

Webinars for AmeriCorps VISTAs

Tracking VISTA Performance Measures Using the VISTA Impact App

To join the audio portion, please dial:

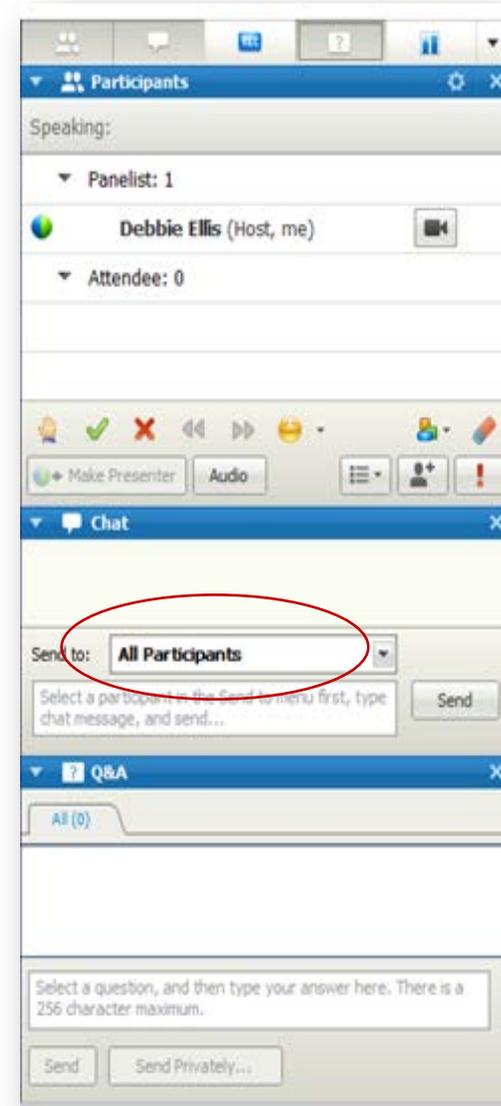
888-972-9248 Passcode: **9159738**.

This session will begin shortly.

Tips For Participating

Webinars for AmeriCorps VISTAs

- Phones are muted
 - Phones will be open for Q&A later
- To ask questions, use the Q&A panel
- To share comments and ideas, use Chat
 - Send to “All Participants”
- Links and recording will be available after the session
- Closed Captions can be viewed in the Media Viewer panel



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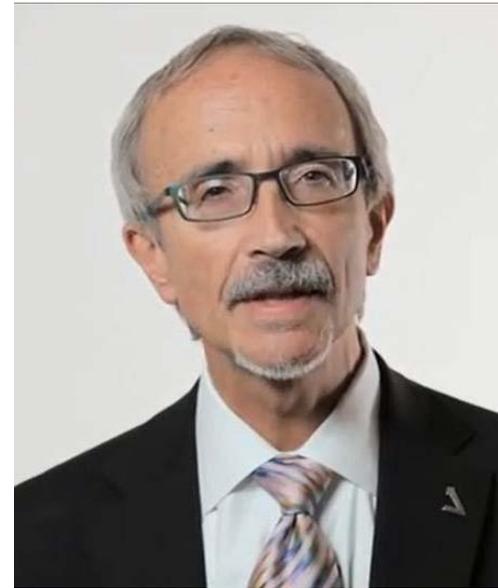
Welcome to Tracking Performance Measures Using the VISTA Impact App

Today's Team



Andy King

Training Specialist
AmeriCorps VISTA



Patrick Triano

Director,
AmeriCorps VISTA Training and
Outreach

Today's Agenda

- The purpose and nature of measuring performance
- Capacity-Building Measures in VISTA & CNCS
- The AmeriCorps VISTA Impact App
- Question and Answer

Why Measure Performance?

A focus on outcomes

Why...

Accountability

- Focuses on goals and outcomes of a project (or endeavor)
- Reflects the progress or success of a project (or endeavor)
- Lends data in telling a project's story

What is Performance Measurement?

Performance measurement is a systematic process of tracking outputs and outcomes

Output

Amount of service provided through your planned intervention



What is Performance Measurement?

Performance measurement is a systematic process of tracking outputs and outcomes

Outcome

- Reflect the changes or benefits that occur as the result of the intervention
- Can reflect changes in individuals, organizations, communities, or the environment
- Address changes in attitudes/beliefs, knowledge/skills, behavior, or conditions



Problem/Need: Capacity

“We need more ability to...

