

SERVE **OHIO**



2019-2020 Ohio AmeriCorps Grantee Progress Reporting (GPR) Requirements

GPR DUE DATES

1st Quarter: Start of grant through 12/31 - due in OnCorps by 1/15

2nd Quarter: 1/1 through 3/31 - due in OnCorps by 4/15

3rd Quarter: 4/1 through 6/30 - due in OnCorps by 7/15

4th Quarter: 7/1 through 9/30 - due in OnCorps by 10/15

Final Quarter: 10/1 - 12/31 - due in OnCorps by 1/15

Performance Measures must be entered into OnCorps within 30-days of the program start or no later than **September 27, 2019**.

The following instructions are for reporting on your program's success through quarterly updates. Programs that do not adhere to these reporting requirements will be placed on non-compliance status.

CONTENTS

I.	Reporting Overview	Page 1
II.	Performance Measure Guidelines	Page 1
III.	Entering Performance Measures for Approval	Page 3
IV.	Grantee Progress Reports (GPR)	Page 9

I. Reporting Overview

ServeOhio utilizes [OnCorps](#) to track progress with program goals and monitor program performance.

How ServeOhio will use the information you provide:

- (1) Share the impact of Ohio AmeriCorps programs with stakeholders to build support.
- (2) Identify needs and opportunities for member and program director/coordinator training.
- (3) Support programs in meeting their performance measures.
- (4) Meet reporting and monitoring requirements for the Corporation for National and Community Service.
- (5) Develop reports about ServeOhio.

II. Performance Measure Guidelines

Performance measures consist of, at least, one Output and Outcome. Keep in mind that Outputs are about the program (activities/services provided), while Outcomes are about the positive change in participant knowledge/skill or condition (for example, employment).

- **Output** – products of a program’s activities, such as the number of meals provided, classes taught, number of individuals enrolled in a class or program, brochures distributed, or participants served. Another term for “outputs” is “units of service.” *A program’s outputs should produce desired outcomes for the program’s participants.*
- **Outcome** – describes the benefits for participants during or after their involvement with a program. Outcomes may relate to knowledge, skills, attitudes, values, behavior, condition, or status. Examples of outcomes include greater knowledge of nutritional needs, improved reading skills, more effective response to conflict, getting a job, or having greater financial stability.
- **Target Numbers should ONLY BE ENTERED AS NUMBERS.** Do *not* enter percentages (%) in the Target Number section. If your tracking is based on a percentage, calculate the number represented by the percentage and enter that number in the Target.

- All Performance Measures must be submitted into OnCorps **within 30 days** of the program start date and **no later than September 27**, whichever comes first, for approval by ServeOhio.

At minimum, each program will have the following three (A-C) performance measures:

A. Direct Service Activity or Intervention –

At least one (1) measure is required to report your members' activities, i.e. your program's direct service activity. This is to track the measure submitted in the application. **It must match the performance measure(s) in eGrants.** If you have more than one performance measure in eGrants you will need to enter each measure in OnCorps. Each Direct Service Activity performance measure will have, at minimum, one Output and one Outcome.

Programs can have additional Direct Service Activity performance measures in OnCorps if there are supplemental member service activities the program and/or ServeOhio requests to track. However, you should not have more than three (3) total Direct Service Activity performance measures and you *must* gain approval by Mary Cannon prior to entering additional Service Activity measures in OnCorps that are not eGrants.

B. Volunteer Engagement–

This performance measure tracks the number of volunteers and their hours engaged in AmeriCorps-related programs, services, events and activities during the program year.

All programs will have only one (1) performance measure for Volunteer Engagement that will encompass **one Output** to track the number of volunteers engaged **and one Outcome** to track the number of volunteer hours in the program year.

