- C. Number of low-income people purchasing their own homes in their community as a result of Community Action assistance.
- D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action.

**GOAL 4: PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICE TO
LOW-INCOME PEOPLE ARE ACHIEVED (AGENCY)**

National Performance Indicator 4.1 – Expanding Opportunities through Community-Wide Partnerships

The number of organizations, both public and private, community action actively works with to expand resources and opportunities in order to achieve family and community outcomes. The total number of organizational partnerships will be entered according to the type of organization the CAA worked with.

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

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GOAL 5: AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS (AGENCY)

National Performance Indicator 5.1 – Agency Development

Agency development as measured by the number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes. Agency development types to be reported include:

- Number of C-CAPS
- Number of ROMA Trainers
- Number of Family Development Trainers
- Number of Child Development Trainers
- Number of staff attending trainings
- Number board members attending trainings
- *Hours* of staff in trainings
- *Hours* of board members in trainings

GOAL 6: LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS, ACHIEVE THEIR POTENTIAL BY STRENGTHENING FAMILY AND OTHER SUPPORTIVE SYSTEMS (FAMILY)

National Performance Indicator 6.1 – Independent Living

The number of vulnerable individuals receiving services from community action that maintain an independent living situation as a result of those services:

- A. Senior Citizens; (seniors can be reported twice – in both A. and B.)
B. Individuals with Disabilities
Ages: 0-17 years; 18-54 years; 55 and older

Additional Indicators if you track outcomes for individuals who you consider to be “vulnerable populations” but are not considered disabled that would be submitted in the IS Report.

- Individuals who have a disabling condition (perhaps short term) but are not considered disabled.
- Individuals facing substance abuse issues who are not considered disabled.
- Individuals with short-term mental health issues.
- Individuals with limited English language proficiency.

National Performance Indicator 6.2 – Emergency Assistance

The number of low-income individuals or families served by Community Action that sought emergency assistance and the number of individuals for whom assistance was provided, including such services as:

- A. Emergency Food
B. Emergency Fuel or Utility Payments Funded by LIHEAP or Other Public and Private Funding Sources
C. Emergency Rent or Mortgage Assistance
D. Emergency Car or Home Repair (i.e. structural, appliance, heating system, etc)
E. Emergency Temporary Shelter
F. Emergency Medical Care
G. Emergency Protection from Violence
H. Emergency Legal Assistance
I. Emergency Transportation
J. Emergency Disaster Relief
K. Emergency Clothing

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National Performance Indicator 6.3 – Child and Family Development

The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by one or more of the following:

- A. **Infants and Children**
 - 1. **Infants and children obtain age appropriate immunizations, medical and dental care.**
 - 2. **Infants and child health and physical development are improved as a result of adequate nutrition.**
 - 3. **Children participate in pre-school activities to develop school readiness skills.**
 - 4. **Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade.**
- B. **Youth**
 - 1. **Youth improve physical health and physical development.**
 - 2. **Youth improve social/emotional development.**
 - 3. **Youth avoid risk-taking behavior for a defined period of time.**
 - 4. **Youth have reduced involvement with criminal justice system.**
 - 5. **Youth increase academic, athletic or social skills for school success.**
- C. **Parents and Other Adults –**
 - 1. **Parents and other adults learn and exhibit improved parenting skills.**
 - 2. **Parents and other adults learn and exhibit improved family functioning skills.**

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

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, as measured by one or more of the following:

- A. **Enrolled children in before or after school programs.**
- B. **Obtained care for child or other dependent.**
- C. **Obtained access to reliable transportation and/or driver's license.**
- D. **Obtained health care services for themselves or family member.**
- E. **Obtained safe and affordable housing.**
- F. **Obtained food assistance.**
- G. **Obtained non-emergency LIEAP energy assistance.**
- H. **Obtained non-emergency WX energy assistance.**
- I. **Obtained other non-emergency energy assistance (State/local/private energy programs. Do NOT include LIEAP or WX.)**

National Performance Indicator 6.5 – Service Counts

- A. **Food Boxes**
- B. **Pounds of Food**
- C. **Units of Clothing**
- D. **Rides Provided**
- E. **Information and Referral Calls**