- serve more people
- serve new groups of people
- provide new or expanded types of services
- achieve better outcomes for beneficiaries
- provide improved outcomes for beneficiaries with the same level of resources
- improve or maintain consistent quality of services with fewer resources.
- generate additional resources or assets, such as funding, volunteers, in-kind support, and partnerships”

Intended Outcome: Improved Capacity

- Scale/Reach
- Effectiveness
- Efficiency
- Leveraged Resources

VISTA Capacity Building Efforts

- Technology
- Financial resources
- Volunteer resources
- Community assessment
- Outreach
- Material development
- Expand/strengthen partnerships

Capacity...to impact people's lives

OUTCOME - Now we have the capacity to...

Serve more people

Serve new groups of people

Provide new or expanded types of services

Achieve better outcomes for beneficiaries

Provide improved outcomes for beneficiaries with the same level of resources

Improve or maintain consistent quality of services with fewer resources

Generate additional resources or assets

- People are employed
- People live in safe, affordable housing
- People have food security
- People have access to health care
- People have education needed to participate in society

VISTA Measures

- ✓ Number of **community volunteers recruited**
- ✓ Number of **community volunteers managed**
- Number of **organizations implementing three or more effective volunteer management practices**....
- ✓ Number of **organizations that received capacity building services**
- Number of **organizations** reporting that capacity building activities ... have helped to make the organization **more efficient**.

VISTA Measures

(continued)

- Number of **organizations** reporting that capacity building activities ... have helped to make the organization **more effective**.
- ✓ Number of **new systems and business processes** (technology, performance management, training, etc.)
- ✓ Number of **additional activities completed** and/or program outputs produced

VISTA Measures

- ✓ Number of **staff and community volunteers** that **received training**
- Number of **organizations** that have experienced an **increase in requests** for their programs and services
- ✓ Number of **additional types of services** offered by organizations
- Number of **organizations** that completed **a community assessment** identifying goals and recommendations

VISTA Measures

- ✓ Dollar value of **cash** resources leveraged ...
- ✓ Dollar value of **in-kind resources**

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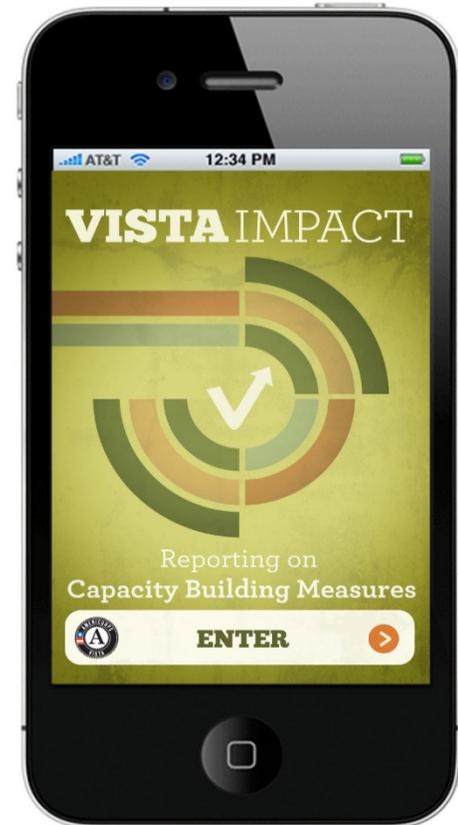
The AmeriCorps VISTA Impact App

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What is the Impact App?

Helps VISTAs capture statistics related to:

- Total resource contributions
- Volunteer recruitment and training
- Veterans and military families served
- Capacity-building daily activities



