



N A S C S P

NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

Creating the *Next Generation* of ROMA

Presented by

**The National Association for
State Community Services Programs
(NASCSP)**

ROMA *Next Generation* Center of Excellence (ROMA COE) Overview



N A S C S P

- Assure standardized knowledge of ROMA
- Increase Network capacity to execute the full ROMA cycle
- Increase Network capacity to collect, report, and use performance data for decision making
- Establish ROMA focused metrics for comparison of CSBG eligible entity use of CSBG resources
- Build the knowledgebase of evidence-informed strategies
- Enhance knowledgebase regarding the evaluation phase of the ROMA Cycle

Where We're Headed

- Establishing principles for performance measurement and management
- Connecting services to outcomes
- Identifying the demographics of the population that is moving toward self sufficiency
- Acknowledge the need to measure progress over time
- Improve reporting about maximum feasible participation in the community

How Do We Get There?

- Full implementation of the ROMA Cycle
- Performance Management Principles
 - Agency Level
 - State Level
- It's about enhanced **DATA ANALYSIS**
- Its about investing in people as well as systems

*High performance is primarily a function of people and culture,
not data and technology.*

~ Mario Marino, Leap of Reason

Performance Management Principles

- Agency protocols include strategies for implementing the full ROMA Cycle (i.e. assessment, planning, implementation, achievement of results, and analysis/evaluation) on a continual basis.
- Agency protocols include strategies for managing the quality and effectiveness of their services.
- Agency protocols include strategies for understanding what's working and what's not working, as well as monitoring use of the data to make adjustments for improvement.

Performance Management Principles, cont.

- Agency protocols facilitate use of the bundled services delivery model, where appropriate.
- Agency protocols include strategies for connecting critical data from disparate systems to meet diverse program needs and reporting requirements.
- Agency protocols include strategies for using connected data elements that can be aggregated, analyzed and reported quickly and efficiently.

Performance Management Principles, cont.

- Agency protocols include strategies for the entity to achieve an unduplicated count without comprising program participant privacy.
- State protocols that include strategies for monitoring agency performance management.
- State protocols include strategies for use of data to compare agency performance, statewide, and replicate best practices.

Performance Measurement

- While the focus of the new performance management protocols will be directed at the local level, it is important to have performance reports at the state and national level.
- What is the small set of measurement indicators that will best tell our story?
- What information is needed at the local level to support the national indicators?

National Performance Indicators

- Refined listing for national aggregation
- Clarified definitions to enhance reporting quality
- Reinforced focus on achievement
 - Six National ROMA Goals
 - Self-Sufficiency and Revitalized Communities
 - Recognize what outcomes vulnerable populations achieve (stabilization to recover from or avoidance of crisis; independent living of individuals with disabilities; appropriate developmental progress for children and youth)
 - Improve reporting on Community Action's role in creating community change
- IS report information supports National Community Action TOC assumptions

Please note the NPIs are still under development and review.



Family Level NPIs

The Big Questions



What's your impact on the lives of individuals and families?

Are people better off as a result of Community Action intervention?

What actually happened (*what changed*) to an individual or family as a result of the services you provided?

If Community Action is about moving families to self-sufficiency, how many families have achieved self-sufficiency?

If families have not “moved” but have received services to maintain or achieve family stability, how do you measure this accomplishment?

Family NPIs: Basic Questions



- How many individuals received services?
 - Of those served, how many received single or short term services?
 - How many received multiple services? Were the services integrated? What were the services?
- For how many of the total individuals served do you have follow up information?
 - What outcomes did they achieve? What changed? *REPORT VIA NPIS*
- Of the number who received services for whom you have follow up information, what percent achieved the outcome?
 - How does the percent that achieved the outcome compare to the number you targeted would achieve an outcome?

Family NPIs: National Reporting



1. **NEW!** The number and percent of individuals for whom family income increased. (include all individuals in family)

The information secured on intake for Section G is collected again (second or multiple times) and compared with original information.
2. The number and percent of individuals who increased savings. (count only the person who saved)
3. **NEW!** The number and percent of individuals who reduced debts (liabilities). (count the people whose debts have changed)

Family NPIs: National Reporting



4. The number and percent of individuals* who obtained health insurance. (*include all individuals in family or household)
5. The number and percent of individuals* who obtained a job. (*may be youth or adults of any age)
 - *Of the above, the number and percent who retained employment for at least 90 days.*

Family NPIs: National Reporting, cont.

6. The number and percent of adult individuals who increased education or skills:
 - The number and percent who completed high school or post-secondary education and obtained a certificate or diploma.
 - The number and percent who improve skills related to adult roles of parent/caregiver, citizen, worker.
7. The number and percent of children and youth who achieved or maintained appropriate developmental progress (social, emotional, academic).

