APPENDIX: ANNUAL PERFORMANCE TARGETS

Mobilizing More Volunteers

National Targets
1. ***Engage 75 million Americans (age 16 and older) in volunteering***

Baseline: 64.5 million in 2004
Data Source: Annual Supplement on Volunteering, Current Population Survey
Annual targets:

FY '04	FY '05[1]	FY '06	FY '07	FY '08	FY '09	FY '10
64.5 million*	65.4 million*	66.5 million	68.5 million	71 million	73.5 million	75 million

2. ***Engage 43 million Americans (age 16 and older) in regular volunteering (defined by those who volunteer 12+ weeks a year)***

Baseline: 32.2 million in 2004
Data Source: Annual Supplement on Volunteering, Current Population Survey
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
32.2 million*	31.75 million*	34 million	36.5 million	39 million	41 million	43 million

3. ***Ensure at least half of all nonprofit organizations and faith- and community-based organizations that rely on volunteers, regularly utilize effective volunteer recruitment and management practices [2]***

Baseline: 31 percent in 2004.
Data Source: Volunteer Management Capacity Study (published 2004)
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
31%*	34%	37.2%	40.4%	43.6%	46.9%	50%

- Data might not be available annually

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[1] Where we have the actual data available, we have marked it with an *. If there is no * in the FY '05 column, then the number is a target with results forthcoming.
[2] This target measures how many organizations regularly utilize at least two of three effective volunteer recruitment and management practices, such as screening and matching, offering training to, and recognizing volunteers.

Corporation Targets

1. ***Leverage 4 million community volunteers who are recruited and managed within Corporation-sponsored national service programs***

Baseline: 2.4 million (est.)
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
2.4 million (est.)*	3.2 million (est.) *	3.3 million	3.4 million	3.6 million	3.8 million	4 million

2. ***Engage 90 percent of former AmeriCorps members in volunteer activities in their communities after their term of service***

Baseline: 72 percent in 2005
Data Source: AmeriCorps Performance Benchmarking Effort, conducted with the Urban Institute and Princeton Survey Research Associates
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
72% *	75%	78%	82%	86%	90%

<u>***Ensuring a Brighter Future for All of America's Youth***</u>

National Targets
   1. ***Provide mentoring services to 3 million additional children and youth in at-risk environments***

Baseline: 2.5 million in 2002 (from the 2002 National Mentoring Poll sponsored by AOL Time Warner)
Data Source: The U.S. Bureau of Labor Statistics, Current Population Survey's (CPS) Supplement on Volunteering (future data source)
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
TBD	TBD	TBD	TBD	TBD	3 million

   2. ***Provide mentoring and other support and services to 200,000 children of prisoners***

Baseline: Under development
Data Source: Not yet determined
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10	*2006-2010 goal*
TBD	TBD	TBD	TBD	TBD	TBD	200,000

   3. ***Engage over 3 million children and youth in at-risk environments in service***

Baseline: Under development
Data Source: Not yet determined
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10	*2006-2010 goal*
TBD	TBD	TBD	TBD	TBD	TBD	3 million

Corporation Targets
   1. ***Provide mentoring services and other support and services to 100,000 children of prisoners***

Baseline: Under development
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10	*2006-2010 goal*
TBD	TBD	TBD	TBD	TBD	TBD	100,000

2. ***Engage 2.2 million children and youth in at-risk environments in national service through Corporation-sponsored programs***

Baseline: Under development
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10	*2006-2010 goal*
N/A[3]	TBD	TBD	TBD	TBD	TBD	2.2 million

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[3] N/A means data was not collected or cannot be extracted from existing records. TBD means that results are likely to be available.

Engaging Students in Communities

National Targets

   1. ***Engage 5 million college students in service[4]***

Baseline: 3.3 million in 2004
Data Source: Annual Supplement on Volunteering, Current Population Survey
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
3.3 million*	3.27 million*	3.5 million	3.8 million	4.1 million	4.5 million	5 million

   2. ***Ensure half of all higher education institutions provide at least one full-time person responsible for coordinating and supporting service on campus***

Baseline: Under development
Data Source: Not yet determined
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
N/A	TBD	TBD	TBD	TBD	50%

   3. ***Ensure 20 percent of Federal Work-Study funds are devoted to college students who engage in service***

Baseline: 15.9 percent in 2004
Data Source: Annual Work-Study Data Set from the U.S. Department of Education
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
15.9%*	16.1%	16.8%	17.5%	18.2%	18.9%	20%

   4. ***Ensure at least one-third of teenagers are exposed to service-learning in school***

Baseline: 21.4 percent in 2005
Data Source: Youth Volunteer Survey
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
21.4% *	23%	25%	27%	30%	33%

   - Data might not be available annually

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[4] This data comes from the Current Population Survey, where persons 16-24 years of age were asked if they are enrolled in college.

