



Web-based Evaluation

Developing and Seeding Effective Practices, Accomplishments and Objective Reporting

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System Challenges:

- A. Accessible data
- B. Foster data that are:
 - Reliable
 - Aggregate-able
 - Timely and useful
- C. Usable data
- D. Communication – about what should be and what is

A. Accessible Data

Accessibility is affected by both system reliability and design. However human factor issues and user engagement in and with the system cannot be ignored. In fact they are crucial for system success

Requirements include:

- Hardware & Software
- % 'Uptime'
- Ability to see one's data flow
- Sense of ownership and benefit

My APR Map is a Snapshot of Data Entered to Date and a Map of where to Go Next A Desktop Map can Reinforce Useful Engagement and Ownership of a Complex Process

My APR Map GASP (Growing Achievers in School Programs) Site ID#: 03ACHXX0010002

2003-2004

Progress Reports

Great Stories

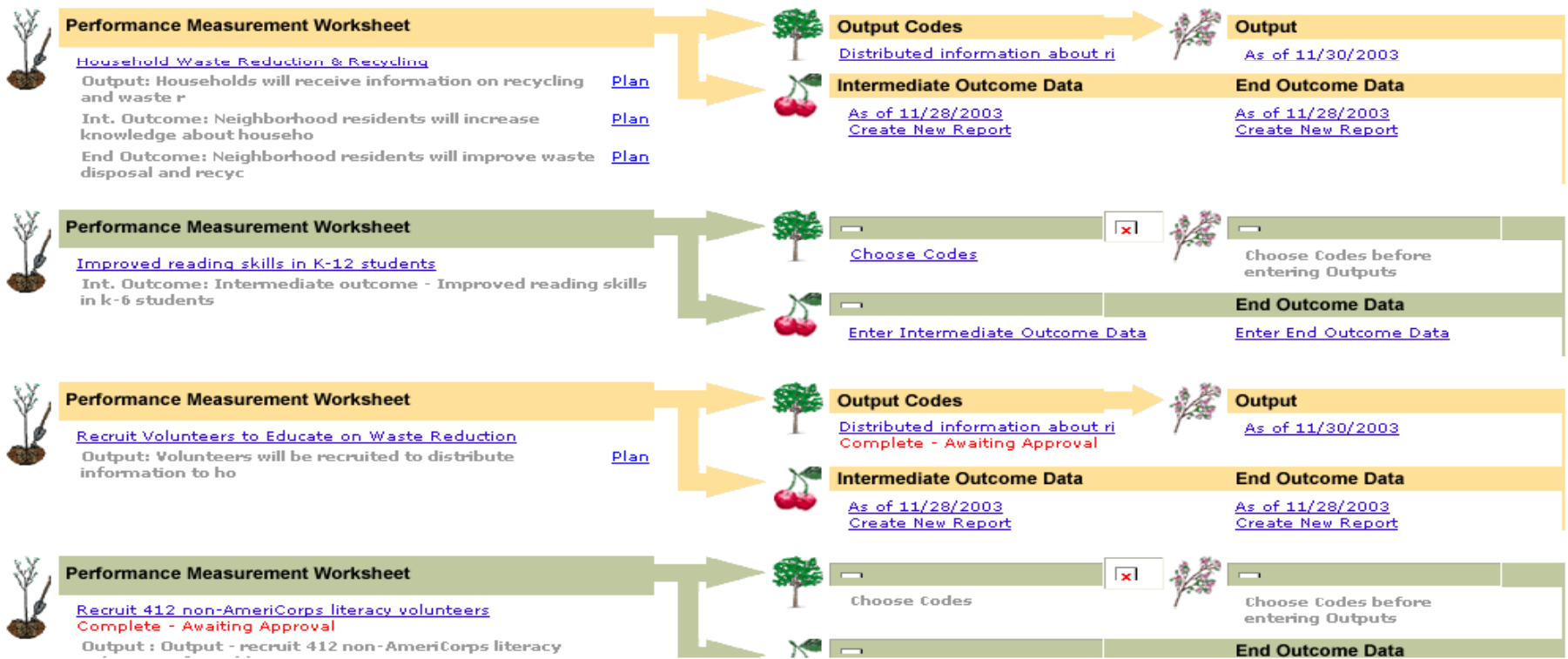
[View Awarded PMWs](#) | [CNCS policy on changes to PMWs](#)
[Import Performance Measurement Worksheets from eGrants](#)
[Create New PM Worksheet](#) | [Independent Accomplishment](#)

