



NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

ROMA Next Generation

PRESENTERS

Office of Community Services (OCS)

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ROMA NEXT GENERATION

WHY ROMA NG?

- ROMA NG will help Community Action at local, state and national levels shift to a **culture of continuous learning** rather than a compliance and reporting culture.
- ROMA NG is a system for **continuous quality improvement** to enable the network to measure, analyze and communicate performance.
- Ultimately, ROMA NG will help the CSBG Network **generate robust results** for individuals with low-incomes and the communities served.

WHY ARE WE DOING THIS? | WHY NOW?

- Back to purpose -- **improve results** for individuals and families with low incomes and communities
- Part of the larger **Performance Management Framework**
 - A “complete package” of **Local, State, and Federal Accountability**
 - ROMA NG allows for progress on **data modernization, infrastructure, and capacity for analysis**
 - Positions CSBG and Community Action as **model of national performance management**
- Enhanced credibility

WHERE ARE WE? | WHERE ARE WE GOING?

Where we are . . .

- CSBG IS minor changes since ROMA added
- Varying data quality and analysis
- No picture of services and strategies
- No picture of new service recipients

Where we are going . . .

- Updated report across all modules
- Infrastructure for multi-level analysis
- Multi-level information of services & strategies
- Multi-level information on new service recipients

WHERE ARE WE? | WHERE ARE WE GOING?

Where we are . . .

- No data on State and Federal accountability measures
- No data on Org. Standards
- Very thin data on community level efforts
- No ability to show community level work over multiple years
- Not OMB Cleared

Where we are going . . .

- Results on State and Federal accountability
- Results on Organizational Standards
- Added Community Indicators
- Space to report community level work over time
- 3-year OMB Clearance

CONTINUOUS IMPROVEMENT | THE NEXT WAVE

- In 1993, the Government Performance and Results Act (GPRA) established the requirement that Federal programs engage in performance management activities such as setting performance goals, measuring results and reporting progress.
- GRPA launched a performance management wave in the public and private sector that resulted in the reporting of results externally, to funders and other stakeholders.

GRPA | MODERNIZATION ACT

- **In 2010, the GPRA Modernization Act set new expectations for Federal agencies and leaders to:**
 - set clear and ambitious goals;
 - measure, analyze and communicate performance information to identify successful practices to spread and problematic practices to prevent or correct; and
 - frequently conduct in-depth performance reviews to drive progress on the agencies priorities.

GRPA | MODERNIZATION ACT

- GPRA Modernization reflects the most recent wave in performance management.
- This latest reform wave calls for focusing on **analyzing data** on results and **using information to improve programs** and the outcomes achieved, **rather than merely reporting to outside stakeholders**

