

ROMA Pilot Instruction Manual

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Introduction

Welcome to the ROMA Center of Excellence Reporting Pilot test! Thank you for volunteering your time and expertise as we refine the National Performance Indicators (NPIs) and build a more rigorous tool for evaluating results and measuring the impact of the Community Services Block Grant (CSBG) Network. This pilot test is intended to analyze the feasibility, functionality, and quantitative accuracy of the draft revised data collection tool.

Participating agencies in pilot states will report on the updated draft NPIs and updated Section E for the October-December 2013 quarter. Note that once the new indicators and Section E are in their final form, the FY2014 CSBG IS Survey will include these updates as well as all other regular sections of the report.

States will collect pilot information from participating agencies, with the support of their State Associations, and submit the Microsoft Access ROMA Pilot database by January 15, 2014.

This pilot is a test of new indicators. States and agencies should not change their data collection systems to match these draft indicators. Agencies participating in this pilot process must understand that this reporting is for testing purposes only, and does not preclude or replace the requirement to participate in the annual CSBG Information Systems Survey.

The current FY 2013 forms contain 107 NPIs. The CSBG Network and ROMA Committees invested significant time and energy reviewing and updating the draft indicators for this pilot test. The result is a 35% reduction to 69 indicators. Two of these indicators will draw information from other sources within the Network, and thus do not require agency input. Of the remaining, only eight are entirely new. Thus, the majority of the piloted indicators are carried over from the current NPIs, either in direct or modified form. *These are indicated in italics.*

Note that the current list of indicators is a result of a conscious effort to demonstrate the outcomes of the Network. However, it was agreed that some outputs and service counts are still valid/necessary to collect. Thus, the indicators, as currently listed, start with those few **outputs** and then move into the **outcomes**. More information is listed in the Overview section on p. 5.

Pilot participants will submit their feedback on the draft indicators and Section E. This information, along with additional feedback gathered from ROMA committees, OCS, and other Network input will inform the final draft submitted to OCS.

Purpose

This instruction manual is intended to help agencies as they conduct a pilot review of new National Performance Indicators (NPIs).

These NPIs have been drafted through an extensive "listening" process, conducted by the NASCSP Center of Excellence, ROMA Next Generation Committees, and with participation from a wide range of individuals representing State Community Services Block Grant (CSBG) Offices, State Community Action Association staff, national partners (the Partnership, CAPLAW, Urban Institute), Regional Performance and Innovation Consortium members, and local eligible entities (hereafter referred to as Community Action Agencies or CAAs)

The purpose of the new NPIs is to assist local CAAs and state offices as they organize and report the results of their efforts using a standard set of National Performance Indicators (NPIs) of Community Action performance that tell the story about the comprehensive services and actual impact of the efforts of CAAs using CSBG and other resources.

This reporting process is an important component of the broader CSBG initiative to use results-focused management principles to revitalize and strengthen the entire CSBG Network.

Matters of Emphasis

Things that have not changed, and continue to be matters of importance:

States and local CAAs should keep in mind:

- The NPIs are about Community Action, not just those activities funded through the CSBG. Outcomes should be counted and reported from all Community Action programs and activities in the relevant program areas.
- Agencies should report outcomes only for those NPI categories in which they have supporting programs or activities. It is not expected that all CAAs will produce outcomes for all of the indicators.
- The NPIs reflect only a portion of the work and accomplishments of Community Action. This is not a complete story of the CAA network activities, but a selective sampling of what we do, intended to allow a national view of the most common outcomes that are identified across the country.
- Agencies should report outcomes not only resulting from programs and activities that they administer, but also those from participants successfully referred to partnering service providers in their community. A successful referral is one where it has been verified that the individual used the agency's referral and received a service as a result of the agency's referral.

Here is a quote from the 1998 CSBG Act to help us focus on the purpose of the funding as stated in section 672.

From: The Community Services Block Grant Act, Title VI, Subtitle B, of the Omnibus Budget Reconciliation Act of 1981, P.L. 97-35, as amended, and the COATS Human Services Reauthorization Act of 1998, P.L. 105-285

The COMMUNITY OPPORTUNITIES, ACCOUNTABILITY, AND TRAINING AND EDUCATIONAL SERVICES ACT OF 1998
TITLE II--COMMUNITY SERVICES BLOCK GRANT PROGRAM
SEC. 672. PURPOSES AND GOALS.

``The purposes of this subtitle are--

1) to provide assistance to States and local communities, working through a network of community action agencies and other neighborhood-based organizations, **for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient** (particularly families who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act

New Things

These proposed NPIs, arranged in the order presented in this document, are designed to help the CAA network talk about the continuum of service that is provided across the country, to meet the legislative mandates identified in the "Purpose and Goals" quoted above.

Per the Community Action Theory of Change, it is clear the Network believes that family and community level needs are intertwined, and must both be addressed in order to accomplish outcomes. We also believe that agency capacity must be addressed to assure high quality services that produce results.

These beliefs support the work of the Network begun with the in creation of ROMA and the Six National Goals. However, after lengthy consideration of the elements of the Six National Goals, feedback from the Network suggested changes to the language of the Goals. Also, some extension of the outcomes achieved under these goals will document our improved understanding. For instance, Goal 3 was considered to be a community level goal. Individuals who own a stake in their community help to improve the community. While this is still a foundational assumption of our work, we know now that this also improves the social networks of the individuals who are involved, and so we now have a family level indicator included under Goal 3. Likewise, in Goal 4, an agency level goal, we know that development of partnerships is a way for an agency to improve its ability to achieve results - but now we also know that the development of partnerships improves community conditions. So we now have a community level indicator as a part of Goal 4.

