VETERANS AND MILITARY FAMILIES

Agency-Wide Priority Measures

Strategic Plan Objective 1: Veterans Served

Measure V1	Number of veterans that received CNCS-supported assistance.
Definition of Key Terms	**Veteran:** "a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable." section 101 of title 38,23 United States Code, http://veterans.house.gov/sites/republicans.veterans.house.gov/files/documents/Title%2038-SCRAPrint3.pdf **CNCS-supported assistance:** A variety of different supports that enhance the quality of life of veterans, military members, and their families, including: • Coordinate community needs for military families during pre-deployment, deployment, and reintegration. • Promote community-based efforts to meet the unique needs of military families while a family member is deployed and upon that family member's return home. • Recruit veterans for national service and volunteer opportunities, including opportunities that utilize their military experience, such as disaster response projects. • Assist veterans with access to educational benefits and services. • Develop educational opportunities for veterans, including opportunities for professional certification, licensure, or other credentials. • Coordinate activities with and assist State and local agencies that provide veterans with educational benefits. • Assist veterans with access to employment benefits and services. • Coordinate activities with and assist agencies that serve veterans and military families with internships and fellowships that may lead to employment in the private and public sectors. • Assist veterans and active-duty military to access state and federal benefits. • Promote efforts within a community to serve the needs of veterans and active-duty military. • Assist veterans to file benefits claims. • Mentor military children. • Develop mentoring relationships between veterans and economically disadvantaged students. • Assist veterans with transportation. • Develop projects to assist veterans with disabilities, veterans who are unemployed, older veterans, and veterans in rural communities with

	transportation and other supportive services. • Provide veterans with legal assistance, assistance accessing mental healthcare, and assistance accessing affordable housing. Assistance cannot simply be referrals to federal services without supplementary assistance.
How to Calculate Measure/ Collect Data	Unduplicated count of veterans receiving services or assistance from the CNCS-supported program. Regardless of the number of times the veteran returns for services or the number of different services the veteran may receive from the CNCS-supported program, each veteran should be counted only once per grant year.
	Requires a tracking system appropriate to the service. Sign-in sheet, database tracking system, etc.

Measure V7	Number of family members of active duty military service members that received CNCS-supported assistance.
Definition of Key Terms	**Active duty military service member**: The term "active duty" means "Full-time duty in the active military service of the United States, including the United States Army, the United States Navy, the United States Air Force, the United States Marine Corps, and the United States Coast Guard. This includes members of the Reserve Component serving on active duty or full-time training duty, but does not include full-time National Guard duty." (Department of Defense Dictionary of Military and Associated Terms, As Amended Through 15 May 2011. http://www.dtic.mil/doctrine/new_pubs/jp1_02.pdf). CNCS considers **National Guard members and reservists** and **wounded warriors** sub-groups of active duty military service members for the purposes of grant applications and performance measure reporting. **Family members:** Immediate family members related by blood, marriage, or adoption to a current member of the U.S. armed forces including one who was deceased. **CNCS-supported assistance:** A variety of different supports that enhance the quality of life of veterans, military members, and their families, including: • Coordinate community needs for military families during pre-deployment, deployment, and reintegration. • Promote community-based efforts to meet the unique needs of military families while a family member is deployed and upon that family member's return home. • Recruit veterans for national service and volunteer opportunities, including opportunities that utilize their military experience, such as disaster response projects. • Assist veterans with access to educational benefits and services. • Develop educational opportunities for veterans, including opportunities for professional certification, licensure, or other credentials. • Coordinate activities with and assist State and local agencies that provide veterans with educational benefits. • Assist veterans with access to employment benefits and services. • Coordinate activities with and assist agencies that serve veterans and military families with internships and fellowships that may lead to employment in the private and public sectors. • Assist veterans and active-duty military to access state and federal benefits. • Promote efforts within a community to serve the needs of veterans and active-duty military. • Assist veterans to file benefits claims. • Mentor military children. • Develop mentoring relationships between veterans and economically disadvantaged students. • Assist veterans with transportation. • Develop projects to assist veterans with disabilities, veterans who are unemployed, older veterans, and veterans in rural communities with transportation and other supportive services.

	• Provide veterans with legal assistance, assistance accessing mental healthcare, and assistance accessing affordable housing. Assistance cannot simply be referrals to federal services without supplementary assistance.
How to Calculate Measure/ Collect Data	Unduplicated count of family members receiving services or assistance from the CNCS-supported program. Count is based on the member of the family who is an active duty military service member. Services may be provided to the family as a group or to individual members but each family member, even if they are part of the same military family, should receive a count of "1". Regardless of the number of times the family member returns for services or the number of different services the family member may receive from the CNCS-supported program, each family member should be counted only once per grant year. Services may include referrals to federally supported military services but cannot be exclusively referrals/education about those services. Services may be provided in person, on the phone, or by email. Requires a tracking system appropriate to the service. Sign-in sheet, database tracking system, etc.

