Appalachian Regional Commission

Guide to ARC Project Performance Measures – Leadership and Community Capacity Projects

Standalone Measures

Plans/Reports *Output*	
Definition	The number of plans or reports developed as a result of an ARC project
Example grant activities	Needs assessments, comprehensive community plans, strategic plans
How might this be measured?	Number of plans/reports
Typical timeframe	By grant closeout
Additional guidance	

Programs Implemented *Outcome*	
Definition	The number of new programs implemented as a result of an ARC project
Example grant activities	Initiatives designed to increase the involvement of citizens in the community, development of a community program or foundation, leadership development program, healthy living program, small-scale signage or revitalization improvements, volunteer transportation provider program
How might this be measured?	Number of programs implemented
Typical timeframe	Up to three years after project completion
Additional guidance	

Paired Measures[1]

	Communities Served *Output*	Communities Improved *Outcome*
Definition	The number of communities served or impacted by an ARC project	The number of communities with enhanced capacity as a result of an ARC project
Example grant activities	Needs assessments; comprehensive community plans; strategic plans; initiatives designed to increase the involvement of citizens in the community; organizing meetings, conferences, and forums; development of a community organization, program, foundation, or association; provide or obtain technical assistance/consultation; leadership training; development, purchase, publishing, or distribution of materials; mentoring/counseling; identifying leadership assets in the community; distribution of mini-grants	
How might this be measured?	Number of communities that stand to benefit from the project	• Number of participating communities demonstrating increased community pride, civic participation, diversity of participation, self-reliance, capacity to identify and address local issues, capacity to contribute to community-building efforts, improved citizen perceptions of how represented they are in decision-making • Increase in civic participation aids such as accessibility services, ombudsman services, meetings scheduled to accommodate availability of citizens, etc. • Increased number of volunteers/volunteer hours for projects • New community organizations formed • Increase in successful local bond issues • Leveraging increased external resources
Typical timeframe	By grant closeout	Up to 3 years after grant closeout
Additional guidance		

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[1] Some examples of activities and improvement in this section are taken from the Aspen Institute's Measuring Community Capacity Building: A Workbook-in-Progress for Rural Communities, Version 3-96: https://www.aspeninstitute.org/publications/measuring-community-capacity-building/

	Organizations Served *Output*	Organizations Improved *Outcome*
Definition	The number of organizations served by an ARC project	The number of organizations with a measurable improvement as a result of an ARC project
Example grant activities	Needs assessments; strategic plans; initiatives designed to increase the involvement of citizens in the community; organizing meetings, conferences, and forums; provide or obtain technical assistance/consultation; leadership training; development, purchase, publishing, or distribution of materials or equipment; mentoring/counseling; distribution of mini-grants; hiring or contracting with individuals to perform work for the organization	
How might this be measured?	Number of organizations that stand to benefit from project	• Number of organizations reporting increased collaboration, enhanced efficiency and effectiveness, enhanced stability/growth, and enhanced client/customer satisfaction. • Number of organizations reporting an increase in grant proposals submitted or grant proposals funded; better ratios of grant proposals funded to grant proposals submitted, both collectively and for each organization; collaborative projects with local business groups; collaborative projects among organizations; new involvement in community projects; or media stories that cover organization activities • Number of organizations reporting an increase in cash on hand, cash in reserve, available working capital, net assets, diversity of funding sources, board member financial contributions, board meeting attendance, total funds raised, new donors/contributors, number of programs, program participation, expanded services or providing services to new groups, for example, underserved groups or those not previously reached • Number of organizations reporting an increase in staffing, membership, or number of board vacancies filled; number of organizations reporting lower

	Organizations Served *Output*	Organizations Improved *Outcome*
		rates of turnover and increased employee satisfaction
Typical timeframe	By grant closeout	Up to 3 years after grant closeout
Additional guidance	Organizations include hospitals, schools, churches, non-profits, non-governmental organizations, and government agencies.	

	Participants Served *Output*	Participants Improved *Outcome*
Definition	The number of individual participants served or targeted by an ARC project	The number of participants with a measurable improvement as a result of an ARC project
Example grant activities	Initiatives designed to increase the involvement of citizens in the community; organizing meetings, conferences, and forums; leadership training; mentoring/counseling	
How might this be measured?	Number of participants that stand to benefit from project	• Number of participants meeting goals of program, e.g., demonstrating enhanced skills, increased awareness of community issues, or enhanced empowerment, as demonstrated through surveys or assessments • Number of participants publicly recognized by their employer or organization, number of participants who serve as community leaders after completing the program, number of participants whose work is highlighted in media stories
Typical timeframe	By grant closeout	Up to 3 years after grant closeout
Additional guidance	Use this measure when patients, students, or worker/trainee measures do not apply.	

	Students served *Output*	**Students improved** *Outcome*
Definition	The number of students served by an ARC project	The number of students with a measurable improvement as a result of an ARC project
Example grant activities	Initiatives designed to increase the involvement of citizens in the community; organizing meetings, conferences, and forums; leadership training; mentoring/counseling	
How might this be measured?	Number of students that stand to benefit from project	• Number of students demonstrating enhanced skills, increased awareness of community issues, enhanced empowerment, and/or commitment to staying in the Region, as demonstrated through surveys or assessments • Number of students publicly recognized by their school, college, or university; number of students who serve as community or school leaders after completing the program; number of students whose work is highlighted in media stories
Typical timeframe	By grant closeout	Up to 3 years after grant closeout
Additional guidance	"Students" refers to those who are working towards a diploma or a degree	