Note: The National Community Action Theory of Change portrays the context in which these goals and indicators are addressed by the National Community Action network. You can find the draft on the ROMA1.org website. It will be included along with final indicators that are submitted to OCS.

Overview

In this section you will find an overview of the information being requested at each level (family, community, and agency). A more detailed discussion will be found with each indicator.

Guidance for Agencies Reporting on Family Level Goals

In the past we attempted to identify the different family outcomes by asking for consideration of the context in which agencies are providing services. Goal 1 was characterized as reflecting outcomes achieved by individual and families as they moved toward self-sufficiency – specifically through obtaining or increasing earned income and the supports necessary for

increasing family resources through earned income. Goal 6 referred to outcomes achieved by vulnerable populations that are moving toward stability.

These assumptions have proved true. However, rather than a clear dichotomy between Goal 1 and Goal 6 outcomes, in our recent analysis of the actual services and results upon which the reporting is based demonstrates more of a continuum of outcomes with some overlapping contexts that make it difficult to determine in which area to report outcomes.

For example, **vulnerable populations** are identified as individuals who are limited by age or disability. While we will continue to report on outcomes achieved by this population in Goal 6, we will also ask that agencies capture the outcomes achieved by this population in Goal 1 (increase in income, decrease in utilization of benefits, or improvement in one of the domains like employment or housing).

Likewise, individuals who are moving toward self-sufficiency may experience emergency needs or have special needs for vulnerable populations within the family (children, other dependents). These outcomes will be reported in Goal 6.

This means that there does not need to be an artificial division between these outcomes within a family. We heard from the Network that this change will more clearly show the nature of network services and the accomplishments of those the network serves.

Therefore, we propose a series of indicators that start with the most critical circumstance (emergency or disaster) that requires immediate attention and moves through indicators that demonstrate our work reducing poverty, revitalizing communities and providing opportunities for families to move toward self-sufficiency.

Current data show that emergency services are provided to the highest numbers of participants (10.6 million in 2013 report). Some research shows that agencies use emergency (one time or short term services) as a way to engage participants in additional services. In fact, emergency services are often needed to first stabilize a family before an agency can help the family move toward self-sufficiency.

We have arranged the indicators for Goal 6 to be shown first, with a transition from the Goal 6 activities to Goal 1.

From there we proceed following the Goals 2 through 5 – community to agency. The final indicator in Goal 5 leads back to the beginning of the report – back to Goal 6 – as a way of showing the constant interaction and interdependence of the family, community and agency level outcomes.

Guidance for Agencies Reporting on Community Level Goals

There are two community level goals: Goal 2: *The conditions in which people with low incomes live are improved* and Goal Three: *People with low incomes own a stake in their community.*

Goal 2:

We have reworded the goal to include Community Action Agencies as the “actors” in the changes in community conditions. New proposed wording: **Community Action joins with other community stakeholders to improve the conditions in which people with low incomes live.**

Goal 2 has been revised to align our current indicators with the asset frame used by Promise Neighborhoods. Current indicators have also been refined to provide greater clarity between creating and maintaining resources.

Goal 3:

It is acknowledged that the involvement of people with low incomes in their community has a positive impact on the community. So there is a community level benefit for this involvement. This involvement will be measured by the numbers of people who are participating in either formal activities with decision-making opportunities or in non-governance community activities.

As indicated in the introduction, this involvement also has a positive impact on the individual engaged in the community – by creating what has been termed “social capital.” Individuals meet new people and make new connections that can provide them with access to different opportunities that can help them move to self-sufficiency. This is where you identify the number of volunteer hours that are contributed by individuals who are engaged in CAA programs or services. You will also be asked to do follow up with those individuals so engaged to ask if they feel they have improved their social capital. This is a family level outcome.

Guidance for Agencies Reporting on Agency Level Goals

There are two agency level goals: Goal 4: *Partnerships among supporters and providers of services are achieved* and Goal 5: *Agencies increase their capacity to achieve results.*

Goal 4:

Goal 4 revised: Based on Network input, we have reworded the goal to include Community Action Agencies as the “actors” in the establishment of the partnerships. New proposed wording: **Community Action partners with supporters and providers of services to achieve results for people with low incomes.**

It has become important, as we move to more robust performance measurement, to ask that agencies identify the *results of the partnerships*, not just the achievement of them. A count of the agency’s partnership does show the range of the support provided to the agency from various sectors of the community, but it does not identify what happened because of the partnerships. Therefore, we have added an indicator that speaks to this issue: **Community**

Action expands or maintains its ability to provide services through partnerships. The volunteer hours donated to Community Action will now be reported under this Outcome, as volunteers are a key component to agencies increasing their capacity.

In addition, as indicated in the introduction, our listening sessions and committee discussions suggested that the creation of partnerships has impact both on the agency's capacity to provide high quality services and on the community in which the partnerships are created. The wording of the goal is designed to demonstrate the agency's catalytic function in its community level work. Therefore, we have added a new community indicator in this goal: **Community services and resources are accessible and affordable for populations with low incomes or other barrier through partnerships.** It is in this indicator that we will ask for a count of partnerships and a narrative identifying changes in the community that have happened as a result of these partnerships.

Goal 5:

Goal 5 has two outcomes. The first is: **Community Action Agencies deliver high-quality services.**

This outcome will continue to include questions about the capacity of staff working in CAAs. However, instead of asking agencies to report on Certified Community Action Professionals (CCAP) and Nationally Certified ROMA Trainers (NCRT), we will get these counts from our national partners. There are blank spaces for agencies to report on other credentials they feel demonstrate staff quality (such as Early Childhood Certifications for Head Start Staff, Housing Counseling Certifications, etc.) and we will analyze the information to see how it can be incorporated into the national report.

