



N A S C S P

NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

ROMA Next Generation Center of Excellence Update

April 22nd and 24th, 2014

ROMA Next Generation

1. Foster a performance culture in the Network
2. Implement a Theory of Change process throughout the Network
3. Increase use of client demographic indicators and the well-established risk factors associated with them
4. Show progress toward self-sufficiency through use of the NPIs and other tools such as scales

ROMA Next Generation, cont.

5. Focus on a shorter list of outcomes that gives the information needed at each level of the Network about core programs
6. Make changes to the data collection system
7. Enhance ability of State CSBG Offices to monitor and train on ROMA
8. Aim for full implementation of a national standardized performance management system by all local agencies, State CSBG Offices, and OCS

Snapshot of Accomplishments

- 12 National Webinars
- 8 Statewide and National Listening Sessions
- 2 National Surveys
- 3 Iterations of the White Paper
- Case studies and pilots completed
- Case study report published
- Pilots report forthcoming

Theory of Change

- Describes a process of social change from the **ASSUMPTIONS** that guide its design to the **LONG-TERM GOALS** it hopes to achieve.
- Shows the **CONNECTIONS** between activities and outcomes.
- Helps explain the **RELATIONSHIP** between the problems you are addressing and the strategies you use to get the work done.

DRAFT National Community Action Theory of Change

This Theory of Change portrays the National Community Action Network's unique operating structure. It also articulates the assumptions the Network is built on and the long-term goals the Network aims to achieve.

ASSUMPTIONS

Our assumptions articulate the principles and belief system that underlie the work of Community Action.

- Poverty is a complex problem and will not be solved with simple solutions.
- Helping people to overcome poverty and move toward self-sufficiency requires long-term and multi-faceted strategies that integrate agency and community resources.
- Families in crisis are not able to work toward self-sufficiency, so stabilization is a first step on the continuum toward self-sufficiency.
- Community stakeholders, particularly those with a low-income, best know their community's needs.
- Family and community successes are interconnected.

Community Action...

- Is locally driven based on local needs and resources
- Stimulates community engagement in governance, advocacy, program design, and evaluation
- Is driven by community planning and coordination of resources
- Leverages other resources to address complex issues

DATA COLLECTION & ANALYSIS

Represented by this arrow, systematic data collection and analysis are needed to test these assumptions, continuously improve strategies, and increase Community Action's effectiveness and efficiency.

SYSTEMS CAPACITY

Systems capacity at every level within Community Action enables family and community strategies to become actualized.

Local agencies are well run and have the capacity to implement high quality strategies that produce results. Federal and State offices provide support and oversight.

While these elements of the systems are interrelated, each has a specific role to play in the Network. Together they form nationwide coverage and infrastructure.

Organizational Standards provide a structure for identifying agency capacity in the areas of Maximum Feasible Participation, Vision and Direction, and Accountability and Operations.

Federal and State Accountability Measures address areas of T/TA; data collection, analysis and reporting; monitoring and oversight; and communication.

The entire network uses the Results Oriented Management and Accountability framework and the National Performance Indicators to show the collective impact of Community Action.

Data from these activities are used differently at the different levels of the system.

State/Regional Associations and National Organizations provide training and technical assistance to all levels of the Network.

PROCESSES TO ACHIEVE RESULTS

The system is designed to preserve the focus of Community Action and to promote greater effectiveness among State and local agencies.

Local agencies identify strategies and services that they will provide to produce family, agency, and community outcomes that are directly related to the locally assessed needs.

These local activities acknowledge the need for a continuum of services for families that responds to the target population to be served and the mix of resources that are available both within the agency and in the broader community.

Community Action stabilizes families by meeting their immediate needs.

Community Action works to create pathways to self-sufficiency for America's families with low-income by employing long-term strategies, including bundled, integrated service delivery to address the interconnected causes and effects of poverty.

Community Action joins with partners to create change in community conditions that foster the environment needed to cultivate and maintain self-sufficiency.

Community Action promotes individuals with low-incomes having a stake in their community.

LONG-TERM GOALS

FAMILY SELF-SUFFICIENCY & REVITALIZED COMMUNITIES

The National Performance Indicators are measures of progress toward the long-term goals and enable the national Network to track change over time.



Theory of Change Next Steps

- Using the national TOC as a frame, create template for a local TOC
- Re-engage TOC Committee
- Present draft TOC updates
- Create TOC toolkit to assist CAAs in creating their own TOC

Bundled Services Case Study

The goals of the case study were to...

1. Affirm the existence of comprehensive, bundled services delivery in the Network
2. Explore the formal and informal means by which comprehensive, bundled services takes place in the Network
3. Explore the Network's ability to identify the bundle of services particular families receive

Case Study Process

- Review rather than evaluation
- Survey
 - State CSBG Office Staff
 - State Association Staff
 - Front Line Agency Staff
 - Agency Leadership
- WA, MO, NC volunteered to participate

Key Case Study Findings

- Agencies only apply the bundled services model to a subset of clients
- Agencies are using the NPIs to help track family progress
- Agencies are using scales to complement the NPIs, place them in context
- Technology is making tracking easier

Key Case Study Findings, cont.