Measure V8	Number of veterans' family members that received CNCS-supported assistance.
Definition of Key Terms	**Veteran:** "a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable." section 101 of title 38,23 United States Code, http://veterans.house.gov/sites/republicans.veterans.house.gov/files/documents/Title%2038-SCRAPrint3.pdf **Family members:** Immediate family members related by blood, marriage, or adoption to a veteran of the U.S. armed forces, including one who is deceased. CNCS-supported assistance: could be a variety of different supports to help the veterans' family members have a higher quality of life, but cannot simply be referrals to federal services without supplementary assistance. The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group. **CNCS-supported assistance:** A variety of different supports that enhance the quality of life of veterans, military members, and their families, including: • Coordinate community needs for military families during pre-deployment, deployment, and reintegration. • Promote community-based efforts to meet the unique needs of military families while a family member is deployed and upon that family member's return home. • Recruit veterans for national service and volunteer opportunities, including opportunities that utilize their military experience, such as disaster response projects. • Assist veterans with access to educational benefits and services. • Develop educational opportunities for veterans, including opportunities for professional certification, licensure, or other credentials. • Coordinate activities with and assist State and local agencies that provide veterans with educational benefits. • Assist veterans with access to employment benefits and services. • Coordinate activities with and assist agencies that serve veterans and military families with internships and fellowships that may lead to employment in the private and public sectors. • Assist veterans and active-duty military to access state and federal benefits. • Promote efforts within a community to serve the needs of veterans and active-duty military. • Assist veterans to file benefits claims. • Mentor military children. • Develop mentoring relationships between veterans and economically disadvantaged students. • Assist veterans with transportation. • Develop projects to assist veterans with disabilities, veterans who are unemployed, older veterans, and veterans in rural communities with transportation and other supportive services. • Provide veterans with legal assistance, assistance accessing mental healthcare, and assistance accessing affordable housing.

	Assistance cannot simply be referrals to federal services without supplementary assistance.
How to Calculate Measure/ Collect Data	Unduplicated count of family members receiving services or assistance from the CNCS-supported program. Regardless of the number of times the family member returns for services or the number of different services the family member may receive from the CNCS-supported program, each family member should be counted only once per grant year. Requires a tracking system appropriate to the service. Sign-in sheet, database tracking system, etc.

Measure V9	Number of active duty military service members that received CNCS-supported assistance.
Definition of Key Terms	**Active duty military service member:** The term ''active duty'' means "Full-time duty in the active military service of the United States, including the United States Army, the United States Navy, the United States Air Force, the United States Marine Corps, and the United States Coast Guard. This includes members of the Reserve Component serving on active duty or full-time training duty, but does not include full-time National Guard duty." (Department of Defense Dictionary of Military and Associated Terms, As Amended Through 15 May 2011. http://www.dtic.mil/doctrine/new_pubs/jp1_02.pdf). CNCS considers **National Guard members and reservists** and **wounded warriors** sub-groups of active duty military service members for the purposes of grant applications and performance measure reporting. **CNCS-supported assistance:** A variety of different supports that enhance the quality of life of veterans, military members, and their families, including: • Coordinate community needs for military families during pre-deployment, deployment, and reintegration. • Promote community-based efforts to meet the unique needs of military families while a family member is deployed and upon that family member's return home. • Recruit veterans for national service and volunteer opportunities, including opportunities that utilize their military experience, such as disaster response projects. • Assist veterans with access to educational benefits and services. • Develop educational opportunities for veterans, including opportunities for professional certification, licensure, or other credentials. • Coordinate activities with and assist State and local agencies that provide veterans with educational benefits. • Assist veterans with access to employment benefits and services. • Coordinate activities with and assist agencies that serve veterans and military families with internships and fellowships that may lead to employment in the private and public sectors. • Assist veterans and active-duty military to access state and federal benefits. • Promote efforts within a community to serve the needs of veterans and active-duty military. • Assist veterans to file benefits claims. • Mentor military children. • Develop mentoring relationships between veterans and economically disadvantaged students. • Assist veterans with transportation. • Develop projects to assist veterans with disabilities, veterans who are unemployed, older veterans, and veterans in rural communities with transportation and other supportive services. • Provide veterans with legal assistance, assistance accessing mental healthcare, and assistance accessing affordable housing. Assistance cannot simply be referrals to federal services without supplementary

	assistance.
How to Calculate Measure/ Collect Data	Unduplicated count of active duty military service members receiving services or assistance from the CNCS-supported program. Regardless of the number of times the military service member returns for services or the number of different services the military service member may receive from the CNCS-supported program, each military service member should be counted only once per grant year. Requires a tracking system appropriate to the service. Sign-in sheet, database tracking system, etc.