Our committees felt it was necessary to include a cross walk with the Organizational Standards in this goal, as one of the purposes of the Standards is to demonstrate that CAAs are high-quality organizations. However, as we do not yet know exactly how the Organizational Standards will be implemented, we added an indicator that is a placeholder.

The second outcome acknowledges the primary reason for agency capacity to be developed: **Community Action achieves results.** This comes at the end of the series of indicators, and refers back to the range of indicators in the overall report.

GOAL 6: People with low incomes, especially vulnerable populations, become more stable.

Goal 6 is being listed first for the pilot indicators to better show the continuum of services available to the most vulnerable (Goal 6) to the most self-sufficient (Goal 1) families with low-incomes. Goal 6 addresses the need to move vulnerable people toward stability.

Outcome 6.1

GOAL 6: People with low incomes, especially vulnerable populations, become more stable.

Outcome 6.1: People with low incomes who receive single or short-term services to improve status.

**Note: the indicators below would be service counts, not identified as an outcome*

The number of individuals who receive temporary emergency assistance

Agencies that meet the emergency needs of low-income individuals through the provision of services and resources should report outcomes for this performance indicator. This includes agencies that offer language translation assistance to enable individuals to secure services to meet an emergency need. These services can be for reoccurring situations as well as one-time services.

Number	Indicator	Unit to Report
6.1.1	The number of individuals who receive temporary emergency assistance	Unduplicated count of individuals who received one or more of the services listed in a-e below
6.1.1a	<i>The number of individuals who receive emergency food</i>	<i>Unduplicated count of individuals</i>
6.1.1b	<i>The number of individuals who receive emergency fuel or utility payments funded by LIHEAP or other public and private funding sources</i>	<i>Unduplicated count of individuals</i>
6.1.1c	<i>The number of individuals who receive emergency rent or mortgage assistance</i>	<i>Unduplicated count of individuals</i>
6.1.1d	<i>The number of individuals who receive emergency temporary shelter</i>	<i>Unduplicated count of individuals</i>
6.1.1e	<i>The number of individuals who receive assistance in other emergency situations</i>	<i>Unduplicated count of individuals</i>

In NPI 6.1.1, agencies are asked to provide information that supports the outcome of “achievement of family stability,” as defined by “reduction or elimination of an emergency need” in this indicator. The receipt of assistance for an emergency need is considered a proxy for the actual outcome.

So, for example, receipt of emergency food is a proxy for "reduction of hunger," and receipt of rental or mortgage assistance is a proxy for "families remain in home".

Agencies should report the results of those services and resources that are provided to meet immediate, short-term needs of low-income individuals. Agencies who provide services to individuals who

experience reoccurring situations that they characterize as emergencies should consider the results of these services in the continuum of care that can move a family first to stability and then to self-sufficiency. A broad range of Community Action activities could generate outcomes to be reported under this performance measure. These include direct tangible assistance, vendor payments, or other relief.

Among the most common activities are:

- Emergency food distribution, including pantries, soup kitchens, food cupboards;
- Emergency fuel or utility assistance, for those facing utility shut off or lack of fuel
- Emergency rent or mortgage payments for those who are at risk of loss of housing (facing eviction or foreclosure) as a result of a personal emergency (for example: loss of job, illness of wage earner or other family member, theft of resources, fire, housing condemned), community wide emergency or natural disaster (flooding, earthquake, etc);
- Emergency shelter for the homeless (could be temporary homelessness as a result of disaster)

Other emergencies (6.1.1e) include, but not limited to the below list. Note, if an individual receives several of these *other emergency* services, they would still be reported only once in 6.1.1e, as agencies are reporting an unduplicated count of individuals.

- Emergency medical care, including mental health and drug abuse crisis intervention
- Emergency Transportation – those situations in which individuals receive bus tokens, taxi vouchers, a loaned automobile, van service, or some other form of transportation to meet immediate and temporary needs caused by the loss of existing transportation due to accident, mechanical failure, theft, or natural disaster. *This is NOT the area to report routine transportation services of a non-emergency nature. Those services will be reported in 6.1.2.*
- Emergency medical care at a CAA clinic or health facility for injuries that have resulted from an accident or natural disaster; or Emergency medical care provided by a health care provider or facility in the community as a result of referral and/or payment from Community Action.
- Emergency Protection from Violence – assistance in securing emergency protection for adults and/or children from real or potential sources of physical and emotional abuse.
 - Assistance in obtaining emergency restraining orders or other form of legal protections against physical and emotional abuse and other forms of violence within families or within the community;
 - Assistance in obtaining emergency child protective interventions, court orders, or placements.
- Emergency Legal Assistance
 - Individuals that receive emergency immigration assistance or representation by the agency or a partnering organization;
 - Individuals that receive emergency legal and financial management assistance when a family member is at risk of incarceration for failure to meet court-ordered or other financial obligations;
 - Individuals that receive emergency legal assistance and intervention when they are at risk of imminent eviction from their place of residence, foreclosure, interruption in essential utility service, or suspension of life-sustaining services or resource supports.

- Emergency Clothing – While there are many ways in which CAAs distribute emergency clothing to needy individuals, including clothing vouchers, sets of clothing, and individual pieces of clothing, please provide the number of individuals receiving such assistance, not the number of units of clothing they received.
- Disaster Relief – Community Action disaster relief could include, but is not limited to, those situations in which individuals receive services and resources to meet needs resulting from natural or man-made disasters, such as fire, flooding, extreme weather, or acts of terrorism.

