

National Performance Indicators Quick Reference

NPI	Description
Goal 1: Low-income people become more self-sufficient.	
1.1	
1.1 A	Unemployed and obtained a job
1.1 B	Employed and maintained a job for at least 90 days
1.1 C	Employed and obtained an increase in employment income and/or benefits
1.1 D	Achieved "living wage" employment and/or benefits
1.2	
1.2 A	Obtained skills/competencies required for employment
1.2 B	Completed ABE/GED and received certificate or diploma
1.2 C	Completed post-secondary education program and obtained certificate or diploma
1.2 D	Enrolled children in before or after school programs
1.2 E	Obtained care for child or other dependent
1.2 F	Obtained access to reliable transportation and/or driver's license
1.2 G	Obtained health care services for themselves or family member
1.2 H	Obtained and/or maintained safe and affordable housing
1.2 I	Obtained food assistance
1.2 J	Obtained non-emergency LIHEAP energy assistance
1.2 K	Obtained non-emergency WX energy assistance
1.2 L	Obtained other non-emergency energy assistance (State/local/private energy programs. Do NOT include LIHEAP or WX)
1.3	
1.3 A	Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregate dollar amount of credits
1.3 B	Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments
1.3 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
1.3 D	Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days
1.3 E	Number and percent of participants opening an Individual Development Account (IDA) or other savings account
1.3 F	Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings
1.3 G	Number and percent of participants capitalizing a small business with accumulated savings
1.3 H	Number and percent of participants pursuing post-secondary education with accumulated savings
1.3 I	Number and percent of participants purchasing a home with accumulated savings
1.3 J	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	
2.1 A	Jobs created, or saved, from reduction or elimination in the community
2.1 B	Accessible "living wage" jobs created, or saved, from reduction or elimination in the community
2.1 C	Safe and affordable housing units created in the community
2.1 D	Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by Community Action activity or advocacy
2.1 E	Accessible safe and affordable health care services/facilities for low-income people created, or saved from reduction or elimination
2.1 F	Accessible safe and affordable child care or child development placement opportunities for low-income families created, or saved from reduction or elimination
2.1 G	Accessible before-school and after-school program placement opportunities for low-income families created, or saved from reduction or elimination

2.1 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
2.1 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	
2.2 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
2.2 B	Increase in the availability or preservation of community facilities
2.2 C	Increase in the availability or preservation of community services to improve public health and safety
2.2 D	Increase in the availability or preservation of commercial services within low-income neighborhoods
2.2 E	Increase in or preservation of neighborhood quality-of-life resources
2.3	
2.3A	Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives
2.3B	Number of volunteer hours donated to the agency
2.4	
2.4 A	Jobs created at least in part by ARRA funds
2.4 B	Jobs saved at least in part by ARRA funds
Goal 3: Low-income people own a stake in their community.	
3.1	
3.1 A	Total number of volunteer hours donated by low-income individuals to Community Action
3.2	
3.2 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
3.2 B	Number of low-income people acquiring businesses in their community as a result of Community Action assistance
3.2 C	Number of low-income people purchasing their own home in their community as a result of Community Action assistance
3.2 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 services to low-income people are achieved.	
4.1	
4.1	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
4.1 A	# Non-Profit
4.1 B	# Faith Based
4.1 C	# Local Government
4.1 D	# State Government
4.1 E	# Federal Government
4.1 F	# For-Profit Business or Corpor.
4.1 G	# Consortiums/Collaboration
4.1 H	# Housing Consortiums/Collab.
4.1 I	# School Districts
4.1 J	# Institutions of post secondary education/training
4.1 K	# Financial/Banking Institutions
4.1 L	# Health Service Institutions
4.1 M	# State wide associations or collaborations
4.1 N	Number of Organizational Partnerships (Total):
Goal 5: Agencies increase their capacity to achieve results.	

5.1	
5.1	Number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:
5.1 A	Number of Certified-Community Action Professionals (C-CAP)
5.1 B	Number of ROMA Trainers
5.1 C	Number of Family Development Trainers
5.1 D	Number of Child Development Trainers
5.1 E	Number of staff attending trainings
5.1 F	Number of board members attending trainings
5.1 G	Hours of staff in trainings
5.1 H	Hours of board members in trainings
Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.	
6.1	
6.1 A	Senior Citizens
6.1 B	Individuals with Disabilities
6.2	
6.2 A	Emergency Food
6.2 B	Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources
6.2 C	Emergency Rent or Mortgage Assistance
6.2 D	Emergency Car or Home Repair
6.2 E	Emergency Temporary Shelter
6.2 F	Emergency Medical Care
6.2 G	Emergency Protection from Violence
6.2 H	Emergency Legal Assistance
6.2 I	Emergency Transportation
6.2 J	Emergency Disaster Relief
6.2 K	Emergency Clothing
6.3	
6.3 A	Infants and children obtain age-appropriate immunizations, medical, and dental care
6.3 B	Infant and child health and physical development are improved as a result of adequate nutrition
6.3 C	Children participate in pre-school activities to develop school readiness skills
6.3 D	Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade
6.3 E	Youth improve health and physical development
6.3 F	Youth improve social/emotional development
6.3 G	Youth avoid risk-taking behavior for a defined period of time
6.3 H	Youth have reduced involvement with criminal justice system
6.3 I	Youth increase academic, athletic, or social skills for school success
6.3 J	Parents and other adults learn and exhibit improved parenting skills
6.3 K	Parents and other adults learn and exhibit improved family functioning skills
6.4	
6.4 A	Enrolled children in before and after school programs
6.4 B	Obtained care for child or other dependent
6.4 C	Obtained access to reliable transportation and/or driver's license
6.4 D	Obtained health care services for themselves or family member
6.4 E	Obtained and/or maintained safe and affordable housing
6.4 F	Obtained food assistance

6.4 G	Obtained non-emergency LIHEAP energy assistance
6.4 H	Obtained non-emergency WX energy assistance
6.4 I	Obtained other non-emergency energy assistance
6.5	
6.5 A	Food Boxes
6.5 B	Pounds of Food
6.5 C	Units of Clothing
6.5 D	Rides Provided
6.5 E	Information and Referral Calls

Taken from the CSBG Information System Survey by the National Association for State Community Services Programs
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