

NATIONAL GOALS AND OUTCOME MEASURES

Following are the goals established by MATF and a list of outcome measures that apply to each goal. **Please review the list carefully.**

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

CODE: DIRECT MEASURES:

- 1.a Number of participants seeking employment who obtain it [as compared with the total number of participants].
- 1.b Number of participants maintaining employment for a full twelve months.
- 1.c Number of households in which adult members obtain and maintain employment for at least ninety days.
- 1.d Number of households with an annual increase in the number of hours of employment.
- 1.e Number of households gaining health care coverage through employment.
- 1.f Number of households experiencing an increase in annual income as a result of earnings.
- 1.g Number of households experiencing an increase in annual income as a result of receiving allowable tax credits, such as the earned income and childcare tax credits.
- 1.h Number of custodial households who experience an increase in annual income as a result of regular child support payments.
- 1.i Number of participating families moving from substandard housing into stable standard housing, as compared with the total number of participating families.
- 1.j Number of households which obtain and/or maintain home ownership.
- 1.k Number of minority households which obtain and/or maintain home ownership.
- 1.l Number of people progressing toward literacy and/or GED.
- 1.m Number of people making progress toward post-secondary degree or vocational training.

Other outcome measure(s) developed by NYS grantees:

Employment

- 1.n.1 Number of youth exposed to the world of work with improved work ethic and employability skills.
- 1.n.2 Number of individuals acquiring personal/reliable transportation to maintain work.
- 1.n.3 Number of individuals completing job skills training.
- 1.n.4 Number of individuals who become self employed after participating in economic development programs. (business counseling, business grants/loans, business incubator, etc.)
- 1.n.5 Number of individuals who complete job readiness training.
- 1.n.6 Number of individuals who demonstrate increased knowledge of occupational safety thereby reducing their incidence of work related injury.
- 1.n.7 Number of individuals who successfully move from welfare to work.
- 1.n.8 Number of adults who are able to maintain employment and/or participate in an education program due to the availability of quality, affordable day care.

Education

- 1.n.9 Number of individuals with improved reading and/or math skills.
- 1.n.10 Number of individuals successfully completing an educational program and obtaining the recognized achievement. (diploma/GED, certificate, promotion to next grade level, graduation, etc.)
- 1.n.11 Number of individuals entering college after receiving assistance from grantees. (financial aid/scholarships, application process, SAT preparation, etc.)
- 1.n.12 Number of highschool drop outs who return to school or enroll in a GED program.
- 1.n.13 Number of individuals able to overcome language barriers. (ESL, translation services, services in other languages)

Income Management

- 1.n.14 Number of individuals demonstrating a reduction in household expenses as a result of improved budgeting skills.

CODE: SURVEY QUESTION MEASURES:

- 1.o Number of clients who consider themselves more self-sufficient since participating in services or activities of the agency.
- 1.p Number of clients reporting an increase in income since participating in the services of the agency.

CODE: SCALE MEASURES:

- 1.q Number of households which demonstrated movement up one or more steps on a scale or matrix measuring self-sufficiency.
- 1.r Number of households achieving positive movement in self-sufficiency as demonstrated by an increase of at least one point in an overall score of a Family Development Scale.
- 1.s Number of households achieving stability in one or more dimension of a Family Development Matrix.

GOAL 2: (Community Revitalization)

THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED

CODE: DIRECT MEASURES:

- 2.a Number of accessible, living wage jobs created and/or retained.
- 2.b Increase in assessed value of homes as a result of rehabilitation projects.
- 2.c Increase in proportion of state and federal funds allocated for meeting emergency and long-term needs of the low-income population.
- 2.d Increase in access to community services and resources by low-income people.
- 2.e Increase in available housing stock through new construction.
- 2.f Increase in the availability and affordability of essential services, e.g. transportation, medical care, child care.

Other outcome measure(s) developed by NYS grantees:

Housing

- 2.g.1 Number of new units of quality, affordable housing in development. (work in progress)
- 2.g.2 Number of substandard housing units brought up to code. (includes lead paint abatement)
- 2.g.3 Number of Section 8 vouchers awarded to the agency/county.
- 2.g.4 Number of new dollars generated for housing rehabilitation (including loans/grants, landlord contribution, CRA match, etc.)
- 2.g.5 Number of new/additional specialized housing units. (senior, homeless transitional, domestic violence shelter, run away youth shelter, parenting teens, halfway house, etc.)
- 2.g.6 Number of individuals who complete a first time home buyer counseling program and are pre-approved for a mortgage.

Services

- 2.g.7 Number of new, affordable day care slots created.
- 2.g.8 Number of vacant lots revitalized into community gardens, playgrounds or other community assets.
- 2.g.9 Number of agencies working with law enforcement to improve crime prevention, protocols for dealing with domestic abuse, improving emergency response time, etc.
- 2.g.10 Number of communities designated for targeted economic assistance. (EDZ, Enterprise Communities, housing target area, etc.)
- 2.g.11 Number of community members participating in cultural diversity training.