How to Report for NPI 6.1.1

It is understood that individuals may receive more than one type of assistance. Such individuals may be counted in multiple sub-indicators of NPI 6.1.1, but only once in each sub-indicator. Individuals who receive one type of assistance multiple times may not be counted more than once in a single category.

The information sought here is an unduplicated count of the number of individuals receiving assistance. Follow up is not required for this item. This item is a service count. Note: at item 6.4.1, agencies will be asked for the unduplicated count of the families who have become more stable from the receipt of the assistance. Indicator 6.4.1, which does require follow-up, reflects the outcome of the service reported in 6.1.1.

Note: The count in this section is "individuals." If an agency serves families, there should be an attempt to identify the number of individuals in the family for this count. Absent actual records of the number of individuals receiving service, they will be reported as “individuals” using the following conversion calculation: Multiply: 3.14 by the number of families receiving emergency services. (The most recent U.S. Census Bureau survey reported that 3.14 was the average U.S. family size.)

In NPI 6.1.2 and 3, agencies are asked to provide information that supports the outcome of “linkages with services to achieve family stability.”

Number of Rides Provided

Report the number of rides provided - this is a service county only.

Number	Indicator	Unit to Report
6.1.2	Number of Rides Provided	Total number of rides provided

This item is included here to show the scope of the service provided by the network. If the agency provides emergency transportation, please count the number of individuals who received this service under 6.1.1e. Please count the number of individuals who secured routine transportation in Outcome 1.3.

Number of Information and Referral Calls

Report the number of information and referral calls - this is a service count only.

Number	Indicator	Unit to Report
6.1.3	Number of Information and Referral Calls	Total number of I&R calls

Information and Referral Calls are not usually (typically) identified with specific callers. This service is provided by many CAAs as a way to assist help seekers as they are looking for resources to meet a range of needs - which may be emergency or be of a more comprehensive nature. We heard from the Network that it is important for us to show the scope of the services provided in this activity, even if we are unable to connect the service with outcomes.

Outcome 6.2

GOAL 6: People with low incomes, especially vulnerable populations, become more stable.
Outcome 6.2: People with low incomes secure cash assistance or public benefits to stabilize family.

National Performance Indicators under Outcome 6.2 are included to tell the story about the number of families who are connected to benefits so that they are able to meet basic needs.

NEW INDICATORS

Number	Indicator	Unit to Report
6.2.1	The number of families who report receipt of new benefits to stabilize the family	Unduplicated count of families
6.2.2	The number of families who move from "no income" to another income category	Unduplicated count of families

These outcomes request a count of the number of families rather than individuals.

For 6.2.1, report the unduplicated count of families who received new benefits, from those listed in Section G Item 14.

For 6.2.2, report the unduplicated count of families who moved from the zero income sources in Section G Item 14b, to any other income category listed in Section G Item 14c-l.

Outcome 6.3

GOAL 6: People with low incomes, especially vulnerable populations, become more stable.
Outcome 6.3: Vulnerable populations achieve improved status or conditions in one of the following:

Number	Indicator	Unit to Report
6.3.1	The number of children who increase school readiness	Unduplicated count of children

6.3.2	<i>The number of children and youth achieve or improve school success</i>	<i>Unduplicated count of children and youth</i>
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The unit to count for 6.3.1 is *unduplicated children for whom an increase in school readiness has been documented*. The unit to count for 6.3.2 is *unduplicated children and youth for whom an increase in some aspect of school success has been documented*. This is not limited to academic success, but can also include such things as social, athletic, and behavior outcomes. CAA programs serving infants and children have a variety of tools that they use to observe and document increases in elements of school readiness and school success. These will differ from program to program, so agencies should have their definitions and measurement tools available for review. As the data are collected and analyzed, it will become possible to establish standardized national definitions and measures.

Among the more common CAA programs and activities that would produce outcomes for children and youth, to be reported under this performance indicator are:

For Infants and Children:

- Head Start (including Early Head Start);
- State-funded pre-school child development programs;
- CSBG-funded child development/child care programs;
- TANF-funded child care programs;
- Social Services Block Grant (SSBG) supported child care/development programs;
- Employer-based child care/child development programs serving the children of agency employment program participants;
- Pre-school enrichment or developmental programs operated by partnering organizations within the community to which children of agency program participants are referred and served, including faith based organizations;
- Agency clinic or other early childhood health screen and immunization services provided directly or through referral; and
- Agency early childhood nutrition programs, including those focused on food distribution or supplementation, nutrition instruction and other parental skill building.

For Youth:

- Before-and after-school recreational or enrichment programs for school-aged youth;
- Mentoring programs for at-risk youth;
- Youth counseling and peer support group activities;
- Family counseling;
- Substance abuse prevention programs;
- Teen pregnancy and STD prevention programs;
- Educational skill enhancement programs;
- After-school and summer youth employment training and placement programs;
- Food and nutrition assistance and instructional programs; and
- Anger management and conflict resolution instruction.

Number	Indicator	Unit to Report
6.3.3	<i>The number of families for whom safe, high quality care was obtained for children or other dependents</i>	<i>Unduplicated count of families</i>

Vulnerable dependents (infants, children, youth, individuals with disability, seniors) in families with low income are sometimes at risk of inadequate care - either as a result of activities of adult family members (family member must be away from the home for some reason - could be for school age children and youth at times such as before or after school or evenings, weekends or summer; could be for infants or other dependent if family member is seeking training, employment, treatment for medical or other issue) or for respite of the care giver.

This item is about the family becoming stronger with the support of quality care for children or other dependents. It is about protecting the vulnerable populations.

This item asks for a count of families for whom care produces or maintains stability.