Family NPIs: National Reporting, cont.

8. The number and percent of individuals who obtained safe and affordable housing. (all of the individuals in the household/family who achieved this outcome)
 - *Of the above, the number and percent who maintained safe and affordable housing for 90 days.*

Family NPIs: National Reporting, cont.

9. The number and percent of individuals who obtained reliable transportation. (youth or adults)
10. The number and percent of seniors and individuals with disabilities who achieved or maintained an independent living situation.
11. The number and percent of individuals who were in a crisis and became stable, or who averted a crisis.

Making Connections, Improving Impact

Employment Data Analysis Example -- Services:

- The agency can identify the various employment services received by a program participant
- The agency can connect employment program participants with the services they receive in the other domain areas (transportation, child care, etc.)
- The agency can identify whether employment program participants received only employment services, received services in other domain areas while also receiving employment services, or received employment services as a part of a “**bundled services**” approach.

Making Connections

(employment example continued)

- The agency can identify the average frequency, duration and intensity of services required before employment is obtained.
- The agency can identify **employment and non-employment outcomes** achieved by those participating in employment related services
- The agency can connect employment program participant characteristics, or demographics, with services and outcomes

Making Connections, Improving Impact

Emergency and Stabilization Data Analysis Example:

- The agency can identify the various tangible or short term services provided to families in crisis or at risk of being in a crisis.
- The agency can identify if the family has received multiple services or repeat services.
- The agency does follow up to find out if families achieved stability as a result of service (e.g.: the family reports their ability to meet family basic needs).

Making Connections

(emergency example continued)

- The agency can identify the number and percent of individuals who entered a self-sufficiency program or service as a result of stability or emergency service provision. (To develop evidence proving TOC assumptions that emergency services engage participants in additional services.)



Community Level NPIs

The Big Questions

What's your impact on communities?

Are communities better off as a result of
Community Action intervention?

What actually happened (*what changed*) to the
community as a result of the services you provided?

Are you a part of “collective action” with partners in
your community?

What evidence do you have to prove your part in
the community level success?

Community NPIs: National Reporting

1. The number of jobs within low-income communities or for individuals with low-income.
2. The number of commercial or financial resources added to or maintained in the low income community.
3. The number of physical improvements made in low-income communities.
4. The number of resources added or maintained in low income community.

Community NPIs: National Reporting, cont.

5. The number of accessible and affordable education and skill development resources within low-income neighborhoods.
 - Of these the number for children
 - Of these the number for adults

Community NPIs: National Reporting, cont.

6. The number of community members working with Community Action to improve their delivery of service and/or conditions in the community. The number of hours donated.
 - *Of the above, the number who are Community Action program participants. The number of hours donated.*
 - *Of the number of program participants identified above, the number of Community Action program participants who become engaged in a leadership role. The number of hours donated.*

Impact of Proposed Community NPI Revisions



- Identify how Community Action joins with stakeholders to improve conditions
- Identify how communities are improved by people with low incomes having network connections
- Identify how community networks help improve the social capital of people with low incomes
- Understand how broad Community Action's network reaches in the broader community



NASCS

Section E - Use of CSBG Dollars

Service Categories

Refined Listing and Definitions

- Case Management/Family Development
- Education
- Employment
- Income Management
- Housing
- Health
- Nutrition
- Emergency and Stabilization
- Linkages
- Disaster Relief
- Org Capacity Building
- Admin

Case Mgmt./Family Development

□ Case Management

- “Case management” meaning a “generic” case management rather than case management for one of the service categories, such as HUD Housing programs
- If we are trying to benchmark our networks “**bundled services**” we need to clarify where these kinds of services are being reported.

Linkages

□ Linkages = **Community** Level Activities

- Money to support participation in planning and/or coordinating services for low-income groups should be included in the Linkages service category
- Statewide brokerage/advocacy projects, statewide study grants, and funding for statewide forums, conferences, or coalitions should be included

Capacity Building

□ Agency Capacity Building

- Cost of doing needs assessment
- Cost of doing strategic planning
- Support of tripartite board
- Support of community engagement and input
- Development of partnerships and coalitions
- Development of community level strategies

Community Level Expenses

What expenses support the development of community level strategies?

- Community level work could be done in any of the domains (housing, employment, etc.)
- Linkages defined as community level
- Community level work also found within agency expenses:
 - Some needs assessment work would be community level
 - Support of community engagement and input
 - Development of partnerships and coalitions
- How much of total CSBG funding is spent in this way?