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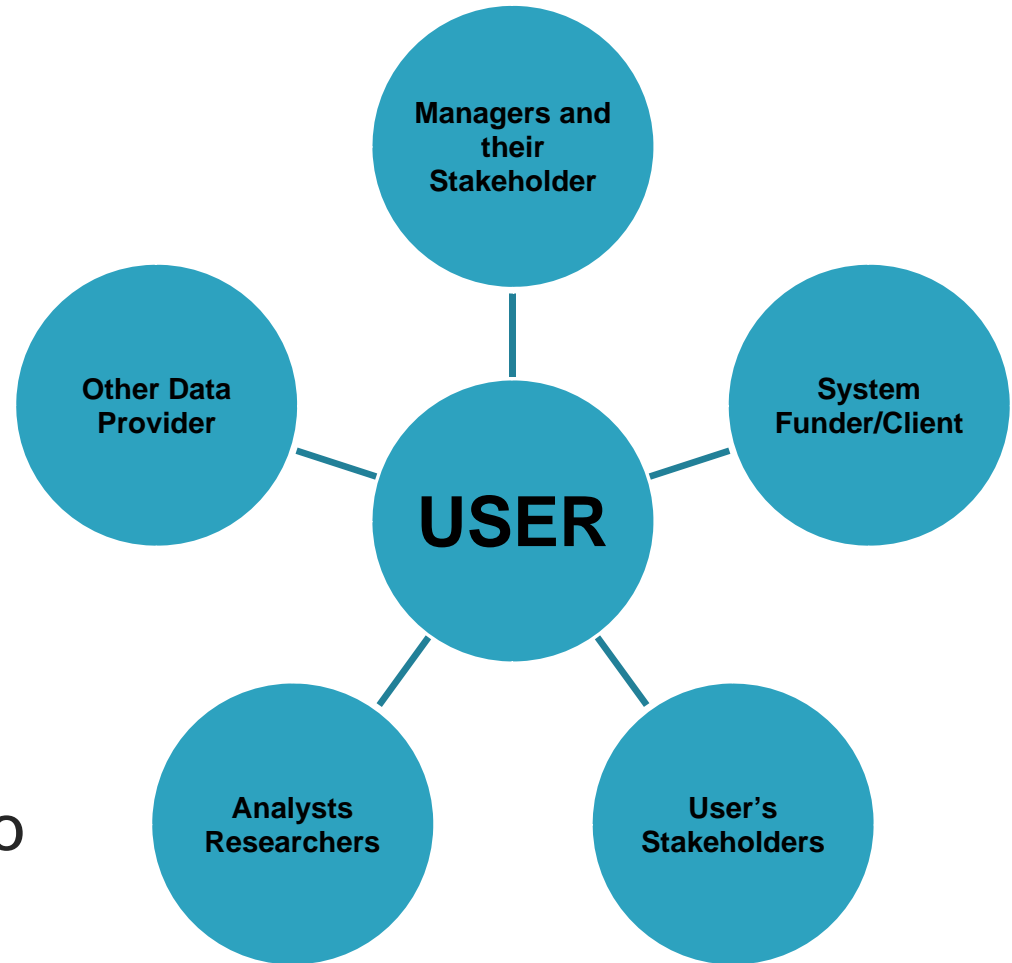
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B. DATA Stakeholders

1. Systematic and Structured data entry
2. Buy-in
3. Common understanding
4. Communication
5. Accountability to different constituencies



1. Systematic and Structured data entry

Depends on common data definitions, easily accessible, anchored to an agreed-upon objectives; Good online systems guide the user through a process AND provide previously-agreed upon response categories. And provides a way to remind different users what those categories are.

