
 **NASCS** | NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

ROMA COE Update Webinar

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www.nascsp.org


Performance Management Principles

 **NASCS** 2

AGENCY LEVEL

- Development of protocols that include plans for updating computer hardware, software, and networks as well as staff training and support.
- Agency protocols include strategies for implementing the full ROMA Cycle (i.e. assessment, planning, implementation, achievement of results, and evaluation) on a continual basis.

Performance Management Principles

 **NASCS** 3

- Use of integrated agency-wide data collection systems with the ability to assist agencies in data analysis, including:
 - Connecting critical data from disparate systems to meet diverse program needs and reporting requirements;
 - Use of connected data elements (i.e. demographics, services, and outcomes) that can be aggregated, analyzed and reported quickly and efficiently.
 - Managing the quality and effectiveness of their services;
 - Understanding what's working and what's not working and monitoring to ensure adjustments for improvement are made;
 - Facilitating use of the bundled services delivery model.

Performance Management Principles

 NAS CSP  4

- Use of data collection systems that enable agencies to achieve an unduplicated count without comprising consumer privacy.
- Use of data collection systems that meet government data management and security protocols and incorporates security features to ensure privacy and confidentiality is maintained.

Performance Management Principles

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STATE LEVEL



- State protocols that include strategies for monitoring agency performance management.
- Use of data to compare agency performance, statewide, and replicate best practices.

National Reporting – Family Level Outcomes

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- The number of individuals who obtained a job.
 - Of the above, the number who retained employment for at least 90 days.
- The number of individuals who were approved for benefits and income supports.
- The number of individuals who increased net income.



National Reporting – Family Level Outcomes

 NASCS  7

Of those who increased net income, the number who increased income from...

- 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

National Reporting – Family Level Outcomes

 NASCS  8



The number of individuals who increased savings.

The number of individuals who reduced reliance on case assistance.

The number of individuals who reduced debts (liabilities).

The number of individuals who completed post-secondary education and obtained a certificate or diploma.

National Reporting – Family Level Outcomes

 NASCS  9

The number of individuals who obtained safe and affordable housing.



- Of the above, the number who maintained safe and affordable housing for 90 days.

The number of individuals who obtained reliable transportation.

The number of individuals who obtained health insurance.



The number of seniors and individuals with disabilities who maintained an independent living situation.

Services: Understanding Impact

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- Employment
- Education
- Income Management
- Housing
- Nutrition
- Health
- Case Management/Family Development
- Emergency and Stabilization
- Disaster Relief



Services: Understanding Impact

 NASCS  11

Employment:

- Type of employment service(s) provided.
- Was this service(s) provided in tandem with services from the other domain areas? If yes, which services?
- Was this service provided as a part of a bundled services approach?
- Outcome(s) achieved by those participating in employment related services.
- Length of service before outcome(s) was achieved?

Services: Understanding Impact

 NASCS  12

Emergency and Stabilization:

- The number of individuals achieving stability as evidenced by movement above the prevention line on agency self-sufficiency scale
- The number of individuals who entered a self-sufficiency program or service as a result of stability or emergency service provision


Disaster Relief:

- The number of individuals who entered a self-sufficiency program or service as a result of disaster relief assistance

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Questions?

Visit www.ROMA1.org for
more resources and information.



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