Number	Indicator	Unit to Report
6.3.4	<i>The number of seniors who maintain maximum feasible independence</i>	<i>Unduplicated count of seniors</i>
6.3.5	<i>The number of Individuals with disabilities who maintain maximum feasible independence and productivity</i>	<i>Unduplicated count of individuals with disabilities</i>

Agencies are asked to report the number of senior citizens and individuals with disabilities who continue to live independently (that is, not institutionalized) during the reporting period as a result of receiving one or more services from Community Action or from partnering organizations. CAAs with programs or activities that help senior citizens and individuals with disabilities continue to live safe and functional lives outside of an assisted care or nursing home facility should report information for these performance indicators.

The unit to report in 6.3.4 is the number of seniors who are able to participate in activities (such as congregate meal settings, workshops, group outings, foster grandparent services) as well as seniors who need support with housekeeping, laundry, grocery shopping, or those seniors who require attendant care – for whom independence is documented. The unit to report in 6.3.5 is the number of individuals with disabilities for whom maintenance of independence or productivity is documented.

Activities that contribute to successful independent living among seniors and individuals with disabilities to be counted and reported for this performance indicator may be provided on an ongoing basis, episodically, or in response to an emergency. They may be provided as “stand alone” services, or as part of a coordinated service strategy.

A broad range of Community Action activities could generate outcomes to be reported under this performance measure. Among the most common activities are:

- In-home assistance, including Meals on Wheels, visiting nurses, allied health

- professionals or social workers, respite care for family members or others;
- Congregate meals, recreational or social activities;
- Community participation and contribution (i.e. foster grandparent programs, educational mentoring);
- Transportation services, including van or bus service, car maintenance and repair;
- Legal aid and benefits assistance/counseling;
- Home management assistance, including cleaning services, property maintenance, and financial counseling;
- Housing rehabilitation, renovation, weatherization, or energy assistance;
- Medical care, including mental health treatment, family counseling;
- Physical exercise and rehabilitation assistance;
- Medications monitoring and management; and
- Supplementary food distribution and nutrition counseling.

How to Report for NPI 6.3.4 and 6.3.5

Report the unduplicated number of seniors or individuals with disabilities who remain independent, not the number of times they experience interventions or receive services. The total number of services provided is not to be included in this section.

Disabled seniors may be reported twice, once under 6.3.4 and again under 6.3.5.

Outcome 6.4

GOAL 6: People with low incomes, especially vulnerable populations, become more stable.

NEW INDICATORS

This outcome is to be considered a transition from stability to self sufficiency. The families who report their success (requires follow up of services producing reporting in Outcomes 6.1, 6.2 and 6.3) and who indicate this success has enabled them to move to self-sufficiency.

Number	Indicator	Unit to Report
6.4.1	The number of families who report they have become more stable through services of the CAA or through referrals for service	Unduplicated number of families
6.4.2	The number of families who have entered a self-sufficiency program or service	Unduplicated number of families

The pool of families that the agency will draw from when reporting on these indicators are those who received services related to Outcomes 6.1, 6.2, and 6.2. Agencies do not have to have a specific program

called “self-sufficiency program” in order to report families becoming more stable (6.4.1) or who are on a path toward self-sufficiency by the support of multiple other programs (6.4.2). Many agencies have services that they offer to provide change in status in one of the domains identified in Goal 1, and it is a transition to one of these services that may be included here.

Goal 1: Low-Income People Become More Self-Sufficient

Goal 1 continues in the continuum of reporting outcomes that help people with low incomes who have reached stability and continue to move toward self-sufficiency.

Outcome 1.1

GOAL 1: People with low incomes become more self-sufficient.

Outcome 1.1: People with low incomes increase family income as they move out of poverty.

As noted at the beginning of the instructions, even though the new indicators are being piloted for only a quarter, it is clear that the indicators require that data collection must be done at multiple points in time. Going forward that may be semi-annually or quarterly, at the beginning and ending of services, or other intervals for all the indicators referring to an increase or other change. In order to document a change, there must be both an initial determination of circumstance and a follow up that includes the evidence of a change. This follow up to document change is necessary to meet the intent of GPRA modernization and other federal guidelines that inform proof for all federal programs to demonstrate effectiveness.

Number	Indicator	Unit to Report
1.1.1	Of the families who are receiving services to become more self-sufficient, the number of families who move up on the FPG scale.	Unduplicated number of families

While income is not the only factor in families becoming self-sufficient, it is a critical element. This indicator requires information on families who are receiving services to become more self-sufficient who have increased their income as a result of those services from the agency or its partners.

Outcome 1.2

GOAL 1: People with low incomes become more self-sufficient.

Outcome 1.2: People with low incomes decrease reliance on cash assistance or public benefits.

The indicators for Outcome 1.2 document two key element of a move toward self-sufficiency: acquisition of earned income (as reported by a change in income source) and a decrease in reliance on benefits. These are measures of *how* families are becoming more self-sufficient.

Number	Indicator	Unit to Report
1.2.1	Of the families who are receiving services to become more self-sufficient, the number of families who move to “Employment Only” or “Employment & Other” from any other income source category.	Unduplicated number of families
1.2.2	Of the families who are receiving services to become more self-sufficient, the number of families who report a	Unduplicated number of families

	decrease in reliance on cash assistance or public benefits because they are able to meet family needs without these supports.	
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For indicator 1.2.1, the families who are stable and moving toward self-sufficiency have acquired employment income, or have accessed other income supports as a result of Community Action assistance. In Section G, they would have previously been reported under Item 14j Employment Only. But now with the assistance of the agency, have secured other income supports such as TANF or unemployment insurance.