Output Codes

GASP (Growing Achievers in School Programs) : 03ACHXX0010002 (2003-2004)
Household Waste Reduction & Recycling | Output Codes | [Output](#) | [Intermediate Outcome Data](#) | [End Outcome Data](#)
Needs and Service Activities: Environment

*** required field**

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[Needs and Service Activities](#) | [Participant Development](#) | [Strengthening Communities](#) | [Other](#)
Use Ctrl-F to search for key words

Select one or more codes that best fit this performance measure:*

Needs and Service Activities

Academic Success

- Conducted home visits for instruction or follow-up of educational activities
- Mentored or counseled concerning school success or achievement
- Taught adults GED or basic skills development
- Taught students in grades 1-12
- Taught students in Head Start or kindergarten
- Tutored students in grades 1-12

[TOP](#)

Basic Human Needs

- Homeless given goods to help them, such as distributed clothes and food (shelter support)
- Homeless given shelter or vouchers for shelter
- Organized or packed food or clothing for a food bank or clothing distribution center; provided furniture or other goods to recently homeless
- People received independent living assistance (such as chores for seniors, social support for disabled)

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Construction and Restoration: Housing and Other Human Habitation

- Assessed housing or building repair needs (e.g., for housing, pollution prevention or containment, or risk management)
- Assessed need for public or community building repair needs (e.g., for repair of public facilities, lead abatement)
- Completed: Rehabilitated, renovated, or repaired other community buildings
- Constructed low income housing or housing for disabled or elderly
- Constructed new homeless shelters or made old shelters habitable
- ...

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2. Buy in – Seeing Progress

Screen format can help a user highlight and reduce data entry errors, and show how the data will reflect activity productivity. Both progress by date, overall aggregated progress and progress against a target is shown in the screen below. These ‘progress steps’ mirror how the staff activity will be evaluated or interpreted by others. Seeing ongoing progress without generating user cognitive load, generates benefit and forms an anchor for future communication

Outputs

GASP (Growing Achievers in School Programs) : 03ACHXX0010002 (2003-2004)
[Household Waste Reduction & Recycling](#) | [Output Codes](#) | Output | [Intermediate Outcome Data](#) | [End Outcome Data](#)
 Needs and Service Activities: Environment

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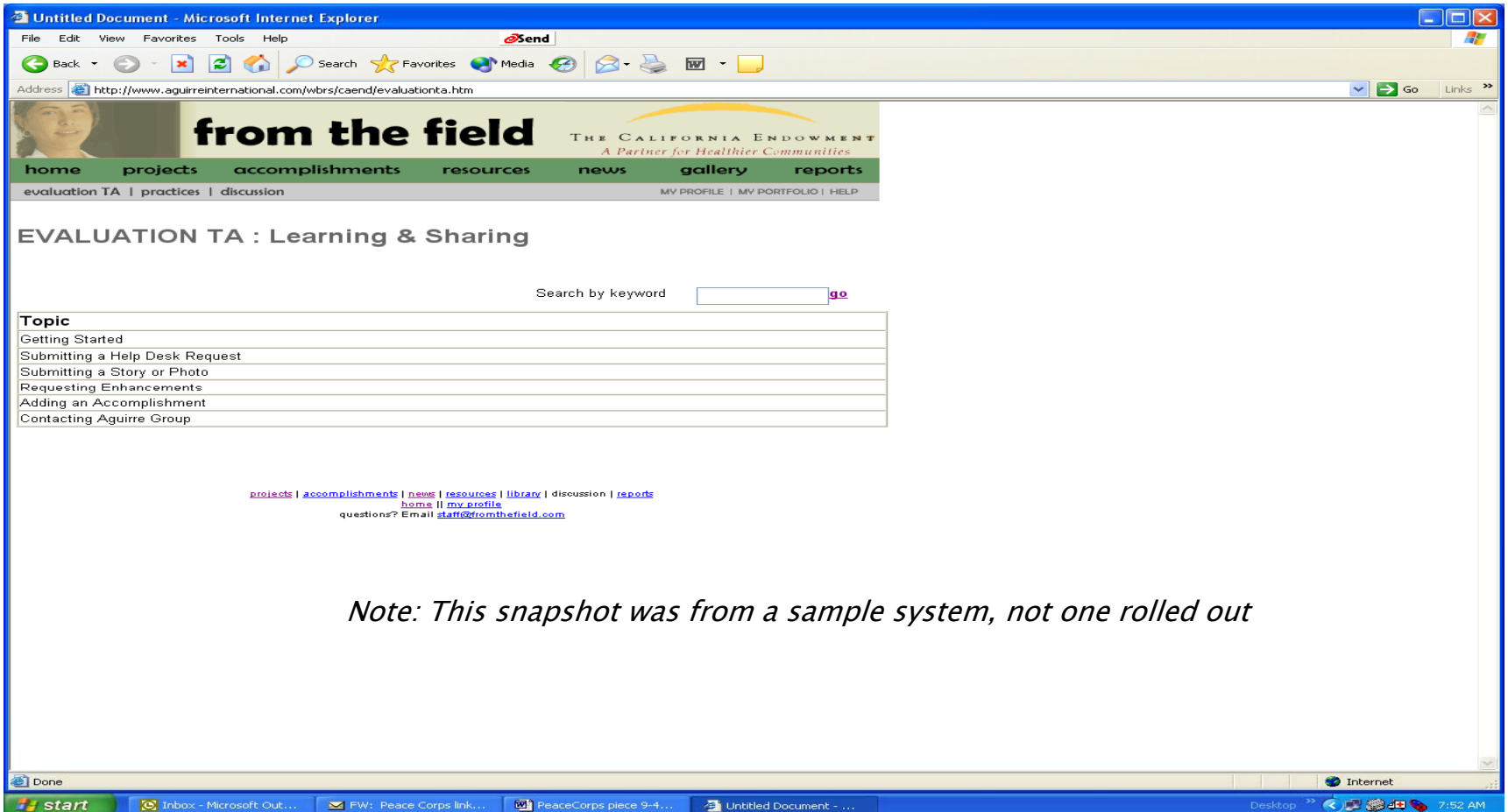
	Date*		benefiting				Notes
			households		people		
	From	To	Started	Completed	Started	Completed	
1.	10/01/2003	10/31/2003	5600	5600	20000	20000	Number of people benefiting
2.	11/01/2003	11/30/2003	2500	2500	9000	9000	Number of people benefiting
3.							
Totals:			8100	8100	29000	29000	Add new row