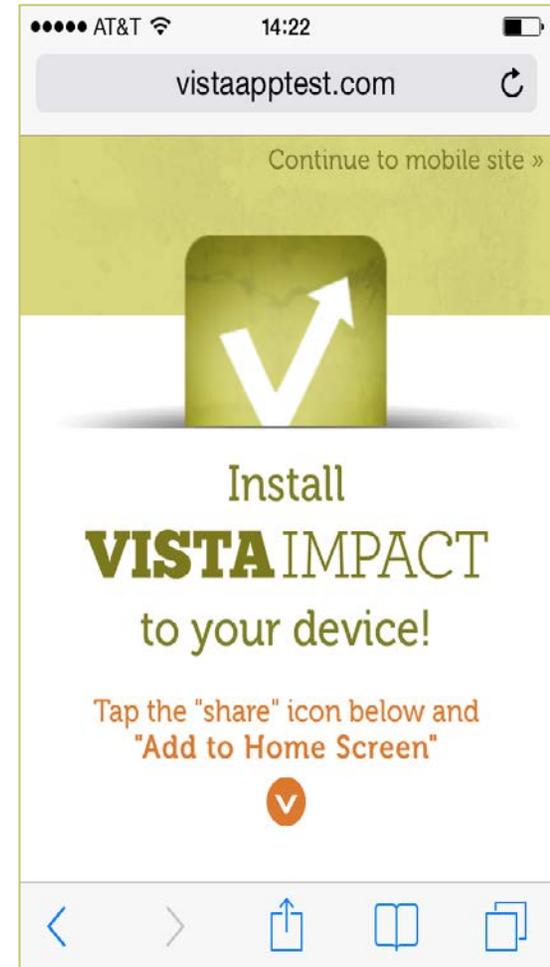
What Are the Benefits?

- Promotes accurate reporting
- Provides uniform definitions for performance measures
- Accessible through many different devices



How Does It Work?

- Impact App is a mobile Web page, not a downloaded tool
- Available through the VISTA Campus
- The Web page is accessible through many different devices





ENTER



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Next Steps

- Become familiar with VISTA's performance measures
- Discuss performance measures and reporting with your supervisor
- Explore the Impact App on the VISTA Campus



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Resources

On the VISTA Campus and Knowledge Network

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VISTA Performance Measures

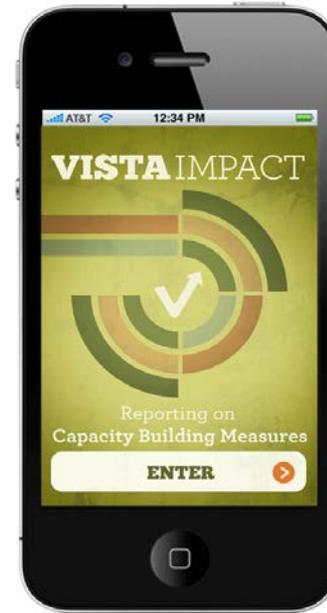


**National Service
Knowledge Network**



<https://www.nationalserviceresources.gov/npm/vista>

VISTA Impact App



impact.vistacampus.gov

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Contact Us

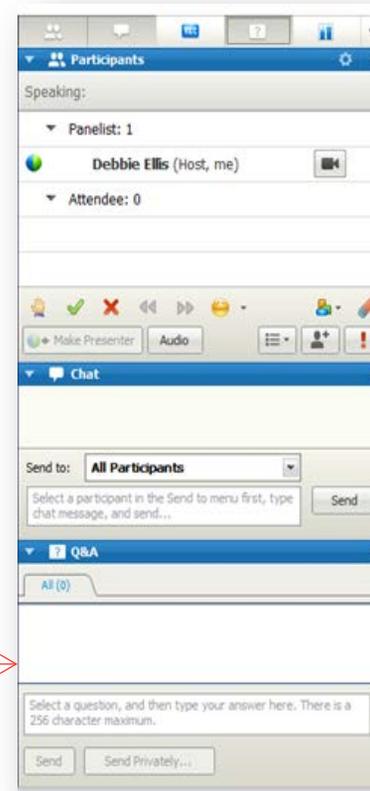
AmeriCorps VISTA Impact App Questions:

VISTACampus@educationnorthwest.org

How to Ask Questions

Webinars for AmeriCorps VISTAs

- To ask a question verbally, call in using the number on this slide and press *1.
- To ask a question electronically, use the Q&A feature located in the bottom right corner.



Evaluation

Webinars for AmeriCorps VISTAs

Please take a few moments to share your feedback. How can we improve these sessions? What topics should we include in future webinars?

Thank you very much for your time and participation!

Thank You for Your Participation!

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If you have further questions or for more information, contact us: VISTAwebinars@cns.gov

Strategic Networking

January 8th, 2015

2 pm ET

Visit the Webinars for VISTAs page on the VISTA Campus for a complete schedule of VISTA webinars

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