



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)**

Focus on Performance



- EOA of 1964
- OEO Instruction on CAA Mission of 1969
- Voluntary reporting
- GPRA Act of 1993**
- COATS Human Services Act of 1998
- GPRA Modernization Act of 2010**
- Accountable Government Initiative
- Federal Funding Accountability Act (FFATA)
- Head Start Competition
- Focus on Evidence

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



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- 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

Snapshot of Progress

- ROMA Implementation Surveys
- National Community Action Theory of Change
- Local TOC Toolkit (Draft)
- White Papers (3)
- National Webinars, National Listening Sessions, Statewide Listening Sessions (over 50)
- National Surveys on Proposed NPI Revisions (2)
- Interim Pilot of Proposed NPI Revisions (9 states, 37 CAAs)
- Case Study on Bundled Services (3 states)
- Four ROMA COE Committees
 - 175 members
 - State CSBG Offices, State CAA Associations, CAAs, National Partner Organizations, Network Consultants

Where We're Headed

- Refined listing for national aggregation (approx. 14 Family, 12 Community)
 - Four **NEW** family indicators
 - Measuring progress over time
- Refined definitions
 - Enhancing reporting quality
- Refined focus on achievement
 - Six National ROMA Goals
 - Self-Sufficiency and Revitalized Communities
- Focus on proving National Community Action TOC assumptions
- Continued focus on independent living for vulnerable populations
- Continued focus on Community Action's role in creating community change
- Continued focus maximum feasible participation in the community

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: National Reporting



1. The number and percent of individuals who obtained a job.
 - a. Of the above, the number and percent who retained employment for at least 90 days.*
2. The number and percent of individuals who completed post-secondary education and obtained a certificate or diploma.
3. The number and percent of individuals who obtained safe and affordable housing.
 - a. Of the above, the number and percent who maintained safe and affordable housing for 90 days.*

Family NPIs: National Reporting, cont.

4. The number and percent of individuals who obtained reliable transportation.
5. The number and percent of individuals who obtained health insurance.
6. **NEW!** The number and percent of individuals who obtained benefits and/or income supports.
7. **NEW!** The number and percent of individuals who increased net income.

Family NPIs: National Reporting, cont.

a. Of the above, the number and percent of individuals who increased an income level as measured by the Federal Poverty Guideline.

- 51% to 75% of the FPG
- 76% to 100% of the FPG
- 101% to 125% of the FPG
- 126% to 150% of the FPG
- 151% to 175% of the FPG
- 176% to 200% of the FPG
- 201% and over of the FPG

Family NPIs: National Reporting, cont.

8. **NEW!** The number and percent of individuals who reduced reliance on benefits.
9. The number and percent of individuals who increased savings.
10. **NEW!** The number and percent of individuals who reduced debts (liabilities).
11. The number and percent of seniors and individuals with disabilities who maintained an independent living situation

Family NPIs: National Reporting, cont.

12. The number and percent of parents and other caregivers who learn and exhibit improved parenting skills.
13. The number and percent of parents and other caregivers who learn and exhibit improved family functioning skills.
14. The number and percent of children and youth that demonstrate improved social and emotional development.

Impact of Proposed Family NPI Revisions



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- Follow the progress of people who have increased their family income
- Identify the number of people who have reduced reliance on public assistance (because their income is sufficient to meet the needs previously met by this assistance)
- Identify the number of people who have acquired public benefits to enable them to meet family basic needs
- Identify the number of people who have gained skills that support their movement toward stability or self sufficiency
- Identify the number of people who have gained assets or resources that support their movement toward stability or self sufficiency

Making Connections, Improving Impact

Employment Data Analysis Example:

- ❑ 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
- ❑ 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, Improving Impact

- The agency can identify employment and non-employment outcomes achieved by those participating in employment related services
- The agency can identify the average duration and intensity of services required before employment is obtained
- 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 number and percent of individuals achieving stability as evidenced by their ability to meet family basic needs.
- 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)



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 and percent of jobs within low-income neighborhoods.
2. The number and percent of safe and affordable housing units within low-income neighborhoods.
3. The number and percent of community facilities within low-income neighborhoods.
4. The number and percent of accessible health care resources within low-income neighborhoods.

Community NPIs: National Reporting, cont.

5. The number and percent of accessible transportation resources within low-income neighborhoods.
6. The number and percent of accessible, safe, and affordable dependent care resources within low-income neighborhoods.
7. The number and percent of accessible and affordable education resources within low-income neighborhoods.

Community NPIs: National Reporting, cont.

