
Summary of Changes made between the Initial Feedback Period NPI list and the CSBG Annual Report FRN#1 package for Module 4 Individual and Family level NPIs.

Each change has been placed into a pullout blurb, with an explanation of how the FRN#1 document compares to the older document first presented to the Network during the Initial Feedback Period.



N A S C S P

NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

Module 4, Section C: Proposed Individual and Family NPIs list

The Proposed Individual and Family Level National Performance Indicators will aid in local and state analysis of the relationship between people, services, and outcomes. The Individual and Family National Performance Indicators (NPIs) will aid the Network in both better managing our programs and telling the community action story.

While reviewing this document, please consider the following:

- Local agencies will only report on indicators as they apply to their work and would not be required to report on all NPIs listed.
- The indicators are organized by domains, except for indicators related to stability.
- Please note that tracking outcomes for 180 days is the standard that agencies are expected to work toward. The timeframe of 90 days is included to allow agencies with current limited capacity to report on this timeframe and to encourage quarterly review of data. The expectation is that agencies will eventually report on the 180 day indicator. **These indicators would only be reported by those in a case management program or similar intensive program where appropriate (i.e. longitudinal tracking).**

NATIONAL GOAL 1: Individuals and Families with low incomes are stable and achieve economic security.

EMPLOYMENT

1. **Job Attainment: The number and percent of unemployed youth who obtain employment to gain skills or income.**
2. **Job Attainment: The number and percent of unemployed adults who obtain employment (up to a living wage¹).**
 - a. **Of the above, the number and percent of unemployed adults who become self-employed² as a result of CAA services (up to a living wage).**
 - b. **Of the above, the number and percent of unemployed adults who maintain existing employment for at least 90 days (up to a living wage).**
 - c. **Of the above, the number and percent of unemployed adults who maintain existing employment for at least 180 days (up to a living wage).**
3. **Job Attainment: The number and percent of unemployed adults who obtain employment (with a living wage or higher).**
 - a. **Of the above, the number and percent of unemployed adults who become self-employed as a result of CAA services (with a living wage or higher).**
 - b. **Of the above, the number and percent of unemployed adults who maintain existing**

¹ There is no national definition of living wage.

² Self-employed includes individuals who open a business

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Module 4, Section C: Proposed Individual and Family NPIs list

The Proposed Individual and Family Level National Performance Indicators will aid in local and state analysis of the relationship between people, services, and outcomes. The Individual and Family National Performance Indicators (NPIs) will aid the Network in both better managing our programs and telling the community action story.

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employment for at least 90 days (with a living wage or higher)

- c. Of the above, the number and percent of unemployed adults who maintain existing employment for at least 180 days (with a living wage or higher).

4. Job/Career Enhancement: The number and percent of employed participants in a career advancement related program who entered or transitioned into a position that provided increased income and/or benefits

- a. The number and percent of employed participants who increased income from employment through wage or salary amount increase.
- b. The number and percent of employed participants who increased income from employment through hours worked increase.
- c. The number and percent of employed participants who increased benefits related to employment.

EDUCATION AND COGNITIVE DEVELOPMENT

- The number and percent of children (0 to 5) who demonstrate improved emergent literacy skills³.
- The number and percent of children (0 to 5) who demonstrate skills for school readiness⁴.
- The number and percent of children and youth who demonstrate improved positive approaches toward learning, including improved attention skills.
 - Early Childhood Education (ages 0-5)
 - 1st grade – 8th grade
 - 9th grade – 12th grade
- The number and percent of children and youth who are achieving at basic grade level (academic, social, and school success skills).
 - Early Childhood Education (ages 0-5)
 - 1st grade – 8th grade
 - 9th grade – 12th grade
- The number and percent of parents/caregivers who improve their home environments⁵.
- The number and percent of adults who demonstrate improved basic education⁶.
- The number and percent of individuals who obtain a high school diploma and/or obtain an equivalency certificate or diploma.
- The number and percent of individuals who obtain a recognized credential, certificate, or degree relating to achievement of educational or vocational skills.
- The number and percent of individuals who obtain an Associate's degree.
- The number and percent of individuals who obtain a Bachelor's degree.

³ Reporting on this NPI includes Head Start measures

⁴ Reporting on this NPI includes Head Start measures

⁵ This NPI includes improvement in language and literacy skills.

⁶ Report on this NPI for individuals aged 16 years or older.

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- employment for at least 90 days (with a living wage or higher).
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5. The number and percent of parents/caregivers who improve their home environments⁵.
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"of 6"

INCOME and ASSET BUILDING

1. The number and percent of individuals who achieve and maintain capacity to meet basic needs for 90 days.
2. The number and percent of individuals who achieve and maintain capacity to meet basic needs for 180 days.
- The number and percent of individuals who increased their financial assets (as indicated by):*
 3. The number and percent of individuals who opened a savings account or IDA.
 4. The number and percent of individuals who increased their savings.
 5. The number and percent of individuals who used their savings to purchase an asset⁷.
 6. The number and percent of individuals who purchased a home.
 7. Number and percent of individuals who improve their credit scores.
 8. The number and percent of individuals who increase their net worth.