Targets: Instrument A Title: Neighborhood Outreach Log
 Target Level of Success: EACH YEAR, 8,000 households will be contacted.

Actual Outputs: You started work with 8100 households benefiting 29000 people.
 You completed work with 8100 households benefiting 29000 people.

3a. Forging a Common Understanding

Requires Work: Technical Assistance really has to reflect and respond to individual needs and issues; and it has to be immediate Users need to see both that their specific concerns are being addressed, and what the response given was. The screen below shows a help-tracking system designed into one system



Note: This snapshot was from a sample system, not one rolled out

3b. How data will be used must be agreed upon a *priori*:

Data needs to be aggregate-able both for an individual user and the system as a whole, or sub-groups within the user group. For example in the APR screen snapshot below, data collected must be able to be aggregated both in terms of how much was done and how many people were affected

Aggregate Data | [Deleted Documents](#)

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	# Things Accomplished	# People Benefiting
▼ 2002-2003	130,018	537,867
▶ Conducted anti-victimization counseling, workshops in violence prevention, or help in negotiating the justice system	0	2,507
▶ Conducted or trained students in conflict mediation/ resolution programs in schools	68	6,456
▶ Conducted or trained students, adults, or families in conflict mediation/resolution out of school	18	3,455
▶ Counseled individuals about substance abuse prevention or related issues	0	4,460
▶ Eliminated environmental risks in acres of wild or park lands (Specify risk)	231	0
▶ Homeless given shelter or vouchers for shelter	0	933
▶ Maintained or cleaned up trail & other public park areas or roads	12	0
▶ Mentored or counseled concerning school success or achievement	0	588
▶ New homeowners or potential home owners are provided housing services and loan development	0	5
▶ Organized and/or conducted after school sports & violence avoidance activities	0	8,712
▶ Organized or conducted service learning & community education activities	0	4,948
▶ Other Service Support Activities (Please specify)	66	235
▶ Other Student or Instructional Support	681	1,128
▶ People were provided case management such as health appointments or follow up scheduling	0	3,928
▶ Peoples specific support needs assessed or identified	0	89
▶ Performed case management (e.g., followed up student performance in different classes; worked with students teachers to integrate instruction)	0	5,093
▶ Planted acres of trees in wildlands or park lands	28,724	0
▶ Provided information about risks, safety measures, or victimization prevention to public, or answered hotline calls (Specify type of risks)	0	18,194
▶ Provided out-of-class enrichment (such as field trips)	2,709	37,208

4. Fostering Communication

The system must meet users' needs and save them time, usually that means at the very least providing on-time, real-time data summaries, with space for commentary, and access to previously reported data/commentary.