Families reported in indicator 1.2.2 have moved to the next level of self-sufficiency, by not needing TANF or other cash assistance/public benefits, as a result of the support they have received from the local agency.

Outcome 1.3

GOAL 1: People with low incomes become more self-sufficient.

Local CAAs that provide services to people with low incomes that enable the family to gain or retain employment and/or improve income their family circumstances should report the results of these activities under the various subcategories of Outcome 1.3. These supporting services often make the difference between success and failure in a low-income family’s efforts to become more self-sufficient.

Outcomes reported under Outcome 1.3 may be achieved as part of free standing activities within an agency or in the context of a case-managed, service-coordinated initiative designed to promote self-sufficiency of families.

Most of these indicators had previously been joined together with obtained or maintained a certain situation. Those elements have been separated into distinct indicators that will allow for a better understanding of family circumstances.

Employment, Transportation, Health, and Housing

Number	Indicator	Unit to Report
	EMPLOYMENT	
1.3.1a	<i>The number of individuals who were unemployed and obtained a job or become self-employed.</i>	<i>Unduplicated number of individuals</i>
1.3.1b	<i>The number of individuals who were employed and improved employment benefits</i>	<i>Unduplicated number of individuals</i>
1.3.1c	<i>The number of individuals who were employed and maintained a job for at least 90 days</i>	<i>Unduplicated number of individuals</i>
	TRANSPORTATION	
1.3.2a	<i>The number of individuals who obtained reliable transportation</i>	<i>Unduplicated number of individuals</i>
1.3.2b	<i>The number of individuals who obtained driver's</i>	<i>Unduplicated number of individuals</i>

	<i>license</i>	
	HEALTH	
1.3.3a	<i>The number of families who obtained health care services</i>	<i>Unduplicated number of families</i>
1.3.3b	The number of families who secured health care insurance	<i>Unduplicated number of families</i>
	HOUSING	
1.3.4a	<i>The number of homeless or near homeless families who obtained safe and affordable housing</i>	<i>Unduplicated number of families</i>
1.3.4b	<i>The number of families who maintained safe and affordable housing for 90 days.</i>	<i>Unduplicated number of families</i>
1.3.4c	<i>The number of families who achieved home ownership</i>	<i>Unduplicated number of families</i>

Note that most of these indicators are in italics, meaning they have been carried over from the current NPI reporting system. Two of these items that were modified have the edited information in red, to draw attention.

NPI 1.3.4a adds the language “homeless or near homeless” when talking about outcomes for families obtaining safe and affordable housing. People who move from homelessness into safe housing; and families who were in unstable, unsafe, or unaffordable housing who were at risk of losing their housing can be reported here.

NPI 1.3.4b asks for families who maintained their safe and affordable housing *for 90 days* or more. Previously there was no time frame.

Indicator 1.3.3b – securing health care insurance – (NEW).

Income Management and Asset Development

Local agencies that help participants increase financial assets and/or their ability to manage and utilize resources should report outcomes under NPI 1.3.5.

Number	Indicator	First Unit to Report	Second Unit to Report
	INCOME MANAGEMENT & ASSET DEVELOPMENT		
1.3.5a	<i>Number of individuals demonstrating ability to complete and maintain a budget for 90 days</i>	<i>Unduplicated number of individuals</i>	<i>n/a</i>
1.3.5b	<i>Number of families who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments</i>	<i>Unduplicated number of families</i>	<i>Total expected aggregated dollar amounts</i>
1.3.5c	<i>Number of families in tax preparation programs who applied for any type of Federal or State tax credit and the expected aggregate dollar amount of credits</i>	<i>Unduplicated number of families</i>	<i>Total expected aggregated dollar amounts</i>
1.3.5d	<i>Number of individuals who increased savings through an Individual Development Account (IDA) or other savings account</i>	<i>Unduplicated number of individuals</i>	<i>n/a</i>

Note that two indicators, 1.3.5b and 1.3.5c, ask for total expected aggregated dollar amounts. The language in indicator 1.3.5c previously asked about families who *qualified for* tax credits.

Education and Training

Local agencies that help people with low-incomes to move toward self-sufficiency via education and training should report outcomes under NPI 1.3.6.

Number	Indicator	Unit to Report
	EDUCATION & TRAINING	
1.3.6a	<i>The number of individuals who obtained skills/competencies required for employment</i>	<i>Unduplicated number of individuals</i>
1.3.6b	<i>The number of individuals who improved basic or secondary academic skills (ABE or GED) and received certificate or diploma</i>	<i>Unduplicated number of individuals</i>
1.3.6c	<i>The number of individuals who completed postsecondary education program and obtained certificate or diploma</i>	<i>Unduplicated number of individuals</i>

1.3.6a Obtained skills/competencies required for employment

Examples:

- WIA-funded CAA program in which participants complete course work and receive certification for a specific type of job, such as computer systems design, emergency medical assistance, public safety, child care, cosmetology or physical fitness.
- A Community Action Agency partnership with a local trade organization in which participants complete formal work apprenticeships and receive certification or licensure in that trade.

1.3.6b Completed ABE/GED and received certificate or diploma

Examples:

- Through CAA partnerships with the local schools, participants in a case-managed self-sufficiency program supported by several federal, state, and local programs earn a GED as part of their preparation for entering initial employment.
- CAA participants complete adult basic education courses in English language proficiency financed by CSBG or by Refugee Resettlement Program funds to improve their employment opportunities and income.

1.3.6c Completed postsecondary education program and obtained certificate or diploma

Examples:

- Parents of children in a Head Start program earn post-secondary degrees as a result of
- Community Action support and thereby meet both ROMA targets and Head Start economic empowerment goals.
- Participants in CAA coordinated service self-sufficiency programs earn postsecondary education degrees as a result of financial planning, student loan and Federal grant assistance from the agency and TANF-supported child care or transportation subsidies.

