

# Glossary

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## ACSI

American Consumer Satisfaction Index; produced by the Stephen M. Ross Business School at the University of Michigan; the ACSI measures trends in customer satisfaction. Scores are reported on a scale of 0 to 100, and are based on econometric data obtained through customer interviews. The Corporation score is a weighted average of program scores according to appropriations for the fiscal year. The ACSI was adopted in 1999 as the “gold standard” measure for federal agencies.

## AGA

Association of Government Accountants

## America’s Promise

America’s Promise is a collaborative network that works to build the character of children and youth through providing five promises—caring adults in their lives, safe places to learn and grow, a healthy start, an effective education and opportunities to contribute to their communities.

## AmeriCorps NCCC

AmeriCorps National Civilian Community Corps; a Corporation program that engages men and women ages 18–24 in a full-time, team-based, residential program, providing flexible response capabilities to meet community needs.

## AmeriCorps VISTA

AmeriCorps Volunteers in Service to America (VISTA); a Corporation program that provides full-time volunteers to community organizations to help create and expand anti-poverty programs and build the capacity of the organizations where they serve.

## AmeriCorps S/N

AmeriCorps State and National; a Corporation program that provides grants to nonprofit organizations to engage Americans of all backgrounds in service to address community needs in education, public safety, health, the environment, and other human needs.

## Attrition rates

Attrition rate measures a reduction in number of employees, program members, mentors and other groups as percentages. For example, the percent of employees who leave the program or agency between the start and end of the year. (The employee attrition rate is affected by retirements, resignations and deaths, among other factors.)

## Baby Boomer

A person born in the generation after WWII, between 1946 and 1964.

## CERT

Community Emergency Response Training

## Children and youth from disadvantaged circumstances

Children and youth up to age 25 with exception or special needs (as defined in part 2552.12(f) and (g) of the DVSA regulations, or who are economically disadvantaged and for whom one or more of the following apply: (1) out-of-school youth who are unemployed; (2) in or aging out of foster care; (3) limited English proficiency; (4) homeless or have run away from home; (5) at-risk to leave school without a diploma; and (6) former juvenile offenders or at risk of delinquency.

## Children with exceptional needs

Children who are developmentally disabled, such as those who are autistic, have cerebral palsy or epilepsy, are visually impaired, speech impaired, hearing impaired, orthopedic ally impaired, are emotionally disturbed or have a language disorder, specific learning disability, have multiple disabilities, other significant health impairment or have literacy needs. Existence of a child's exceptional need shall be verified by an appropriate professional, such as a physician, psychiatrist, psychologist, registered nurse or licensed practical nurse, speech therapist or educator before a Foster Grandparent is assigned to the child.

## Children with special needs

Children who are abused or neglected; in need of foster care; adjudicated youth; homeless youths; teenage parents; and children in need of protective intervention in their homes. Existence of a child's special need shall be verified by an appropriate professional before a Foster Grandparent is assigned to the child.

## CNCS

Corporation for National and Community Service (the Corporation)

## CPS

Current Population Survey; conducted annually by the Census Bureau

### Disadvantaged children and youth

Individuals up to age 25 with exceptional or special needs (as defined in part 2552.81 of the DVSA regulations; see entry for children with exceptional needs and children with special needs for corresponding definitions), or who are economically disadvantaged and for whom one or more of the following apply: 1) out-of-school, including out-of-school youth who are unemployed; 2) in or aging out of foster care; 3) limited English proficiency; 4) homeless or have run away from home; 5) at-risk to leave school without a diploma; and 6) former juvenile offenders or at risk of delinquency.

### DVSA

Domestic Volunteer Service Act; one of the two Corporation authority statutes (the other being NCSA).

### FGP

Foster Grandparent Program (one of three Corporation-sponsored Senior Corps programs); this program provides support and service to children and youth with exceptional needs and engages individuals aged 60 and over in such service.

### FISMA

Federal Information Security Management Act; Title III of the E-Government Act, which requires that all federal agencies provide security for the information and information systems that support the operations and assets of the agency, including those managed by other agencies or contractors.

### FMFIA

Federal Managers' Financial Integrity Act

### FSR

Financial Status Report

### FY

Fiscal year; October 1, 2007 through September 30, 2008 is the 2008 fiscal year.

### Government-wide financial indicators

Nine financial measures or metrics developed by the CFO's Council for use government-wide

## GPRA

Government Performance and Results Act; the Act seeks to shift the focus of government decision-making and accountability away from a preoccupation with the activities that are undertaken—such as grants dispensed or inspections made—to a focus on the results of those activities, such as real gains in employability, safety, responsiveness, or program quality. Under the Act, agencies are to develop multiyear strategic plans, annual performance plans, and annual performance reports.