Different reports

- ☑ Routine and non-routine
- ☑ Overview and for sub-sets
- ☑ On call and on request
- ☑ Formative and Summative

For different needs

- ❖ The lens
- ❖ The data lover
- ❖ Any port in a storm
- ❖ Just give me what I want

System work flow can periodically data to inform higher management.

The screen below was requested by non-profit programs to enable one-touch core data reporting to their state commissions. This improved reporting timeliness, transparency. The resulted was increased data consistency and lower reporting burden.

Performance Measurement Worksheet

GASP (Growing Achievers in School Programs) : 03ACHXX0010002 (2003-2004)
Household Waste Reduction & Recycling | [Output Codes](#) | [Output](#) | [Intermediate Outcome Data](#) | [End Outcome Data](#)
Needs and Service Activities: Environment
Document Status: **Complete - Awaiting Approval**

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[Awarded PMNs](#) | [CNCS policy on changes to PMNs](#)

[State Commission Feedback](#)

Click links below to enter or edit data.

General Info

Performance Measurement Title:*	Household Waste Reduction & Recycling
Grant Year:	2003-2004
Performance Measurement Type:*	Needs and Service Activities
Issue Area:*	Environment
Created By:	Divinity Carroll 10/28/2003 05:25:47 PM
Output/Outcome:*	Output, Intermediate Outcome, End Outcome

1. Results <i>Identify the results you expect to achieve.</i>	<p>Outputs</p> <table><tr><td>a. Result:*</td><td>Households will receive information on recycling and waste reduction.</td></tr><tr><td>b. Indicators:</td><td>Number of households contacted by AmeriCorps members through door-to-door outreach</td></tr></table> <p>Intermediate Outcomes</p> <table><tr><td>a. Result:*</td><td>Neighborhood residents will increase knowledge about household waste reduction and recycling.</td></tr><tr><td>b. Indicators:</td><td>Percent of neighborhood residents who are able to correctly identify: (1) environmentally appropriate methods of disposing of household waste, and (2) recyclable and nonrecyclable household waste</td></tr></table> <p>End Outcomes</p> <table><tr><td>a. Result:*</td><td>Neighborhood residents will improve waste disposal and recycling habits.</td></tr><tr><td>b. Indicators:</td><td>Percent of neighborhood residents who report: (1) a reduction in the weekly volume of nonrecyclable household waste, and (2) an increase in recycling</td></tr></table>	a. Result:*	Households will receive information on recycling and waste reduction.	b. Indicators:	Number of households contacted by AmeriCorps members through door-to-door outreach	a. Result:*	Neighborhood residents will increase knowledge about household waste reduction and recycling.	b. Indicators:	Percent of neighborhood residents who are able to correctly identify: (1) environmentally appropriate methods of disposing of household waste, and (2) recyclable and nonrecyclable household waste	a. Result:*	Neighborhood residents will improve waste disposal and recycling habits.	b. Indicators:	Percent of neighborhood residents who report: (1) a reduction in the weekly volume of nonrecyclable household waste, and (2) an increase in recycling
a. Result:*	Households will receive information on recycling and waste reduction.												
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a. Result:*	Neighborhood residents will increase knowledge about household waste reduction and recycling.												
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a. Result:*	Neighborhood residents will improve waste disposal and recycling habits.												
b. Indicators:	Percent of neighborhood residents who report: (1) a reduction in the weekly volume of nonrecyclable household waste, and (2) an increase in recycling												
2. Activity <i>How will you achieve this result?</i>	<p>Activity</p> <table><tr><td>a. Members:</td><td>20</td></tr></table>	a. Members:	20										
a. Members:	20												

5. Accountability includes the Developer and the System Development Process

- Partnership with the client (for WBRS the Corporation for National Service; or for CalWorks, Department of Human Services and City College of San Francisco)
- User testing (the grantees and sub-grantees)
- Pilot testing (one module at a time)
- Auditing (internal and external)
- Analyst staff as well as Programmers

Accountability Also Means Designing in Transparency

In addition to the ability to report data easily and in a consistent manner to various departments and managers, The issue of whether the reliability and validity of the data collected is up to standards are key issues of concern. The screen snapshot below reminds users of how and what they planned to report and inquires about exceptions. This allows other users of the data to understand the constraints on data interpretation

End Outcome Data: Procedures

GASP (Growing Achievers in School Programs) : 03ACHXX0010002 (2003-2004)
Household Waste Reduction & Recycling (1)
Needs and Service Activities: Environment

* required field

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Instrument A: Neighborhood Telephone Interview

Information you entered in your Performance Measurement Plan are in the Anticipated Procedures column. Enter your actual procedures below.