Strategic Plan Objective 2: Veterans Engaged in Service

Measure V2	Number of veterans engaged in service opportunities as a National Service Participant or volunteer
Definition of Key Terms	**Veterans**: See definition under V1. **Engaged in:** Not simply enrolled or signed up to participate; program should set a minimum level at start of year for what "engaged in" means and then count based on that level. **Service opportunities:** Helping others through actions including but not limited to: disaster services assistance; education services (including tutoring and mentoring); environmental stewardship and conservation; independent living; housing, financial services or employment assistance (including training and/or job placement services); and access to health care services (mental health and/or family supports). The assistance may be provided to other veterans, people within the military community or external to it.
How to Calculate Measure/ Collect Data	Unduplicated count of veterans (who are either National Service Participants or are recruited as volunteers) participating in service opportunities either directly sponsored by the CNCS-supported project or for which the CNCS-supported project acted as a direct connection between the veteran and the service opportunity. Regardless of how many times the veteran participates or in how many different service opportunities, each veteran should only be counted once. It is suggested that service hours be tracked as well. Aligned outcome may focus on benefits to the veterans, benefits to the population they are serving, or both.
	If the veteran is engaged in a CNCS-sponsored opportunity, s/he should sign in on a tracking sheet. If it is an opportunity to serve through another organization, proof of service may be documented by a letter from the organization indicating the veteran's level of service or a tracking sheet from that organization.

Measure V10	Number of military family members engaged in service opportunities as a National Service Participant or volunteer
Definition of Key Terms	**Military family members**: Immediate family members related by blood, marriage, or adoption to a current member of the U.S. armed forces including one who was deceased. **Active duty military service member**: See definition under V7. **Engaged in:** Not simply enrolled or signed up to participate; program should set a minimum level at start of year for what "engaged in" means and then count based on that level. **Service opportunities:** Helping others through actions including but not limited to: disaster services assistance; education services (including tutoring and mentoring); environmental stewardship and conservation; independent living; housing, financial services or employment assistance (including training and/or job placement services); and access to health care services (mental health and/or family supports). The assistance may be provided to veterans, other people within the military community or external to it.
How to Calculate Measure/ Collect Data	Unduplicated count of military family members (who are either National Service Participants or are recruited as volunteers) participating in service opportunities either directly sponsored by the CNCS-supported project or for which the CNCS-supported project acted as a direct connection between the military family member and the service opportunity. Regardless of how many times the military family member participates or in how many different service opportunities, each military family member should only be counted once. It is suggested that service hours be tracked as well. Aligned outcome may focus on benefits to the military family member, benefits to the population they are serving, or both.
	If the military family member is engaged in a CNCS-sponsored opportunity, s/he should sign in on a tracking sheet. If it is an opportunity to serve through another organization, proof of service may be documented by a letter from the organization indicating the military family member's level of service or a tracking sheet from that organization.

Complementary Program Measures

Strategic Plan Objective 1: Veterans Served

Measure V3	Number of veterans assisted in pursuing educational opportunities.
Definition of Key Terms	**Veterans**: See definition under V1. **Assisted in**: Does not include educational counseling or referrals; service must result in enrollment of veteran in an educational program. **Pursuing educational opportunities**: Enrollment in GED, post-secondary programs, proprietary schools, certification programs (including on-line educational opportunities) as indicated in the GI Bill http://www.gibill.va.gov/GI_Bill_info/programs.htm#IHL and at institutions approved by the Dept. of Veterans Affairs http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do
How to Calculate Measure/ Collect Data	Unduplicated count of veterans (beneficiaries of service, not members) enrolling in an approved educational program. It may be necessary to assist the same veteran more than once but each individual should be counted only once during the program year. Proof of school enrollment and grantee service tracking documents.

Measure V4	Number of veterans assisted in receiving professional certification, licensure, or credentials.
Definition of Key Terms	**Veterans**: see definition under V1. **Assisted in**: Helping the veteran stay in school, earn passing grades, and achieve the certification, licensure, credentials, or degree. **Receiving professional certification, licensure, credentials**: licensing board, degree granting authority, credentialing organization, etc. certifies that the veteran has successfully completed their educational program.
How to Calculate Measure/ Collect Data	Unduplicated count of veterans (beneficiaries of service, not members) successfully completing their educational program. A single veteran may complete more than one educational program during the year but each individual should be counted only once during the program year.
	Official copy of educational attainment (transcript, diploma, etc.) and grantee service tracking documents.

Measure V6	Number of housing units developed, repaired, or otherwise made available for veterans.
Definition of Key Terms	**Veterans**: See definition under V1. **Housing unit**: A single-family home (including a mobile home if permanently placed), an apartment, or a room in a group home for people with disabilities. **Develop**: Build new or substantially rehabilitate a unit was uninhabitable or soon would have become so. Involves replacing major systems such as the roof, the plumbing, the wiring, the foundation, or elevating the unit as required by a flood plain standard. **Repair:** A more modest level of physical work on the unit, such as weatherizing, painting, replacing appliances. Can use dollar cut-off to distinguish "developed" from "repaired" (e.g., 30K/unit) or can distinguish by whether major systems are replaced. Dollar cut-off would require valuing volunteer labor, distinguishing between skilled trades and other workers. **Otherwise made available:** Activities that make available through improved access a housing unit that is in the housing stock and likely to remain habitable.
How to Calculate Measure/ Collect Data	Unduplicated count of housing units developed, repaired, or otherwise made available as defined here for veterans. This count indicates that the work has been completed to make the units available but they may or may not have been occupied.
	Inspection report, certificate of occupancy, or other verification from an external agency that the work was completed.