HOUSING

1. The number and percent of households experiencing homelessness⁸ who obtain safe temporary shelter.
2. The number and percent of households who obtain safe and affordable housing.
 - a. The number and percent of households who maintain safe and affordable housing for 90 days.
 - b. The number and percent of households who maintain safe and affordable housing for 180 days.
3. The number and percent of households that avoided eviction.
4. The number and percent of households that avoided foreclosure.
- Households who improve health, safety, and energy efficiency of homes (as indicated by):*
 5. The number and percent of households who improved the health and safety of their homes.
 6. The number and percent of households who improved the energy efficiency of their homes.
 7. The number and percent of households who reduced their energy burden.

HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT

1. The number and percent of individuals who demonstrate increased nutrition skills (e.g. cooking, shopping, and growing food).
- Individuals who demonstrate improved health and well-being (as indicated by):*
 2. The number and percent of individuals who demonstrate improved physical health and well-being⁹:
 - a. Number and percent of the above who are children (ages 0-11)

⁷ Assets other than home purchase (e.g. vehicle, business equipment, etc.)

⁸ An individual or family without permanent housing who may live on the streets; abandoned building or vehicle; or in any other unstable or non-permanent situation. Individuals who meet HUD definitions can be reported here also.

⁹ There is no universal definition of well-being.

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"their"		
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"physical"		
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"Physical health. 1."		

INCOME and ASSET BUILDING

1. The number and percent of individuals who achieve and maintain capacity to meet basic needs for 90 days.
2. The number and percent of individuals who achieve and maintain capacity to meet basic needs for 180 days. [▲]

The number and percent of individuals who increased their financial assets (as indicated by):

3. The number and percent of individuals who **opened** a savings account or IDA.
4. The number and percent of individuals who **increased** their savings.
5. The number and percent of individuals who **used** their savings to purchase an asset¹.
6. [▲] The number and percent of individuals who **purchased** a home.
7. Number and percent of individuals who improve their credit scores.
8. The number and percent of individuals who increase their net worth.

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1. The number and percent of households experiencing **homelessness²** who obtain safe temporary shelter.
 2. The number and percent of households who obtain safe and affordable housing.
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June 2016

FRN #1 – CSBG Annual Report
Module 4, Section C, NPI List

Page 3 of 6

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"Individuals who meet HUD definitions can be reported here also."		
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- b. Number and percent of the above who are youth (ages 12-17)
- c. Number and percent of the above who are adults (ages 18-64)
- d. Number and percent of the above who are seniors (ages 65+)
- 3. The number and percent of individuals who demonstrate improved mental and behavioral health and well-being¹⁰.
 - e. Number and percent of the above who are children (ages 0-11)
 - f. Number and percent of the above who are youth (ages 12-17)
 - g. Number and percent of the above who are adults (ages 18-64)
 - h. Number and percent of the above who are seniors (ages 65+)
- 4. The number and percent of families who improve skills related to the adult role of parents/caregivers.
- 5. The number and percent of parents/caregivers who demonstrate increased sensitivity and responsiveness in their interactions with their children.
- Individuals who maintain an independent living situation (as indicated by):
- 6. The number and percent of seniors (65+) who maintain an independent living situation.
 - a. Of the above, the number and percent who maintain independence for 90 days.
 - b. Of the above, the number and percent who maintain independence for 180 days.
- 7. The number and percent of individuals with disabilities¹¹ who maintain an independent living situation.
 - a. Of the above, the number and percent who maintain independence for 90 days.
 - b. Of the above, the number and percent who maintain independence for 180 days.
- 8. The number and percent of individuals with chronic illness¹² who maintain an independent living situation.
 - a. Of the above, the number and percent who maintain independence for 90 days.
 - b. Of the above, the number and percent who maintain independence for 180 days.
- 9. The number and percent of individuals with no residivating event¹³ for six months.
 - a. Youth (ages 12-17)
 - b. Adults (ages 18-64)

CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT

Agencies will identify the outcomes that support Goal 1 that are connected to community engagement. Just like in the other family level indicators, the agency will be looking at its own participants (customers) for evidence of community engagement at this level. At this level, participants are gaining some skills, knowledge, resources that will enable them to be more successful in achieving the goal. Outcomes related to leadership development training, instructions in board roles and responsibilities, and increased social networks will all have

¹⁰ Ibid.