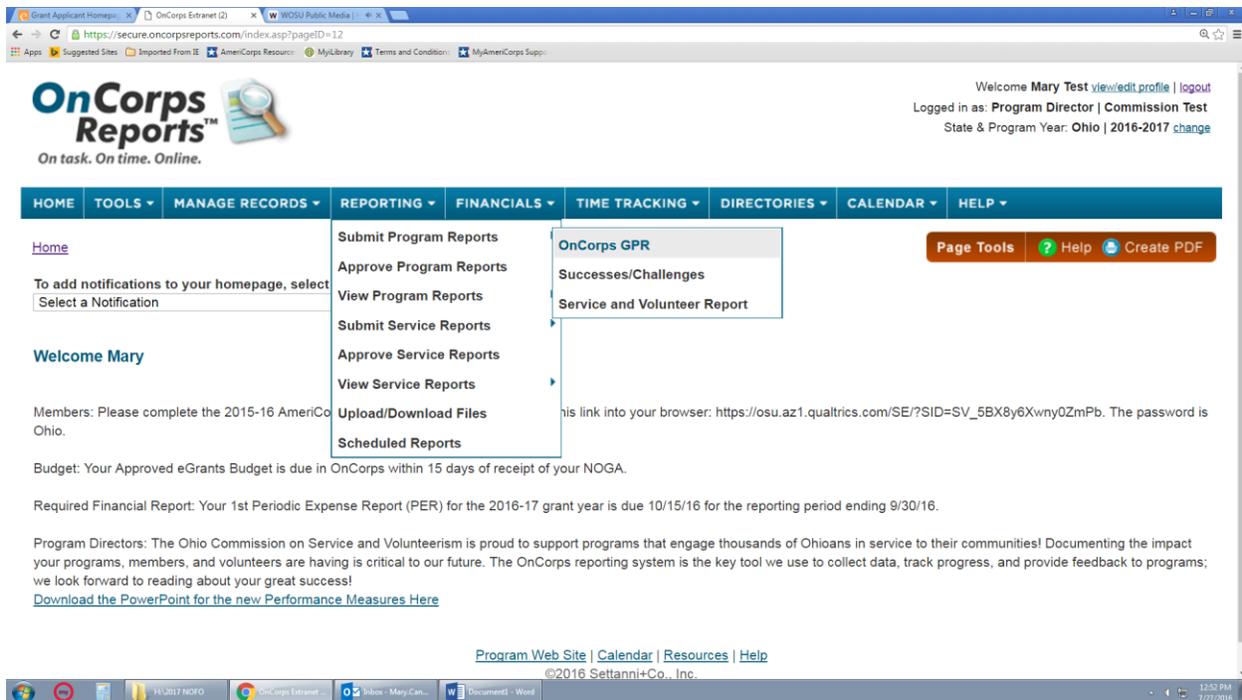
C. Member Development –

ServeOhio views the professional development of members as a high priority. Programs will have only one (1) performance measure in this section. This may include Justice Talking, Member Training related to service responsibilities, civic and leadership development, etc.

III. Entering Performance Measures For Approval

- A)** All performance measures must be entered into OnCorps within 30-days of the program's start date and no later than September 27, 2019, whichever comes first, for approval by ServeOhio.

Log into OnCorps and select - Reporting - Submit Program Reports- OnCorps GPR

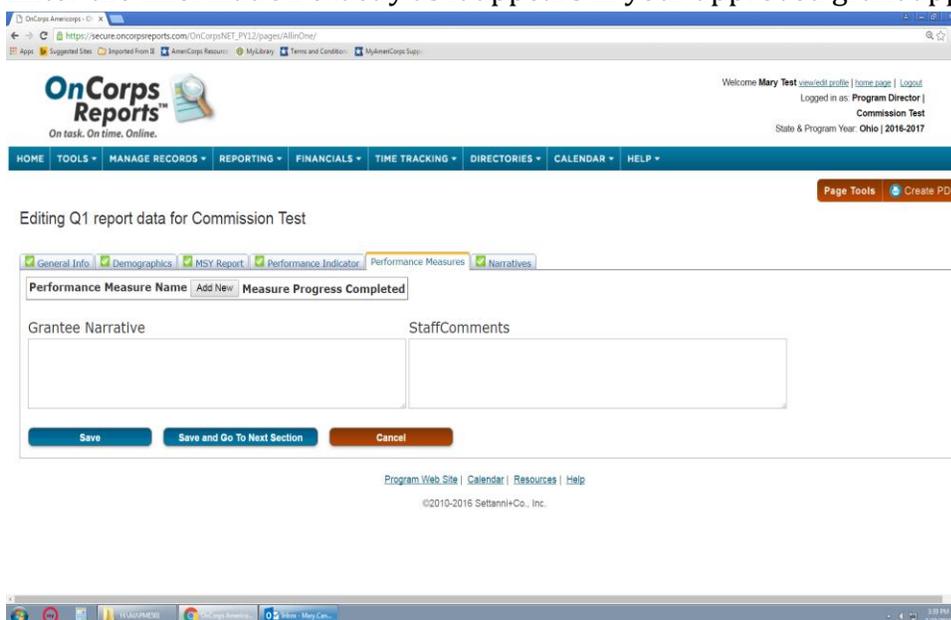


A New Record will open to enter the following:

- Grant Year = 2019
- **Reporting Period = Performance Measures Only**
- Enter Grant Start and End Dates into the Reporting Period Start and End Date fields

Click Save and Go To Next Section

Navigate to the **Performance Measures** tab and select the Add New button.
Enter the information exactly as it appears in your approved grant application.



For example -

Performance Measure

Performance Measure Title: Mentoring Youth

Primary Focus Area and Objective: Education: K-12 Success

Primary Intervention: Mentoring

Secondary Focus Area and Objective: Select One

Secondary Intervention: Must select focus area first

Community problem or need: Zen town youth are in need of positive, adult role models.

Describe Intervention: chronic absence. Matches will meet before, during and after school on school grounds.

Activity Start Date: 08/01/2016

Activity End Date: 07/31/2017

Number of Slots: 20

Number of MSYs: 10

Average days per week the activity will occur: 5

Average hours per day the activity will occur: 7

Save Save and Enter Measure Remove Performance Measure Cancel

Click Save and Enter Measure

Another box will pop-up to enter the performance measure's Output(s) and Outcome(s) one at a time.

Measure:

Output/Outcome: Output Outcome

Related National PM Code: Select One

Enter your custom number:

Type of Measure: Select One

Type of Outcome: Select One

Measured By:

Target Number:

number/Percent: Number Percent

Described Instrument:

Save and Create new Measure Save and Close Cancel

First, enter the Performance Measure's Output(s) information.

Select Save and Create new Measure to enter all approved Output(s) and Outcome(s).

Once all Output(s) and Outcome(s) have been entered, click Save and Close.

***Important-** every Output and Outcome must have a Related National PM Code. If your measure is not a National Performance Measure, select Non-CNCS option in the drop-down box.

Output Example -

The screenshot displays the OnCorps Reports web application interface. The main content area is a form for entering performance measure data. The form fields are as follows:

- Measure:** Mentoring Youth
- Output/Outcome:** Radio buttons for Output and Outcome
- Related National PM Code:** Education: ED3A: Number of disadvantaged youth/mentor matches that are commenced by CNCS-supported programs
- Type of Measure:** Select One
- Type of Outcome:** Select One
- Measured By:** Number of Matches
- Target Number:** 100
- number/Percent:** Radio buttons for Number and Percent
- Described Instrument:** Tracked by enrollment forms and initial match meeting signed forms

At the bottom of the form, there are three buttons: **Save and Create new Measure** (highlighted in blue), **Save and Close** (highlighted in blue), and **Cancel** (highlighted in orange).

Program must enter all Direct Service Activity performance measures in their grant application into OnCorps.

Programs can enter additional Direct Service Activity performance measures by selecting Add New button next to Performance Measure Name from the main Performance Measures. Any direct service performance measure not in eGrants requires prior approval from Mary Cannon.

If needed, additional Outputs and Outcomes can be added to an existing performance measure by clicking on View Measures - and Add New

The screenshot shows the OnCorps Reports web application interface. The page title is "Editing Q1 report data for Commission Test". The navigation menu includes: HOME, TOOLS, MANAGE RECORDS, REPORTING, FINANCIALS, TIME TRACKING, DIRECTORIES, CALENDAR, and HELP. The user is logged in as "Program Director | Commission Test" for the "State & Program Year: Ohio | 2016-2017".

The main content area has a warning: "You must complete all progress reports before you can save." Below this is a table with the following structure:

Performance Measure Name	Measure	Progress	Completed
Mentoring Youth	View Measures Mentoring Youth Mentoring relationships sustained for the academic year Mentored Youth improve attendance records Add New	Edit Q1 Progress Report	

Below the table is a "Grantee Narrative" text area and three buttons: "Save", "Save and Go To Next Section", and "Cancel".

B) Programs must create two additional measures that include a **volunteer engagement performance measure and a **member development** performance measure.**

1. Volunteer Engagement Performance Measure

This performance measure tracks the number of volunteers and their hours engaged in AmeriCorps-related programs, services, events and activities over the program year.