## Grant

The Corporation provides monetary aid to states, organizations, educational institutions and others to assist them in their service-based objectives.

## Grantee

An organization that has been awarded financial assistance under one of the Corporation's grant-making programs.

## Human Capital Survey

The Federal Human Capital Survey is a tool that measures employees' perceptions of whether and to what extent conditions which characterize successful organizations are present in a federal agency. This groundbreaking survey was administered for the first time in 2002 and set a baseline for ongoing Human Capital assessment in the federal government.

## Improper payments

Improper payments occur when federal funds go to the wrong recipient, the recipient receives the wrong amount of funds, or the recipient uses the funds improperly.

## Improper Payments Information Act

The Improper Payments Information Act of 2002 contains requirements in the areas of improper payment identification and reporting. It requires agency heads to annually review all programs and activities, identify those that may be susceptible to significant improper payments, estimate annual improper payments in the susceptible programs and activities, and report the results of their improper payment activities. The legislation also requires OMB to prescribe guidance for federal agency use in implementing the act. OMB issued the guidance in May 2003.

## Information Technology Plan

The Information Technology Plan guides the use of electronic government, aligning information technology investments with the Corporation's strategic plan.

## IT

Information technology

## Leveraged community volunteers

Participants in Corporation-supported service programs, who were recruited, coordinated, or supported by Corporation-funded programs. This excludes direct AmeriCorps members, Learn and Serve America direct program participants, and Senior Corps direct volunteers.

## LSA

Learn and Serve America; a Corporation program that supports service-learning activities in schools, colleges, and community organizations.

## Management metrics

Measures that reflect the Corporation's administrative performance.

## Material weakness

One or more significant deficiencies resulting in more than remote chance that a material misstatement of the financial statements will not be prevented or detected. Prior to FY 2007, a material weakness was defined as: a severe reportable condition—controls do not bring risk to low level that fraud or errors cause material financial statement misstatements and not be detected. See also the terms, "reportable condition" and "significant deficiency."

## Member

A stipended participant in one of the Corporation's AmeriCorps programs.

## Mentoring

Includes formal, sustained relationships established between an older or more experienced person and a younger or less experienced person for the purpose of academic, social, or career support. This does not include the relationship between a teacher and his or her students in a classroom setting.

## MLK, Jr. Day

Martin Luther King, Jr. Day of Service

## Momentum

The Corporation's core financial management system.

## MSY

Member Service Year; similar to full-time equivalent (FTE), but reflects the program's service year.

## NAEP

National Assessment of Educational Progress; sponsored by the Department of Education.

## National service

Service to local communities throughout the country provided through Corporation programs.

## National Service Trust

The National Service Trust (the Trust) was established by the National and Community Service Trust Act of 1993 (42 USC12601, et seq.) to provide funds for education awards for eligible participants who complete AmeriCorps service.

## NCCC

See AmeriCorps NCCC

## NCSA

National and Community Service Act; one of the two Corporation authority statutes (the other being DVSA).

## Next Generation Grants

Grants that foster the expansion of national service by providing seed money to help organizations plan and implement new service programs.

## NOFA

Notice of Funds Availability; the public notification that grants are available, subject to the terms and process to apply for and implement a grant described in the notification.

## Office of Civil Rights and Inclusiveness

The department responsible for dealing with diversity, civil rights and discrimination issues within the Corporation.

## OIG

Office of Inspector General

## OMB

Office of Management and Budget

## On-site compliance visit

A method by which the Corporation monitors its programs; on-site compliance visits help determine whether activities are following the requirements stipulated in the grant award, including programmatic and financial requirements.

## Outcome-based metrics

Measure of the impact of the Corporation's programs on the end-beneficiaries.

## Output measures

Metrics that directly assess the work that the Corporation carries out, ensuring accountability, for example, the number of grants or the number of training conducted.

## OPM

Office of Personnel Management

PART Program Assessment Rating Tool; the Office of Management and Budget (OMB) developed the PART as a means of assessing program performance so that the federal government can achieve better results. By identifying strengths and weaknesses, a PART review provides information useful to making funding and management decisions. PART looks at a consistent series of analytical questions, considering all factors that affect and reflect program performance, including program purpose and design; performance measurement, evaluations, and strategic planning; program management; and program results.

## Performance baseline

The data in a set, base year for the Corporation's performance measures, against which future outcomes and targets can be compared.