Procedures	Anticipated Procedures	Actual Procedures
1. Respondents/Number of Measurements Describe who completed each instrument? When instruments do not include respondents, e.g., water quality tests; include an estimate of the number and frequency of the instruments to be taken.	AmeriCorps members will complete the telephone interview for at least 400 households each year. Telephone interviews will be conducted during the week of 11/17/03.	<input type="text"/> Check for spelling errors
2. Data Collection Describe who collected the data and how often the data was collected.	20 AmeriCorps members will collect the data. Telephone interviews will be conducted during the week of 11/17/03.	<input type="text"/> Check for spelling errors
3. Data Aggregation Describe who aggregated the data and how often the data was aggregated.	Completed interview forms will be collected by program director J. Coltrane at the end of the week. 11/21/03	<input type="text"/> Check for spelling errors
4. Data Analysis Describe who analyzed the data and how often the data was analyzed.	Program director J. Coltrane will analyze the data. During the week of 11/24/03	<input type="text"/>

C. System must Promote and Support Useable and Useful Data

Crucial requirements include one-time data entry (reduction of duplication of work); encouragement of data entry and consumption. A good system will encourage user 'compliance' and promote data reliability and validity.


- Data Entered ongoing
- Entered data available when needed, without a lot of muss and fuss
- Reliability, validity, and data checks built-in ongoing
- Entered data valued by the user, who knows how to use them to meet their objectives
- Available in the form needed, for different constituencies
- Able to be manipulated outside of the system for specific purposes by users and stakeholders
- System owners responsive to changing priorities and needs


Data at a glance, On-line, on the fly

Users asked us to be able to compile test reports to show them how their performance matched their objectives, so they could do 'what if' scenarios. At any point in the data entry process, a user could call up a 'data snapshot' and provide access to a consultant for review, or review it themselves. Data errors and inconsistencies are thus viewable in advance.

Data Snapshot

GASP (Growing Achievers in School Programs) : 03ACHXX0010002 (2003-2004)
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 Document Status: **Complete - Awaiting Approval**

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Performance Measurement Worksheet: Household Waste Reduction & Recycling (Complete - Awaiting Approval)

GASP (Growing Achievers in School Programs) 2003-2004

SUMMARY: EACH YEAR, 8,000 households will receive information on recycling and waste reduction.

RESULT CATEGORY: Environment: Training and Prevention

Output Codes and Output

Distributed information about risks or prevention to the public (Please specify type of risks)

You started work with 8100 households benefiting 29000 people.
 You completed work with 8100 households benefiting 29000 people.

[as of 11/30/2003](#)

Intermediate Outcome Data [as of 11/28/2003](#) - FINAL

DESIRED RESULT:
 Neighborhood residents will increase knowledge about household waste reduction and recycling.

ACTUAL RESULT: The fact that 77 percent of respondents met the target level of success for questions in the Neighborhood Telephone Interview shows that these residents are knowledgeable about environmentally appropriate methods of disposing of household wastes.

ACTIVITY

ANTICIPATED ACTIVITY

Twenty AmeriCorps members will collaborate with the Smithtown Sanitation Department and the ABC Waste Disposal Company to provide information on recycling and environmentally appropriate disposal of household wastes to residents of Smithtown neighborhoods. In Year One, members will focus on the neighborhoods of Oakdale and Jefferson. In Year Two, members will focus on the neighborhoods of Pinedale and Franklin. In Year Three, members will focus on the neighborhoods of Evergreen Heights and Hancock. Members will go door-to-door to talk with residents about waste reduction and recycling, to hand out information flyers, and to distribute free recycling bins.

ACTUAL ACTIVITY

Twenty AmeriCorps members collaborated with the Smithtown Sanitation Department and the ABC Waste Disposal Company to provide information on recycling and environmentally appropriate disposal of household wastes to residents of Smithtown neighborhoods. This year, members focused on the neighborhoods of Oakdale and Jefferson. Members went door-to-door, talking with residents about waste reduction and recycling, handing out information flyers, and distributing free recycling bins.