- Agencies can capture **quarterly data** for families enrolled in bundled services programs
- ROMA/NPIs are not designed to measure the impact of bundled services vs. individual services delivery
- MO and MN have studies which show bundle services produce more or better outcomes than individual services delivery

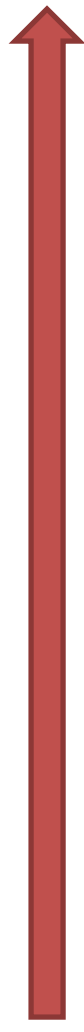
Case Study Next Steps

- Work with Committees to update draft NPIs
 - Ask about bundled services programs
 - Ask the number of people enrolled
 - Ask what services they received
- Bundled Services Learning Community
- Work with Network to pursue recommendations for further study

Revised CSBG IS Pilot

- AR, AL, MI, WA, NE, NJ, FL, MO,GA
- Voluntary participation
- States collected data from local agencies
- October – December 2013 reporting quarter
- Revised and reordered ROMA Goals
- Revised NPIs and Section E

Community Action's Pathway to Self-Sufficiency



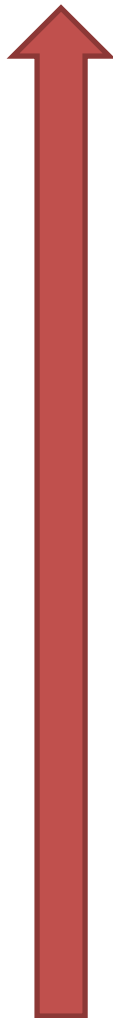
STEP THREE <i>THRIVING</i>	The ability to meet family basic needs without public assistance, and to have sufficient discretionary income for savings and emergency expenses.	GOAL ONE People with low incomes become more self-sufficient
STEP TWO <i>SAFE</i>	The ability to meet the family's basic needs without public assistance.	GOAL ONE
STEP ONE <i>STABLE</i>	The ability to meet the family's basic needs.	GOAL SIX People with low incomes, especially vulnerable populations, achieve stability

Impact of Pilot NPI Updates - Family



- 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

Community Action's Pathway to Revitalized Communities



<i>THRIVING</i>	Revitalized communities are healthy, safe and resilient in times of change.	
<i>SAFE</i>	Revitalized communities provide opportunities for individuals with low incomes to be engaged and to achieve their personal goals.	GOAL THREE People with low incomes own a stake in their community.
<i>SAFE</i>	Revitalized communities foster a sense of shared purpose and shared action, which generate a sense of meaningful engagement of the community.	GOAL FOUR Community Action partners with supporters and providers of services to achieve results for people with low incomes.
<i>SAFE</i>	Revitalized communities create an environment that enables families to meet their own basic needs.	GOAL TWO Community Action joins with other community stakeholders to improve the conditions in which people with low incomes live.
<i>STABLE</i>	Communities have opportunities to support family self sufficiency.	

Impact of Pilot NPI Updates - Community

- 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

The Impact of CSBG Dollars



Option 1: Current “Section E” Service Categories – CAAs would be asked to report all agency funding in Section F via the Section E categories; categories further defined

Option 2: Current Service Categories with New Subcategories – CAAs would be asked to report via clarified Section E reporting categories with sub categories

Option 3: Direct Services vs. Organizational Capacity Building – CAAs would be asked to report funds for the provision of services and organizational capacity building

Option 4: ROMA Cycle Categories – CAAs would be asked to report via the phases of the ROMA Cycle; current service categories would be incorporated into the Implementation phase of the cycle

Services and Organizational Capacity Building

- The Network showed a clear preference for investigating “Option 3”
- Reporting under Organizational Capacity Building within three broad categories –
 - Vision and Direction
 - Maximum Feasible Participation
 - Accountability and Operations
- Understand the role of dollars in direct service and sustaining org capacity for action

Key Revised CSBG IS Pilot Findings



- Goal One – limited reporting due to timeframe but a number of agencies noted data availability
- Goal Six – robust reporting of emergency services
- Goal Six indicators anchor and enable families to achieve Goal One indicators
- Family/individuals may be reported in both Goals One and Six

Key Revised CSBG IS Pilot Findings, cont.



- Agencies have a means for some follow-up
- No concern expressed over removal of output indicators
- Some goals, such as Goal Two, requires clarification on efforts carried out year after year
- Section E must be revisited

Revised CSBG IS Pilot Next Steps



- Re-engage Section E reporting Committee
- Publish pilot overview and findings report
- Update draft NPIs
- Update Section E reporting format
- Update forms
- Section E Learning Community

RECAP



The TOC, Pilots, and Case Studies will help inform the recommendations the ROMA COE will make to OCS on how to collect data that will show how CSBG and Community Action moves people out of poverty. The final white paper will pull all of these elements together for final recommendations to OCS.

Questions



Keeping in Touch

- Update timeline
- Send information on how to engage or remain involved
- Monthly webinars

For more information about the ROMA Next
Generation Center of Excellence, visit:

www.roma1.org

You may also contact the ROMA COE team:

Jovita Tolbert, jtolbert@nascsp.org

Tabitha Beck, tbeck@nascsp.org

Barbara Mooney, bmooney@nascsp.org

Mary Virtue, mvirtue@nasc4us.org



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