All programs will have only one (1) performance measure for Volunteer Engagement that will encompass **one Output and one Outcome**.

- The Output will track the number of unduplicated volunteers engaged during the program year.
 - Establish the Output Number based on how many unduplicated volunteers the program anticipates engaging over the entire program year.
- The Outcome will track the number of hours contributed by all volunteers during the year (new and ongoing volunteers).
 - Establish the Outcome Number based on how many hours the program anticipates all volunteers will contribute over the entire program year.

The Corporation for National and Community Service (CNCS) defines a volunteer as: "Citizens or residents in the community who are recruited and/or managed by the CNCS-supported organization or assigned national service participant(s) to offer time,

knowledge, skills, and expertise for free to support the CNCS-supported program or organization. Community volunteers differ from national service participants in that they are under no formal obligation to provide a specific amount of assistance (e.g., as measured by service hours), and said volunteers are not enrolled in a national service program. Also referred to as “leveraged volunteers.”

ServeOhio adds the following criteria to the above definition:

- A **NEW** Volunteer is an individual that has not volunteered with the AmeriCorps-supported program/event/organization during the current program year.
- AmeriCorps members are not volunteers and should not be included in this performance measure.

ServeOhio can provide support and guidance to develop strong volunteer management practices including member reporting procedures that avoid duplicating volunteer numbers, i.e. avoid the same volunteer reported on multiple member reports within the same program.

2. Member Development Performance Measure

ServeOhio views the professional development of members as a high priority. Programs will have only one (1) performance measure in this section. This may include Justice Talking, Member Training related to service responsibilities, civic and leadership development, etc.

This performance measure will have one Output to track the number of training hours or training sessions and one Outcome to track the members’ change in knowledge or behavior as a result of professional development. The Output and Outcome numbers should be the total number anticipated for the program year.

Ideally, this measure will track the number of member training hours and demonstrate the member and Corps’ professional growth and development. This can be done in a variety of ways. If needed, work with Mary Cannon to develop this measure. Examples include:

- number of professional licenses received by members;
- number of members demonstrating an increased awareness of their service field;
- number of members who became certified tutors
- number of members who successfully completed x% of their development plans.

Follow the instructions from Section III. A. to submit a volunteer engagement and member development performance measure.

IV. Grantee Progress Reports (GPR)

GPR's encompass items **A through F** below.

To open or start a new GPR, go to Reporting- Submit Program Reports – OnCorps GPR and click on New or Select if returning to edit or finish a GPR. Provide all of the following information -

A. General Information – Required in all GPR's

1. Program Name
2. Reporting Period (Q1, Q2, Q3, Q4, Final)
3. Reporting Period Start Date – must match Quarter Report timeframes above
4. Reporting Period End Date -must match Quarter Report timeframes above

B. Demographics

1. Required only in your **last GPR** which is either the Q3, Q4 or Final GPR depending on your program year.
2. Select, "I have no Demographic data to report this period" for all other GPR's.
3. In your last GPR, enter *unduplicated* program year information within the
 - i) General Program Demographics –
 - (1) Number of Individuals Who Applied is the only *item required for all programs*.
 - ii) Disaster Services – only if tracked by your program
 - iii) Military/Veterans – only if tracked by your program
 - iv) School Turnaround- not applicable to any Ohio program
 - v) Youth Opportunity – not applicable to any Ohio program

C. MSY Report

1. **NOT** required in any GPR but does require you to select "I have no MSY data to report this period."

D. Performance Indicator – Required in all GPR's

1. ServeOhio's exit timeline is 15 calendar days which is different than the CNCS requirement
2. Provide data into both fields related to the program's member enrollment and exits

E. Performance Measure – i, ii, iii are required in all GPR's

1. Click on the Performance Measures tab and select Edit Progress Report for each performance measure. Details for reporting on each performance measure are below.
2. Enter the quarter's data into the Output Actual and Outcome Actual.
3. Provide details within the Explanation/Corrective Action text box.
4. MSY and Slot information is **not** required but may need a value (ex. 1) to submit.

i. Direct Service Activities

- Remember that data should be **UNDUPLICATED** data. A client, student, volunteer or member that has been reported in an Output or Outcome target within a prior GPR should not be included in a subsequent report.
- It is possible for someone to receive multiple services across performance measures (but not within the same performance). This will depend on how the measures are tracked so please contact Mary Cannon with questions.
- An Explanation is required if the Target is not Met. Within the Explanation/Corrective Action test box, note if the activities are ongoing; or provide details as to when the measure will be met; or detail why it will not be met.
- Enter “1” within the MSY and Slots field and enter N/A enter these Explanation fields.
- Click “Save and Close”
- Do not enter data that has been submitted in a previous report.
- A GPR should only reflect the time periods established for each GPR period so reported data should only reflect the activities specified within that time frame.