8. The number and percent of neighborhood quality-of-life resources within low-income neighborhoods.
9. The number and percent of commercial resources within low-income neighborhoods
10. The number and percent of community members working with Community Action to improve their delivery of service and/or conditions in the community. The number of hours donated.
 - a. *Of the above, the number and percent who are Community Action program participants. The number of hours donated.*
 - b. *Of the above, the number and percent 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
- Use of Choice Neighborhoods frame

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.

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



QUESTIONS
COMMENTS
CONCERNS





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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

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 \$

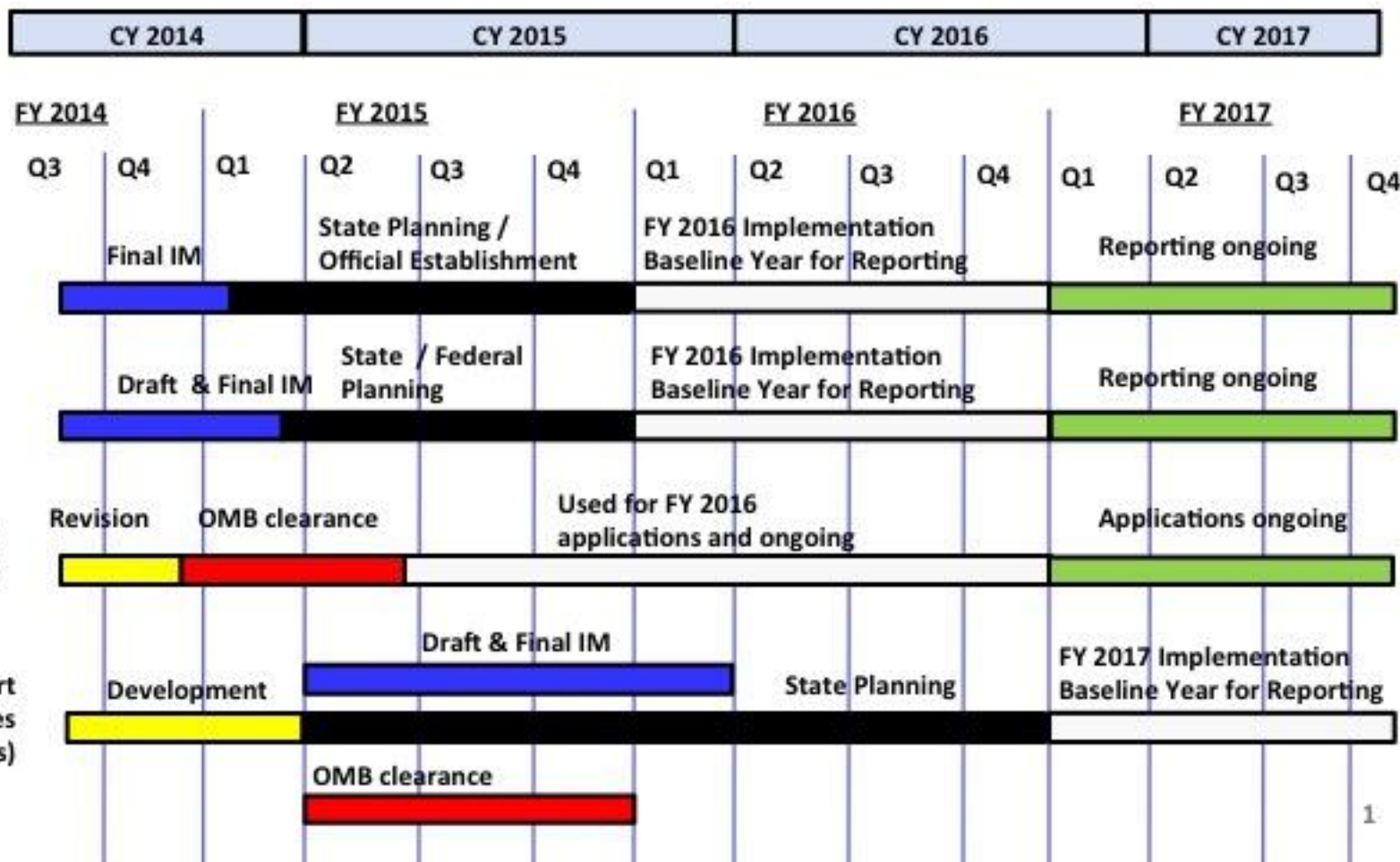


Administration for Children and Families

Office of Community Services

Division of State Assistance

CSBG Performance Management Timeline - DRAFT





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