MEMBERS

20

20

INSTRUMENT A: Neighborhood Telephone Interview

[Procedures: Data collection and data analysis](#)

MET TARGET: **Yes**

Result: The fact that 77 percent of respondents met the target level of success for questions in the Neighborhood Telephone Interview shows that these residents are knowledgeable about environmentally appropriate methods of disposing of household wastes.

Test Progress Reports

Saved effort in assembling complete reports, Led to more complete reports, and allowed more time for management to review prior to reporting deadlines

Progress Report

Document Status Approved

Program Name: GASP (Growing Achievers in School Programs) 03ACHX0010002
Phone: (360) 902-0663
Email: bill.black@myaddress.org
Report end date: 09/30/2002

Section I: Member and Volunteer Data

Member hours are aggregated directly from time logs. Volunteer hours are aggregated from subgrantee Progress Reports, and you may edit if necessary.

Member hours to date 181,436 on 1,312 approved timelogs

Number of volunteers to date 2034

Volunteer hours to date 10,565

Section II: Performance Measurement

Click on links that are relevant to your State or Program to view accomplishment data and respond to questions.

[Education](#)
[Environment](#)
[Community Strengthening](#)

[view APR data performance measure by performance measure: Data Snapshot](#)

Section III: Great Stories

[More math success ...](#)

RYSC-AmeriCorps Site ID#: ASFWA0470601

[Member speech from Swearing In Ceremony](#)

RYSC-AmeriCorps Site ID#: ASFWA0470601

Section IV: Grantee Activities

Sustainability: *Describe activities conducted during this reporting period that will help ensure the sustainability of the AmeriCorps efforts beyond the grant term.*

This past program year, the YMCA of Cook County, legal applicant and fiscal agent for the GASP AmeriCorps Project, informed both the program and Commission staff that they would no longer be able to provide the administrative support for this AmeriCorps program beyond the program cycle. As a result, Commission staff had to work assiduously to assist program staff in finding a new sponsor. The Executive Director and the program director held several meetings with the management of the United Way of Cook County, and during a sub-recipient monitoring visit interview with current site supervisors and sponsors the Program Quality Specialist was able to raise awareness of this challenge with other interested AmeriCorps supporters. As a result, much information regarding program rules and regulations, and expectations of an

D. Tools for Graphic Display

Including tools for graphic display of the data entered, fosters communication and collaboration. This geographical display of data from one program fostered consideration of needed additional capacity

The screenshot shows two browser windows. The left window displays the 'From the Field' website with a project gallery table. The right window shows a map of California with project locations marked by colored pins.

Name	Activities	Community
Salud para la Gente	Comprehensive Health Initiative	San Joaquin, Stanislaus and Merced Counties
Preventing Domestic Violence	Sustaining Productive Families	Larger Sacramento
Casa San Miguel	Affordable Housing Initiative	San Joaquin Valley
CRLA	Building knowledge of workers' rights as a strategy toward occupational health.	Arvin
Radio Bilingue	Media Communication	Fresno, Kern, Tulare
Aguirre Group	Technical Assistance and Evaluation	NA

Map details: Casa San Miguel (5 houses insulated, 1 press release)

Evaluation Questions

- **System Capacity** – Can the intended users all use it at the same time, and compile the comprehensive data they need, is the system fully available consistently, and are system owners immediately responsive to addressing issues?
- **Development Partnership** – Are Users at all levels engaged in the design and testing of the system; does it meet their data needs and their stakeholders' needs
- **Benchmarks for Success** – Do the users actually USE it – all intended users, the diversity of users? Do they value it? Does it save them time? Does it reduce errors? Does it support appropriate accountability and compliance? Are the data entered reliable and valid and verifiable? is it heuristic for the user, so they do not have to keep referring to manuals or policies? Does the system contribute to the success of the individual users and the overall organization?
- **Issues that can Bring Down a system** – Do the Users feel heard and respected? Can the users trace the status of a help request they submitted and understand response to it or correctly anticipate when it will be responded to; or if the 'ball is actually in their court'? Are the intended users actually using it, in the way intended, with the resultant accuracy intended, with minimum frustration? Can users tell if their data is changed; or if and when a revision was done to their data, and by whom?
- **Issues that can Keep a System Going** – Continued perceived utility, Listening to and engagement with the Users, and demonstrated data utility and validity breed user loyalty