The screenshot shows a web browser window displaying the 'OnCorps Reports' application. The page is titled 'Editing Q1 report data for Commission-Trust' and features a table for 'Mentoring Youth' data entry. The table has columns for Measure Type, Measure, Target, Actual, Diff, Percent of Target, Met Target?, and Explanation/Corrective Action. The data entered is as follows:

Measure Type	Measure	Target	Actual	Diff	Percent of Target	Met Target?	Explanation/Corrective Action
Output	Mentoring Youth ED4A	100.00 (#)	25.00	-75.00	25.00	No	Activities are ongoing
Outcome	Mentoring relationships sustained for the academic year ED4A	75.00 (#)	2.00	-73.00	2.67	No	Activities re ongoing
MSY		10.00 (#)	1.00	-9.00	10.00	No	N/A
Slots		20.00 (#)	1.00	-19.00	5.00	No	N/A

At the bottom of the table, there are 'Save and Close' and 'Cancel' buttons. The background of the application shows navigation menus and user information.

ii. Volunteer Engagement

- **Output Actual Number:** Report the total number of **NEW volunteers** engaged with service activities, related events and National Days of Service during the reporting quarter.
- **Output Explanation:** Enter the following information -

- Enter the number of all, unduplicated volunteers engaged during the quarter, i.e. number of slots filled by both new and returning volunteers.
- NOTE - For Quarter 1, all volunteers are to be considered NEW.
- Outcome Actual Number: Include the total number of volunteer hours for the quarter. This includes hours for both new and returning volunteers.
- Outcome Explanation: Include a brief description of the volunteer's activities for the reporting period including national days of service events, special projects, on-going activities, etc.

iii. Member Development

Programs will create measures to track the professional development of its members. Generally, programs report on the number of training hours or training sessions and track the members' change in knowledge or behavior as a result of professional development.

Each quarter report will track progress of your program obtaining the Output and Outcomes. Do not report on members until they have reached the minimum training requirements specific in the performance measure.

For example, if the measure is tracking that each AmeriCorps member will receive 10 hours of tutor training over the course of the program year, a program will only report on that member once they have received all 10 hours. Do not report on the member each quarter when they receive training – only at the completion of the training requirement.

Use the Output Explanation and Outcome Explanation text boxes to report on the program and members' progress in meeting the Output and Outcome targets.

F. Narratives – 1-3 are required in all GPR's

1. Analysis of Impact

- a. A Success and Challenge - Describe any factors or trends that positively and negatively affected your program's performance. The topics can relate to member management, program elements, partnerships, meeting objectives, etc., and can include things that went well, or lessons learned, to share with other programs.
- b. If applicable, provide an example of how the AmeriCorps members' service is making an impact in the community.
- c. If applicable, describe how AmeriCorps has enabled the program to leverage new public-private partnerships, funding and other resources.

2. Impact Snapshots

- a. Great Story - provide a short story highlighting one of the following: about the positive impact of service on a member; a recipient's positive change in knowledge, attitude, behavior or condition; partner or other program stakeholder accomplishment.
 - b. Great Stories can be submitted by members, program staff, partners or supervisors.
3. Member Experience
 - a. Describe how your organization ensures that members consistently find satisfaction, meaning and opportunity. Examples include Justice Talking sessions, participation in National Days of Service, trainings and leadership opportunities.
 - b. Programs can include reports from members, site staff, partners, constituents, etc. in this section.
4. Other
 - a. If applicable, describe the training and technical assistance you have provided to host sites and/or program partners during the reporting period.
 - b. Discuss any significant issues or trends you have identified through programmatic or fiscal monitoring and your response to improve or correct the issue.

NOTE: The remaining Narrative text boxes are NOT required.