¹¹ Disability meaning (a) a physical or mental impairment that substantially limits one or more of the major life activities of such individual, (b) a record of such an impairment, and/or (c) being regarded as having such an impairment.

¹² Chronic illnesses are "conditions that last a year or more and require ongoing medical attention and/or limit activities of daily living".

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- b. Number and percent of the above who are youth (ages 12-17)
 - c. Number and percent of the above who are adults (ages 18-64)
 - d. Number and percent of the above who are seniors (ages 65+)
3. The number and percent of individuals who demonstrate improved mental and behavioral health and well-being¹⁰.
- e. Number and percent of the above who are children (ages 0-11)
 - f. Number and percent of the above who are youth (ages 12-17)
 - g. Number and percent of the above who are adults (ages 18-64)
 - h. Number and percent of the above who are seniors (ages 65+)
4. The number and percent of families who improve skills related to the adult role of parents/caregivers.
5. The number and percent of parents/caregivers who demonstrate increased sensitivity and responsiveness in their interactions with their children.
- Individuals who maintain an independent living situation (as indicated by):**
6. The number and percent of seniors (65+) who maintain an independent living situation.
- a. Of the above, the number and percent who maintain independence for 90 days.
 - b. Of the above, the number and percent who maintain independence for 180 days.
7. The number and percent of individuals with disabilities¹¹ who maintain an independent living situation.
- a. Of the above, the number and percent who maintain independence for 90 days
 - b. Of the above, the number and percent who maintain independence for 180 days.
8. The number and percent of individuals with chronic illness¹² who maintain an independent living situation.
- a. Of the above, the number and percent who maintain independence for 90 days.
 - b. Of the above, the number and percent who maintain independence for 180 days.
9. The number and percent of individuals with no recidivating event for six months.
- a. Youth (ages 12-17)
 - b. Adults (ages 18-64)

▲▲ CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT

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- b. Number and percent of the above who are youth (ages 12-17)
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outcomes related to the individual involved in these services.

1. The number of Community Action program participants who increase skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.
 - a. Of the above, the number and percent of Community Action program participants who improve leadership skills.
 - i. Of the above, the number and percent of Community Action program participants who become engaged in a leadership role.
 - b. Of the above, the number of Community Action program participants who improve their social networks.
 - c. Of the above, the number of Community Action program participants who improve other skills to improve their ability to engage.

INDIVIDUAL AND FAMILY STABILITY

It is important to be able to measure and report on the number of individuals and families who achieved stability as a result of community action services and programs. There are two options proposed to the Network to solicit feedback on the indicator that will allow community action to showcase their impact on individuals and families as they move towards stability. This is a result of the underlying assumption of the network that families and individuals must be stable before they begin to move towards self-sufficiency.

OPTION 1: The number and percent of individuals who achieve one or more outcomes as identified by the National Performance Indicators in various domains.

MEASUREMENT. This would require agencies to keep an unduplicated count of people who achieved one or more outcomes reported in the NPIs. This would not be aggregated by adding the numbers from the NPIs together, as that would result in a double counting people who achieved more than one outcome.

DEFINITION. Stability is defined as the unduplicated number of people who achieve one or more outcomes, as identified by the NPIs, across all domains.

OPTION 2: The number and percent of individuals engaged with the Community Action Agency who report improved financial well-being.

MEASUREMENT. This would require agencies to keep an unduplicated count of people who report improved financial well-being based on responses to the [CFPB Financial Well Being Scale](#). The [CFPB Financial Well-Being Scale questionnaire](#) includes the following questions:

This statement describes me:

- I can handle a major unexpected expense
- I am securing my financial future

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	"achieved and maintained the ability to meet basic needs for six months, during the initial contact year. b. The number and percent of individuals engaged with the Community Action Agency who achieved and maintained the ability to meet basic needs for six months, in subsequent contact years two through five. DEFINITIONS. "Engaged with" means having multiple program-related contacts with the CAA (say, a minimum of 5 or 10 per year.) "Individuals" would include both program participants, and all members of the household of program participants. (This allows for a more accurate assessment of total impact.) To provide a way to investigate the effects of service intensity, outcomes can be cross-tabulated with numbers of service contacts (e.g., 5-20 contacts/ year, 21-50, 51-100 and so on.) Tools used to assess "ability to meet basic needs" can be existing, well- validated food, housing and energy insecurity scales. OPTION 3: The number and percent of individuals engaged with the Community Action Agency who"		
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Page: 6

- Because of my money situation, I feel like I will never have the things I want in life*
- I can enjoy life because of the way I'm managing my money*
- I am just getting by financially*
- I am concerned that the money I have or will save won't last*

This statement applies to me:

- Giving a gift for a wedding, birthday or other occasion would put a strain on my finances for the month*
- I have money left over at the end of the month*
- I am behind with my finances*
- My finances control my life*

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