

## CSBG NATIONAL PERFORMANCE INDICATORS (NPIs) for PY 2012

### Goal 1: Low-income people become more self-sufficient

#### National Performance Indicator 1.1

##### Employment

The number and percentage of low-income participants in Community Action employment initiatives 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 family member
- H. Obtained safe and affordable housing
- I. Obtained food assistance
- J. Obtained non-emergency LIHEAP energy assistance (CEAP)
- K. Obtained non-emergency WX energy assistance
- L. Obtained other non-emergency energy assistance  
(State/local/private energy programs.) Do Not Include LIHEAP or WX)
- M. Obtained tools, uniforms, school supplies, textbooks, tuition, and other items in support of education and training.
- N. Completed college preparatory classes, ESL, or citizenship classes.
- O. Received other assistance which removes barriers to employment.

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### 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:

#### **Part A. Enhancement**

1. Number and percent of participants in tax preparation program who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount
2. Number and percentage 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
4. Other projects resulting in an increase in financial assets or financial skills.

**Note: Comprehensive Energy Assistance Program (CEAP) activities funded by the Low Income Home Energy Assistance Program previously reported in 1.3A4 and 1.3A5 will now be reported in 1.2J or 6.4G. Activities previously reported in 1.3A6, 1.3A7 and 1.3A8 will now be reported in 1.3A4.**

#### **Part 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 and increased savings, and the aggregated amount of savings
3. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings
4. Number of participants in a Community Action assets development program (IDA and others):

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- 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 or who will utilize a savings account for a retirement fund.
5. Number and percent of participants who received assistance with enrollment in prescription assistance program
  6. Number and percent of participants who received assistance to prevent loss of home and other homebuyer related assistance.
  7. Number and percent of participants who enrolled in classes or projects to increase financial skills.

### **Goal 2: The conditions in which low-income people live are improved.**

#### **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. NOTE: Only report HOME and other housing projects. Do NOT report Weatherization.
- 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 safe and affordable health care services/facilities for low-income people created, or saved from reduction or elimination

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- 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 skill training, ABE/GED, and post secondary education
- J. Other community resources or services provided which resulted in community improvement and revitalization

### **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 a 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 in or preservation of neighborhood quality-of-life resources

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### 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 hours 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

### Goal 3: Low-income people own a stake in their community.

### National Performance Indicator 3.1

#### Community Enhancement through Maximum Feasible Participation

- 3.1 Total number of volunteer hours donated 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

- 3.2 The number 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

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- B. Number of low-income people acquiring businesses in their community as a result of Community
- C. Number of low-income people purchasing their own home 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 services to low-income people are achieved.**

#### **National Performance Indicator 4.1**

##### Expanding Opportunities through Community-Wide Partnerships

The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.

- A. Non-Profit
- B. Faith Based
- C. Local Government
- D. State Government
- E. Federal Government
- F. For-Profit Business or Corporation
- G. Consortiums/Collaboration
- H. Housing Consortiums/Collaboration
- I. School Districts
- J. Institutions of post secondary education/training
- K. Financial/Banking Institutions
- L. Health Service Institutions
- M. Statewide associations or collaborations
- N. The total number of organizations CAAs work with to promote family and community outcomes

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### **Goal 5: Agencies increase their capacity to achieve results.**

#### **National Performance Indicator 5.1**

##### Agency Development

The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:

- A. Number of C-CAPs
- B. Number of ROMA Trainers
- C. Number of Family Development Trainers
- D. Number of Child Development Trainers
- E. Number of staff attending trainings
- F. Number of board members attending trainings
- G. Hours of staff in trainings
- H. Hours of board members in trainings

### **Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

#### **National Performance Indicator 6.1**

##### Independent Living

6.1 The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services

- A. Senior Citizens (seniors can be reported twice, once under Senior Citizens and again if they are disabled under Individuals with Disabilities, ages 55- over)
- B. Individuals with Disabilities
  - 1. Ages: 0-17
  - 2. Ages: 18-54
  - 3. Ages: 55-over

#### **National Performance Indicator 6.2**

##### Emergency Assistance

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- 6.2 The number of low-income individuals served by Community Action who sought emergency assistance and the number of those 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
  - L. Other emergency assistance
  - M. Assistance with items for holidays (food, toys, etc.)
  - N. Assistance with school supplies for children.

### National Performance Indicator 6.3

#### Child and Family Development

- 6.3 The unduplicated number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs who achieve program goals, as measured by one or more of the following (Pg.65) :

#### **A. Infants and Youth**

1. Infants and children obtain age-appropriate immunizations, medical, and dental care
2. Infant 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 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
6. Youth Employment Projects



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7. Youth Leadership Projects
8. Youth increase academic skills by completing educational requirements

### C. Adults

1. Parents and other adults learn and exhibit improved parenting skills
2. Parents and other adults learn and exhibit improved family functioning skills

**Note: NPI 6.3D has been removed and is no longer an active code. Most of the services previously reported in NPI 6.3D will now be reported in NPI 6.2 .**

## National Performance Indicator 6.4

### Family Supports (Seniors, Disabled and Caregivers)

6.4 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 dependant
- 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 LIHEAP energy assistance (report CEAP)
- H. Obtained non-emergency WX energy assistance
- I. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)

## National Performance Indicator 6.5

### Service Counts

The number of services provided to low-income individuals and/or families, as measured by one or more of the following:

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