Connecting CSBG \$ to the NPIs

- Do we add to the Guide/IS directions, suggestions about making connection between service categories and NPIs?
- Base on existing models already being used?
- Some changes to the NPIs to include a question about use of CSBG \$

We Still Need Your Help!



- Monthly Webinars
 - August and September
 - Sign up via the Timeline on www.roma1.org
- ROMA COE Committees
- ROMA COE Listserv
- NASCS Annual Conference

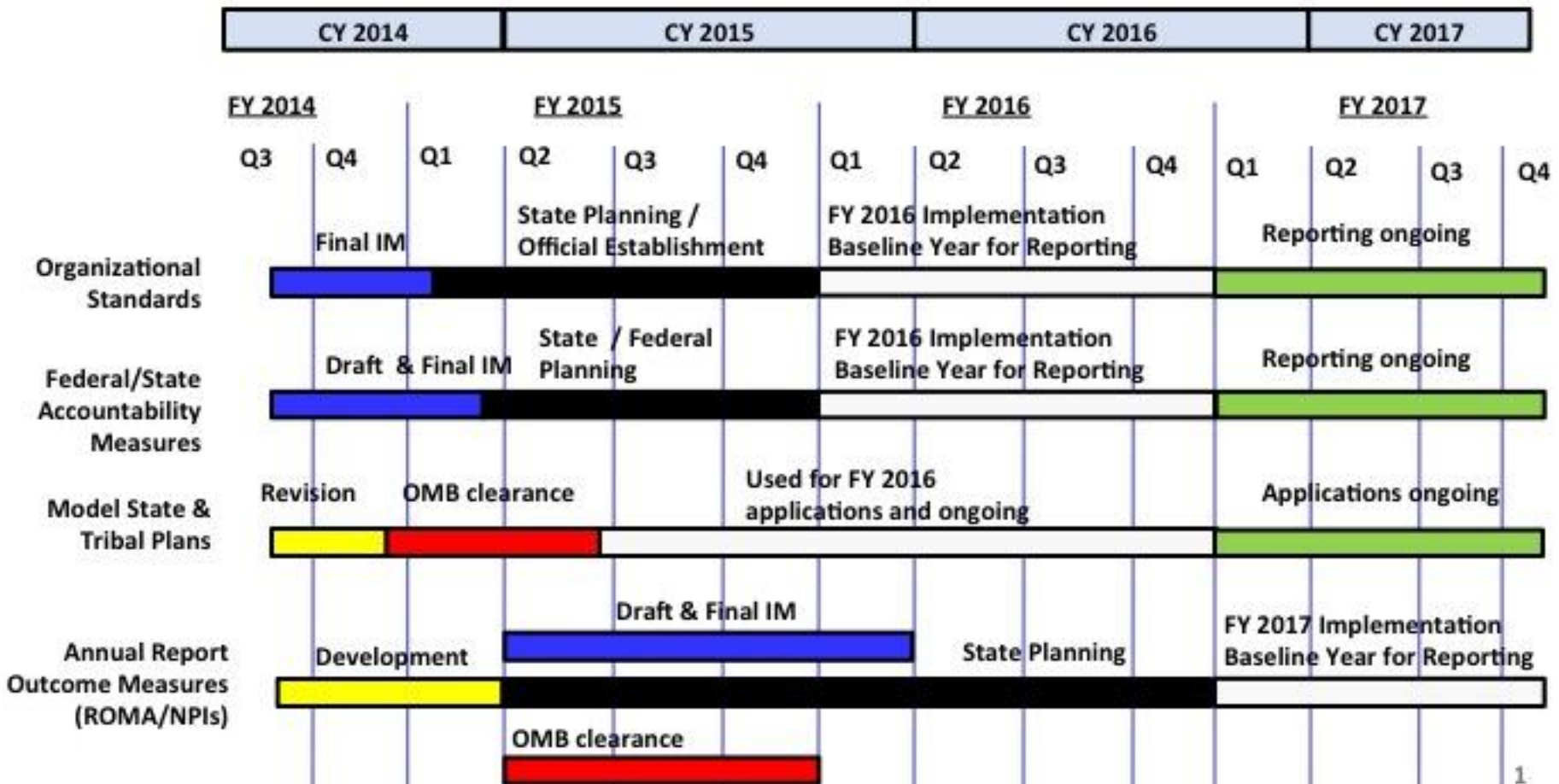


Administration for Children and Families

Office of Community Services

Division of State Assistance

CSBG Performance Management Timeline - DRAFT





QUESTIONS
COMMENTS
CONCERNS





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Generation Center of Excellence, visit:

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