CODE: SURVEY QUESTION MEASURE:

- 2.h Number of households who believe the agency has helped improve the conditions in which they live.

CODE: SCALE MEASURES:

- 2.i Number of communities which demonstrated movement up one or more steps on a scale or matrix measuring community self-sufficiency, community health or community vitality.
- 2.j Number of communities achieving stability in one or more dimension of the Community Scaling Tool.

GOAL 3: (Community Revitalization)

LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY

CODE: DIRECT MEASURES:

- 3.a Number of households owning or actively participating in the management of their housing.
- 3.b Amount of community investment brought into the community by the agency and targeted to low-income people.
- 3.c Increase in minority owned businesses.
- 3.d Increase in access to capital by minorities.
- 3.e Increased level of participation of low-income people in advocacy and intervention activities regarding funding levels, distribution policies, oversight and distribution procedures for programs and funding streams targeted for the low-income community.

Other outcome measure(s) developed by NYS grantees:

- 3.f.1 Number of new neighborhood block clubs or neighborhood watch groups created.
- 3.f.2 Number of individuals who participate in block clubs or neighborhood watch groups.
- 3.f.3 Number of individuals who attend community forums, town meetings or focus groups as part of a community needs assessment process or Dialogue on Poverty.
- 3.f.4 Number of individuals who become first time home buyers.
- 3.f.5 Number of individuals who participate in community projects. (community gardens, neighborhood clean up, food gleaning, holiday projects, building playgrounds, mural projects, etc.)

CODE: SURVEY QUESTION MEASURES:

- 3.g Number of households participating or volunteering in one or more groups.
- 3.h Number of households who say they feel they are part of the community.

CODE: SCALE MEASURES:

- 3.i Number of communities which demonstrated movement up one or more steps on a scale or matrix measuring community self-sufficiency, community health or community vitality.
- 3.j Number of communities achieving stability in one or more dimension of the Community Scaling Tool.

GOAL 4: PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICES TO LOW-INCOME PEOPLE ARE ACHIEVED

CODE: DIRECT MEASURES:

- 4.a Number of partnerships established and/or maintained with other public and private entities: to mobilize and leverage resources to provide services to low-income people.
- 4.b to complete the continuum of care for low-income people.
- 4.c which ensure ethnic, cultural, and other special needs considerations are appropriately included in the delivery service system.

Other outcome measure developed by NYS grantees:

- 4.d.1 Number of staff from other agencies participating in FDC training.
- 4.d.2 Number of partners who participated in community forums or focus groups as part of a community needs assessment of grantee strategic planning process.
- 4.d.3 Number of partners who serve on grantee program advisory councils.
- 4.d.4 Number of grantee staff who serve on other agency program advisory councils.

CODE: SURVEY QUESTION MEASURES:

- 4.e Number of principal partners who are satisfied with the partnership.
- 4.f Partners' rating of the responsiveness of the agency.

CODE: SCALE MEASURES:

- 4.g Number of agencies which demonstrated movement up one or more steps on a scale or matrix measuring agency partnership capacity.
- 4.h Number of agencies achieving stability in one or more dimension of an agency partnership capacity scaling tool.
- 4.i Number of agencies that achieve and maintain commitments from other service and resource partners to carry out agency mission.

- 4.j Number of agencies that establish and maintain commitments to provide resources to partner organizations that serve agency customers.
- 4.k Number of agencies that establish and maintain coordination of agency and non-agency resources to create a programmatic continuum of services with outcome-based objectives establishes and maintains a selection process which ensures that low-income community members are elected in a public process.

GOAL 5:
AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS

- CODE: DIRECT MEASURES:
- 5.a Total dollars mobilized by the agency.
 - 5.b Total dollars mobilized by the agency as compared with CSBG dollars.
 - 5.c Number of Boards making changes as a result of a periodic organizational assessment.
 - 5.d Number of programs which have become more effective as a result of research and data (their own as well as others).
 - 5.e Number of programs which have become more effective as a result of needs assessment surveys.
 - 5.f Number of families having their situation improved as a result of comprehensive developmental services.
 - 5.g Increase in community revitalization as a result of programs.
 - 5.h Number of agencies increasing their number of funding sources and increasing the total value of resources available for services to low-income people.
 - 5.i Number of agencies leveraging non-CSBG resources with CSBG resources at a ratio greater than 1:1.
 - 5.j Number of agencies where board composition accurately represents the ethnic diversity of the service territory.
 - 5.k Number of agencies where customers served accurately represents the ethnic diversity of the service territory.
 - 5.l Number of agencies where staffing component accurately represents the ethnic diversity of the service territory.
 - 5.m Number of development contacts as a result of outreach programs.
 - 5.n Number of special populations showing improvement as a result of programs aimed at the population.
 - 5.o Number of clients showing improvement as a result of emergency services received.
- Other outcome measure(s) developed by NYS grantees:
- 5.p.1 Improved visibility as a result of increased marketing and public relations activities.
 - 5.p.2 Improved service delivery as a result of increased coordination and integration of programs within the agency.
 - 5.p.3 Improved service delivery as a result of improvements in areas of technology. (computers, telephone system upgrades)
 - 5.p.4 Improved service delivery as a result of improvements to agency buildings and/or grounds.
 - 5.p.5 Improved data collection and reporting activities due to centralized or networked computer system.
 - 5.p.6 Number of staff participating in staff development activities or skills training to improve work performance. (cultural diversity, computer, supervision, budgeting, communication, etc.)
 - 5.p.7 Number of staff that earned the Family Development Credential.
 - 5.p.8 Number of board members actively participating in program development and evaluation activities.
 - 5.p.9 Number of new funding sources attained.
 - 5.p.10 Number of agencies providing agency-wide training, retreats, etc.