Family Development

The final piece of the Outcome 1.3 regarding people with low-incomes who improve their status or quality of life is about family development.

Number	Indicator	Unit to Report
	FAMILY DEVELOPMENT	
1.3.7a	<i>The number of parents and other adults who learn and exhibit improved parenting skills</i>	<i>Unduplicated number of individuals</i>
1.3.7b	<i>The number of parents and other adults who obtained skills/competencies required for family functioning (i.e. nutrition, housing, cleanliness, etc.)</i>	<i>Unduplicated number of individuals</i>

Improved parenting skills (1.3.7a) include helping parents demonstrate improved ability to:

- Communicate with their children;
- Establish and maintain appropriate structure, boundaries, and common expectations within the family; and
- Reduce the incidence of physical or emotional abuse through better anger management and alternative approaches to parent-child conflict resolution.

Improved family functioning skills (1.3.7b) include helping parents and other adults demonstrate improved functioning in areas including:

- Nutrition
- Housing
- Household maintenance (such as to maintain safety and cleanliness)

Goal 2: Community Action joins with other community stakeholders to improve the conditions in which people with low incomes live.

Goal 2 has been revised to align our current indicators with the asset frame used by Promise Neighborhoods. Current indicators have also been refined to provide greater clarity between creating and maintaining resources. The way the indicators are organized is new, the indicators themselves are not.

Outcome 2.1

Goal 2: Community Action joins with other community stakeholders to improve the conditions in which people with low incomes live.

Outcome 2.1: Community Action joins with other community stakeholders to improve or create the following assets in neighborhoods with low incomes:

Note that all of the indicators below in Outcome 2.1 already exist in the current NPIs in a similar form. The main modification has been to separate the opportunities created and the opportunities saved into distinct indicators.

The criterion for determining whether a project should to be included under these indicators is whether the facilities, services, opportunities, resources, etc. were developed with significant investments by the CAA. “Significant” means the agency has invested personnel, funding, or facilities at a substantial and sustained level relative to the project size. In other words, any other partners in the initiative should have no hesitation in identifying the CAA involvement as a major factor in the initiative’s success.

Number	Indicator	Unit to Report
2.1.1	DEVELOPMENTAL ASSETS – These are assets that allow residents to attain the skills needed to be successful in all aspects of daily life (e.g., educational institutions, early learning centers, and health resources).	
2.1.1a	Accessible and affordable health care services/facilities created	Services/facilities created
2.1.1b	Accessible and affordable health care services/facilities saved from reduction or elimination	Services/facilities saved
2.1.1c	Accessible safe and affordable child care or child development placement opportunities created	Opportunities created
2.1.1d	Accessible safe and affordable child care or child development placement opportunities saved from reduction or elimination	Opportunities saved
2.1.1e	Accessible before-school and after-school program placement opportunities created	Opportunities created

2.1.1f	<i>Accessible before-school and after-school program placement opportunities saved from reduction or elimination</i>	<i>Opportunities saved</i>
2.1.1g	<i>Accessible educational and training placement opportunities created, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education</i>	<i>Opportunities created</i>
2.1.1h	<i>Accessible educational and training placement opportunities saved from reduction or elimination, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education</i>	<i>Opportunities saved</i>
2.1.2	COMMERCIAL ASSETS – These assets are associated with production, employment, transactions, and sales (e.g., labor force and retail establishments).	
2.1.2a	<i>Increase in the availability of commercial services within low-income neighborhoods</i>	<i>Services increased</i>
2.1.2b	<i>Preservation of commercial services within low-income neighborhoods</i>	<i>Services preserved</i>
2.1.3	RECREATIONAL ASSETS –These assets create value in a neighborhood beyond work and education (e.g., parks, open space, community gardens, and arts organizations).	
2.1.3a	<i>Increase in the availability of community facilities</i>	<i>Facilities increased</i>
2.1.3b	<i>Preservation of community facilities</i>	<i>Facilities preserved</i>
2.1.3c	<i>Increase in neighborhood quality-of-life resources</i>	<i>Resources increased</i>
2.1.3d	<i>Preservation of neighborhood quality-of-life resources</i>	<i>Resources preserved</i>
2.1.4	PHYSICAL ASSETS - These assets are associated with the built environment and physical infrastructure (e.g., housing, commercial buildings, and roads).	
2.1.4a	<i>Safe and affordable housing units created in the community</i>	<i>Housing units created</i>
2.1.4b	<i>Safe and affordable housing units improved in the community through construction, weatherization or rehabilitation achieved by Community Action activity or advocacy</i>	<i>Housing units improved</i>
2.1.4c	<i>Accessible new transportation resources, including public or private transportation</i>	<i>Resources created</i>
2.1.4d	<i>Accessible expanded transportation resources, including public or private transportation</i>	<i>Resources expanded</i>
2.1.4e	<i>Accessible transportation resources saved from reduction or elimination, including public or private transportation</i>	<i>Resources saved</i>
2.1.5	SOCIAL ASSETS - These assets establish well-functioning social interactions (e.g., public safety).	

2.1.5a	<i>Increase in the availability of community services to improve public health and safety</i>	<i>Services increased</i>
2.1.5b	<i>Preservation of community services to improve public health and safety</i>	<i>Services preserved</i>

It has become important, as we move to more robust performance measurement, to ask that agencies identify the *results of partnerships*, not just the achievement of them. A count of the agency’s partnership does show the range of the support provided to the agency from various sectors of the community, but it does not identify what happened because of the partnerships. Therefore, based on Network feedback we added an indicator that speaks to this issue:

Community Action expands or maintains its ability to provide services through partnerships.