## PMDS

Performance Measurement Database System; a system recently developed by the Corporation to track all of its performance from the national to the operational level.

## POLF

Points of Light Foundation; the POLF is an organization devoted to helping Americans meet their community needs through volunteering. POLF helps to leverage volunteers, build the capacity of local groups, develop leaders in their communities, and raise public awareness. POLF and the Hands On Network recently merged their operation to form a more comprehensive and effective national network of volunteer centers.

## Presidential Freedom Scholarship

Presidential Freedom Scholarship; a former Corporation program, the Presidential Freedom Scholarships promoted student service and civic engagement. These scholarships recognized high school students for outstanding leadership in service to their community and neighbors.

## Privacy Act assessment

Corporation assessments to ensure that new, or newly reformed, financial systems comply with the Privacy Act and do not compromise the integrity of any material containing personal information.

## Program

One of the Corporation's established systems of projects and services, including AmeriCorps, Learn and Serve America, and the Senior Corps.

## Program end-beneficiaries

The specific demographic or organizational group that the Corporation's programs aim to benefit.

## Project

A set of systematic activities and services that the Corporation carries out through its grantees to achieve its goals.

## PSO

Pre-Service Orientation

## PY

Program year

## Reportable condition

Matters that should be reported to audit committee. A significant internal control design or operation deficiency that could adversely affect ability to initiate, record, process, and report financial data accuracy. Term used prior to FY 2007. See also “significant deficiency” and “material weakness.”

## RPD

Research and Policy Development; the department within the Corporation that is responsible for evaluation and other functions.

## RSVP

One of three Senior Corps programs run by the Corporation; this program offers “one stop shopping” for volunteers 55 and over who want to find challenging, rewarding, and significant service opportunities in their local communities, allowing volunteers to choose how, where, and how often they want to serve.

## Rulemaking

The process by which a federal agency creates and updates the formal regulations that will govern the implementation of its programs; rulemaking generally offers an opportunity to address significant policy issues and provide continuity for program operations. The rulemaking process involves proposing rules, receiving public comment, and the publishing of final rules.

## SCP

Senior Companion Program (one of the three Corporation Senior Corps programs); this program enables individuals aged 60 and up to assist frail, homebound individuals with daily living tasks.

## SEA

State Education Agency

## Service-learning

Service-learning is an educational method by which schools and communities coordinate to allow students to engage in service activities and help to meet local needs while benefitting their education. Learn and Serve America provides grants to state education agencies, nonprofit organizations, and higher education institutions for this purpose, facilitating service learning and encouraging civic engagement.

## Significant deficiency

One or more internal control deficiencies that adversely affect(s) an entity's ability to initiate, authorize, record, process, or report financial data reliably in accordance with generally accepted accounting principles so that there is more than a remote chance that misstatement of financial statements that is more than inconsequential will not be prevented or detected. The term, "significant deficiency," did not have an official meaning related to the audit of the financial statements. See also "material weakness," and "reportable condition."

### Site visit

A method by which the Corporation monitors and assesses its programs.

### State service commissions

Governor-appointed public agencies or private nonprofit organizations that serve at a state level and sub-grant federal funds to local sources to support service and volunteerism.

### State Administrative Standards Reviews

Corporation monitoring and assessment of the operations of the public agencies and nonprofit organizations to which it provides grants.

### Strategic Human Capital Plan

A workforce management strategy developed through discussions with employees, managers and agency officials; it encourages a results-driven performance culture, open communications, fact-based decision-making, diversity and an alignment of performance with Corporation goals.

### Strengthen AmeriCorps Program Act

Signed in July, 2003 by the President, the Strengthen AmeriCorps Program Act established new accounting guidelines for education awards in the National Service Trust.

### Subgrantees

An organization that has been awarded financial assistance by a state service commission national grantee or other grantee; the state level organization first receives a grant from the federal government, and then redistributes the funds out to subgrantees.

### Target

A performance measure goal set for a specific year based on prior year data and anticipated activities, to be compared against actual performance.

## TTA

Training and Technical Assistance

## U.S. CFO Council

Organization of the chief financial officers and deputy chief financial officers of the largest federal agencies, senior officials of the Office of Management and Budget and the Department of the Treasury who work collaboratively to oversee financial management in the government.

## VISTA

See AmeriCorps VISTA

## VSY

Volunteer Service Year; as applied to the Senior Corps FGP and SCP programs.

## WBRS

Web-based Reporting System; an electronic grant, project, and member tracking and management system that the Corporation is currently working to convert into its electronic government platform.