- CODE: SCALE MEASURES:
- 5.q Number of agencies that achieve and maintain compliance with all applicable Federal, State, and Local statutes, regulations, and requirements.

- 5.r Number of agencies that achieve and maintain a governance process that is inclusive, representative of, and accountable to the community.
- 5.s Number of agencies that achieve and maintain a workforce environment which empowers and develops its employees, has open communications, pays its employees a living wage, and is mission-driven.
- 5.t Number of agencies which achieve and maintain a planning, measurement, and evaluation system which creates a programmatic, continuum of services with outcomes-based objectives, and where the measurements of programs are used to improve services.
- 5.u Number of agencies that achieve and maintain communication and feedback processes that engage all stakeholders.
- 5.v Number of agencies that establish and maintain a process where evaluations are used to improve services.

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

CODE: DIRECT MEASURES:

- 6.a Number of aged households maintaining an independent living situation.
- 6.b Number of disabled or medically challenged persons maintaining an independent living situation.
- 6.c Number of households in crisis whose emergency needs are ameliorated.
- 6.d Number of participating families moving from homeless or transitional housing into stable standard housing.
- 6.e Number of households in which there has been an increase in donation of time to volunteer activities (not mandated by welfare-to-work programs).
- 6.f Number of households in which there has been an increase in children's involvement in extracurricular activities.
- 6.g Number of high consumption households realizing a reduction in energy burden.
- 6.h Number of households moving from cultural isolation to involvement with their cultural community.

Other outcome measure(s) developed by NYS grantees:

Health Services & Other Supportive Services

- 6.i.1 Number of individuals who demonstrate increased knowledge and appropriate care for infants and children.
- 6.i.2 Number of individuals who demonstrate increased knowledge of nutrition and meal preparation.
- 6.i.3 Number of individuals who have improved nutrition as a result of free or subsidized meals. (summer feeding, congregate dining, soup kitchens, etc.)
- 6.i.4 Number of individuals who have improved nutrition as a result of participation in the WIC program.
- 6.i.5 Number of individuals accessing medical or dental care.
- 6.i.6 Number of individuals who demonstrate increased knowledge in health related topics such as AIDS/HIV, STDs, breast self exam, and other topics contributing to healthier lifestyles and behaviors.
- 6.i.7 Number of individuals participating in parenting programs to become more effective parents.
- 6.i.8 Number of women accessing prenatal services resulting in babies weighing at least 5 lbs.
- 6.i.9 Number of children who are brought up to date on immunizations.
- 6.i.10 Pounds of food distributed on an emergency basis (excludes budget clubs, congregate dining, holiday baskets, etc.)

Youth Services

- 6.i.11 Number of youth who demonstrate improved knowledge of pregnancy prevention.
- 6.i.12 Number of children participating in supervised after-school and summer activities.
- 6.i.13 Number of children developmentally ready when entering kindergarten.

- 6.i.14 Number of runaway teens reunited with their families.
- 6.i.15 Number of children placed in respite care to ameliorate a family crisis situation.
- 6.i.16 Number of youth participating in a family development based program that attain one or more of their personal goals. (TASA, mentoring, tutoring, etc.)
- 6.i.17 Number of families at risk of foster care placement that avert the removal of the children from the home.

Senior Services

- 6.i.18 Increase in elderly participation in feeding programs.
- 6.i.19 Number of Seniors participating in social, educational, health related, etc. activities that improve their quality of life.

Services Targeted to Other Vulnerable Populations

- 6.i.20 Number of individuals able to access remedies and enforce their rights through the legal and criminal justice systems.
- 6.i.21 Number of families who move from abuse situations to safe, secure and stable environments.
- 6.i.22 Number of individuals who successfully complete a drug or alcohol treatment program.

Family Development

- 6.i.23 Number of families receiving services based on the family development model.

CODE:

6.j

SURVEY QUESTION MEASURE:

Number of households indicating improved family functioning since participating in the services or activities of the agency.

CODE:

6.k

SCALE MEASURES:

Number of households moving from crisis to stability on one dimension of a scale.

6.l

Number of households moving from vulnerability on one dimension of a scale.

6.m

Number of households moving from a condition of crisis to a condition of vulnerability on one dimension of a scale.