



SIX NATIONAL GOALS

- Goal 1:** Low-income people become more self-sufficient.
- Goal 2:** The conditions in which low-income people live are improved.
- Goal 3:** Low-income people own a stake in their community.
- Goal 4:** Partnerships among supporters and providers of service to low-income people are achieved.
- Goal 5:** Agencies increase their capacity to achieve results.
- Goal 6:** Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

NATIONAL PERFORMANCE INDICATORS

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| 1.1: Employment | 3.2: Community Empowerment Through Maximum Feasible Participation |
| 1.2: Employment Supports | 4.1: Expanding Opportunities Through Community-Wide Partnerships |
| 1.3: Economic Asset Enhancement and Utilization | 5.1: Agency Development |
| 2.1: Community Improvement and Revitalization | 6.1: Independent Living |
| 2.2: Community Quality of Life and Assets | 6.2: Emergency Assistance |
| 2.3: Community Engagement | 6.3: Child and Family Development |
| 3.1: Community Enhancement Through Maximum Feasible Participation | 6.4: Family Supports (Seniors, Disabled and Caregivers) |
| | 6.5: Service Counts |

LOGIC MODELS

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| 1.1 Case Management Towards Self-Sufficiency | 5.1 Agency Development |
| 1.1 Employment Readiness | 6.1 Independent Living Support Services |
| 1.2 Affordable Housing [Family Goal] | 6.2 Food Pantry |
| 1.2 Alcohol - Substance Abuse | 6.2 Homelessness Prevention |
| 1.2 Day Care | 6.2 Supplementary Food & Gift Distribution |
| 1.2 Education and Training | 6.2 Tenant Advocacy |
| 1.2 Eliminate Employment Barriers | 6.2 Emergency Shelter |
| 1.2 Housing Counseling | 6.2 Energy Assistance |
| 1.3 Financial Literacy | 6.2 Case Management for Emergent Needs |
| 1.3 First Time Homebuyer Education Counseling | 6.3 Parent Development |
| 1.3 Individual Development Account | 6.3 Post-TANF Information & Referral |
| 1.3 VITA (Volunteer Income Tax Assistance) | 6.3 School Readiness/Child Development |
| 2.1 Weatherization | 6.3 Child Care Food Program |
| 2.1 Community Services' Improvement | 6.3 Youth After-School/Summer Programs |
| 2.1 Housing Rehabilitation [Community Goal] | 6.3 Youth At-Risk |
| 2.2 Community Quality of Life | 6.3 Youth At-Risk Transitional Housing |
| 2.3 Community Engagement | 6.4 Family Supports |
| 3.1 Community Enhancement | 6.5 Agency Service Count |
| 3.2 Community Decision-Making | 6.5 Information & Referral |
| 4.1 Partnerships | Customized Logic Model (blank form) |
| 4.1 Food Bank | |

NATIONAL PERFORMANCE INDICATORS DESCRIPTIONS (Goal with NPI & NPI Measure)

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

1.1: Employment

NPI Measure: 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

1.2: Employment Supports

NPI Measure: 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 LIHEAP energy assistance
- 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.)

1.3: Economic Asset Enhancement and Utilization

NPI Measure: 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. 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
- B. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments
- C. 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
- D. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days
- E. Number and percent of participants opening an Individual Development Account (IDA) or other savings account
- F. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings
- G. 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

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

2.1: Community Improvement and Revitalization

NPI Measure: 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 skill training, ABE/GED, and post secondary education

2.2: Community Quality of Life and Assets

NPI Measure: The quality of life and assets in low-income neighborhoods are improved by a 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

2.3: Community Engagement

NPI Measure: 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)

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

3.1: Community Enhancement Through Maximum Feasible Participation

NPI Measure: The 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.)

3.2: Community Empowerment Through Maximum Feasible Participation

NPI Measure: The number of low-income people mobilized as a direct result of a 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 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.

4.1: Expanding Opportunities Through Community-Wide Partnerships

NPI Measure: 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. Types of partners include:

- 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

Goal 5: Agencies increase their capacity to achieve results.

5.1: Agency Development

NPI Measure: The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes. Types of resources include:

- 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 systems.

6.1: Independent Living

NPI Measure: 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
 - 0-17
 - 18-54
 - 55-over

6.2: Emergency Assistance

NPI Measure: 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, as measured by one or more of the following:

- 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

6.3: Child and Family Development

NPI Measure: The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs who achieve program goals.

Infants and Children

- A. Infants and children obtain age appropriate immunizations, medical and dental care
- B. Infant and child health and physical development are improved as a result of adequate nutrition
- C. Children participate in pre-school activities to develop school readiness skills
- D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade

Youth

- A. Youth improve health and physical development
- B. Youth improve social/emotional development
- C. Youth avoid risk-taking behavior for a defined period of time
- D. Youth have reduced involvement with criminal justice system
- E. Youth increase academic, athletic, or social skills for school success

Parents and Other Adults

- A. Parents and other adults learn and exhibit improved parenting skills
- B. Parents and other adults learn and exhibit improved family functioning skills

6.4: Family Supports (Seniors, Disabled and Caregivers)

NPI Measure: 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 LIHEAP energy assistance
- 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)

6.5: Service Counts

NPI Measure: 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