5. *Ensure at least 50 percent of America's K-12 schools incorporate service-learning into their curricula*

Baseline: 29 percent in 2004
Data Source: National Youth Leadership Council and Westat
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
29%*	35%	38%	41%	44%	47%	50%

Corporation Targets

1. *Engage 300,000 college students(as participants and volunteers) in service supported by Corporation-sponsored national service programs*

Baseline: Under development
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
N/A	TBD	TBD	TBD	TBD	300,000

2. *Ensure 80 percent of Learn and Serve America higher education institutions have service-learning as part of their official core curriculum (in at least one discipline or school major)* [5]

Baseline: 66 percent in 2005
Data Source: LASSIE (Learn and Serve America's administrative records)
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
66%*	68%	71%	74%	77%	80%

3. *Ensure 65 percent of Learn and Serve America k-12 schools and school districts have service-learning as part of their official core curriculum (in at least one subject in at least one grade)*

Baseline: 45 percent in 2005
Data Source: LASSIE (Learn and Serve America's administrative records)
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
45%*	49%	53%	57%	61%	65%

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[5] Although all Learn and Serve higher education institutions have service-learning as part of their program and even as a single course, not all have service-learning as a core part of their academic curriculum.

4. *Double the number of higher education institutions matching the AmeriCorps Education Award or providing other incentives for volunteering*

Baseline: 40 (est.) in 2004
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
40 (est.)*	46	53	60	67	74	80

Harnessing Baby Boomers' Experience

National Target
 1. ***Engage an additional 3 million baby boomers in volunteering***

Baseline: Annual Supplement on Volunteering, Current Population Survey
Data Source: 25.7 million
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
25.7 million*	25.8 million*	26.1 million	26.5 million	27.1 million	27.8 million	28.7 million

CNCS Targets
 1. ***Engage 500,000 Boomers in Corporation-sponsored national service programs as participants and recruited volunteers***

Baseline: Under development
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
TBD	TBD	TBD	TBD	TBD	500,000

 2. ***Ensure at least 75 percent of Boomers in Senior Corps and AmeriCorps rate their overall service/volunteer experience as excellent***

Baseline: Under development
Data Source: Annual Senior Corps Performance Measurement Survey
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
N/A	TBD	TBD	TBD	TBD	75%

 - 50 percent of all AmeriCorps members rated their experience as excellent in 2004.

 3. ***Ensure at least 75 percent of Baby Boomer volunteers in Senior Corps and AmeriCorps believe programs have given them a significant chance to bring about change in their community***

Baseline: Under development
Data Source: Annual Senior Corps and Annual AmeriCorps Performance Measurement Surveys
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
N/A	TBD	TBD	TBD	TBD	75%

4. *Provide (through service and volunteering) 250,000 seniors support from Corporation-sponsored national service programs to live independently*

Baseline: 75,000 in 2004
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
75,000*	92,800*	135,000	165,000	195,000	225,000	250,000

5. *Provide 100,000 families and caregivers of seniors support from Corporation-sponsored national service programs*

Baseline: Under development
Data Source: Corporation's administrative records and the Corporation's partners' records
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
TBD	TBD	TBD	TBD	TBD	100,000

Corporation Goals
1. *Achieve a customer service score on the American Customer Satisfaction Index (ACSI) of 80+ for each our programs*

Baseline: 57 in 2004 for AmeriCorps State and National
Data Source: American Customer Satisfaction Index (ACSI) Survey
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
57*	69*	70	72	74	77	80+

- In 2004 the Corporation conducted a pilot survey consisting only of AmeriCorps State/ National

2. *Increase the percent of employees who report overall satisfaction with their job to at least 80 percent*

Baseline: 67.5 percent in 2004
Data Source: Human Capital Survey by the U.S. Office of Personnel Management (OPM)
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
67.5%*	69.6%	71.7%	73.8%	75.9%	78%	80%

3. *Achieve a customer service score on the American Customer Satisfaction Index (ACSI) of 80 for grantees who are satisfied with the overall usability and effectiveness of our major technology systems*

Baseline: 35 in 2004 for AmeriCorps State and National
Data Source: American Customer Satisfaction Index (ACSI) Survey
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
35*	59*	60	65	70	75	80

- In 2004 the Corporation conducted a pilot survey consisting only of AmeriCorps State/ National

4. *Have no reportable conditions or material weaknesses identified in the most recent Corporation financial statement audits*

Baseline: One (1) reportable condition in 2004

Data Source: The Corporation's financial statement audits
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
1 reportable condition*	0	0	0	0	0	0

5. *Increase the percent of government-wide financial management metrics where the Corporation is rated Green to 100 percent*

Baseline: 78 percent
Data Source: Corporation's administrative records
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
78%*	100%	100%	100%	100%	100%

- There is a total of nine financial metrics

6. *Increase the percent of key internal program management metrics that meet scorecard targets to 100 percent*

Baseline: Under development
Data Source: Corporation's administrative records and performance surveys
Annual targets:

FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
N/A	60%	780%	90%	FY '09	100%

- Internal score cards are under development

7. *Leverage cumulatively $2.5 billion in non-Corporation funds from 2006-2010*

Baseline: $380 million in 2004
Data Source: Corporation's Administrative Records
Annual targets:

FY '04	FY '05	FY '06	FY '07	FY '08	FY '09	FY '10
$380 million*	$400 million	$425 million	$460 million	$495 million	$535 million	$580 million