Indicator 4.2.1 – *services available because of partnerships* – (NEW).

The volunteer hours donated to Community Action will now be reported under this outcome, in indicator 4.4.2, as volunteers are a key component in agencies increasing their capacity.

Number	Indicator	Unit to Report
4.2.1	Number of services that are available to Community Action Agency customers because of partnerships	Services
4.2.2	<i>Number of volunteer hours donated to the agency by the public</i>	<i>Volunteer hours</i>

Goal 5: Agencies increase their capacity to achieve results.

Goal 5 has two outcomes. The first is: **Community Action Agencies deliver high-quality services.**

Outcome 5.1

Goal 5: Agencies increase their capacity to achieve results.
Outcome 5.1: Community Action Agencies deliver high-quality services.

One way to document how agencies increase their capacity to achieve results is by providing a snapshot that shows the extent of the human capital resources available to CAAs and to the community. This outcome will continue to include questions about the capacity of staff working in CAAs. However, instead of asking agencies to report on Certified Community Action Professionals (CCAP) and Nationally Certified ROMA Trainers (NCRT), we will get these counts from our national partners.

There are blank spaces in indicator 5.1.1 for agencies to report other credentials agencies feel demonstrate staff quality (such as Early Childhood Certifications for Head Start Staff, Housing Counseling Certifications, etc.) and we will analyze the information to see how it can be incorporated into the national report.

Indicator 5.1.2 – organizational standards met by the CAA – (NEW).

Our committees suggested a cross walk with the Organizational Standards in this goal, as one of the purposes of the Standards is to demonstrate that CAAs are high-quality organizations. However, as we do not yet know exactly how the Organizational Standards will be implemented, we added an indicator that is a placeholder.

Number	Indicator	Unit to Report
5.1.1	Staff, volunteers, and board members have the skills required to achieve results as measured by having credentials and/or nationally recognized certifications. (Note: ROMA and CCAP information will be collected from national organizations.)	NO REPORTING NECESSARY BY AGENCIES. ROMA AND CCAP INFO WILL BE GATHERED FROM NATIONAL ORGANIZATIONS
	Other Credentials or Nationally Recognized Certifications	Number and name of credentials or nationally recognized certifications
5.1.2	The number of Organizational Standards met by the CAA (Note: at the state aggregation level, this will include the number of CAAs reporting and the number of standards for each.)	NO REPORTING NECESSARY BY AGENCIES. THE STANDARDS ARE UNDER REVIEW BY OCS.

Outcome 5.2

Goal 5: Agencies increase their capacity to achieve results.

Outcome 5.2: Community Action achieves results.

The second outcome acknowledges the primary reason for agency capacity to be developed:

Community Action achieves results. This comes at the end of the series of indicators, and refers back to the range of indicators in the overall report.

Outcome 5.2 is under development. It currently has no indicators and thus requires no reporting by pilot agencies.

Section E

Section E collects information on how CSBG dollars were expended during the reporting period.

Table 1 Consists of 13 categories for CSBG expenditures. Note there is no longer an “Other” category. Feedback by ROMA Center committees indicated that these expanded areas should capture ALL areas covered with CSBG expenditures, including discretionary CSBG expenditures. Do not duplicate expenditure reporting in Table 1. Choose the category that best describes the service or program, and report the CSBG expenditures only once.

Table 1: Total amount of CSBG funds expended

Service Category	CSBG Funds expended during the reporting period
1. Employment	
2. Education	
3. Income Management	
4. Housing	
5. Emergency Services	
6. Nutrition	
7. Linkages/ Partnerships	
8. Self Sufficiency/ Case Management	
9. Health	
10. Disaster Assistance	
11. Org Capacity - Maximum Feasible Participation	
12. Org Capacity - Vision and Direction	
13. Org Capacity - Operations and Accountability	
Totals	\$0

Below is guidance for reporting on new or updated categories:

Emergency Services – This would capture the work of Community Action to respond to family emergencies. It would include such things as emergency fuel assistance and rent assistance.

Disaster Relief (NEW) – This would capture the work of Community Action preparing for and during disasters. It would reflect community level work. As such, it would not be about people with low incomes only.

Self-Sufficiency – This would capture the work of Community Action’s direct case management work. It would also capture Community Action’s formal family development/self-sufficiency programs that provide a continuum of assistance.

Linkages – This would capture the work of Community Action around partnership and coalition building.

Note there is no separate reporting of CSBG funds used for administrative purposes. Some CSBG-funded activities that are commonly thought of as administrative can be captured in the new Organizational Capacity categories. These are based on the three thematic groups of the draft [Organizational Standards](#). The nine categories within those groups are listed below.

Maximum Feasible Participation

- Consumer Input and Involvement
- Community Engagement
- Community Assessment

Vision and Direction

- Organizational Leadership
- Board Governance
- Strategic Planning

Operations and Accountability

- Human Resource Management
- Financial Operations and Oversight
- Data and Analysis

Table 2 is included in response to Congressional interest in programs for two specific groups: youth and seniors. Youth and senior programs are those primarily directed at program participants in those two age categories. For these services, information is requested describing the number of agencies reporting and the amount of CSBG funds expended. All CSBG funding reported in Table 2 should be extracted from data already included in Table 1, i.e. youth and senior programs should be reported under the CSBG service categories in Table 1, as well as in Table 2.

Table 2: Of the funding listed in Table 1: Funds for Services by Demographic Category

Demographic Category	CSBG Funds
1. Youth (Individuals aged 12 to 18)	
2. Seniors (Individuals aged 55 and up)	