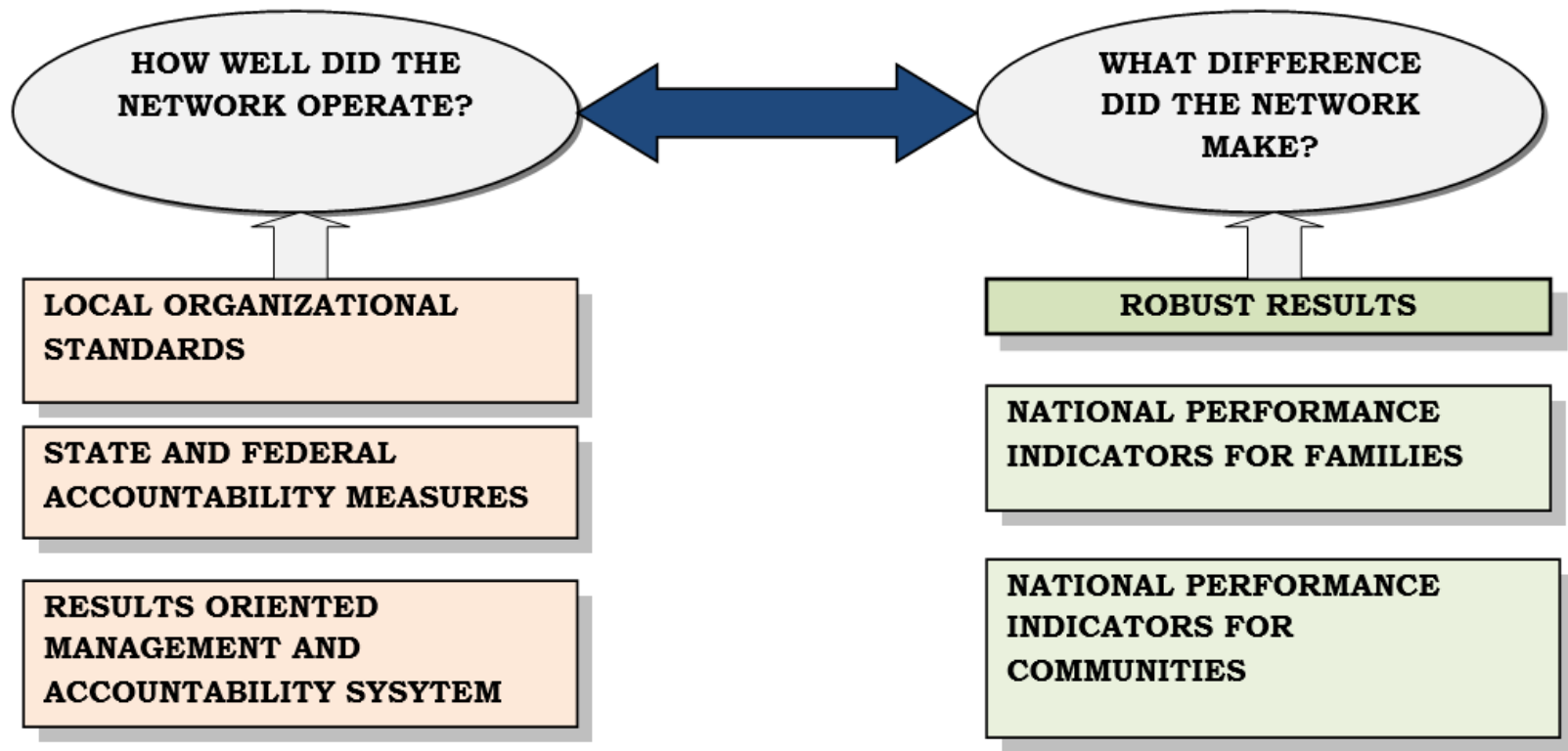
IMPROVED PERFORMANCE MANAGEMENT

“Our goal is to create a performance management framework that encourages good management and innovation without fear of penalty for failing to achieve every ambitious target that has been set but with heightened pressure to achieve breakthrough gains on priorities.”

OMB, M-11-17, April 14, 2011 Executive Office of the President of the United States, Delivering on the Accountable Government Initiative and Implementing the GPRA Modernization Act of 2010.

PERFORMANCE MANAGEMENT FRAMEWORK

PERFORMANCE MANAGEMENT



THEORY OF CHANGE

WHAT IS IT?

THEORY OF CHANGE

- The National Community Action TOC is the articulation of the underlying beliefs and assumptions that guide a service delivery strategy.
- It identifies the “why” and the “how” of the activities undertaken and it identifies the “what” of change and improvement produced.

The National Community Action Network Theory of Change

Community Action Goals



Individuals and families with low-incomes are stable and achieve economic security.



Communities where people with low-incomes live are healthy and offer economic opportunity.



People with low-incomes are engaged and active in building opportunities in communities.

Services and Strategies



Health Assessment



Housing Placement



Basic Needs Provision



Employment Counseling



Educational Programs



Policy Change



Community Development



Partnerships



Collective Impact

Community Action Core Principles

- Local needs drive local solutions
- Individual, family and community success are interconnected
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal and community resources
- Advocate for systemic change

Performance Management



A national network of over 1,000 high-performing Community Action Agencies, State offices, and Federal partners mobilizing communities to fight poverty, and supported by Community Services Block Grant (CSBG) dollars.

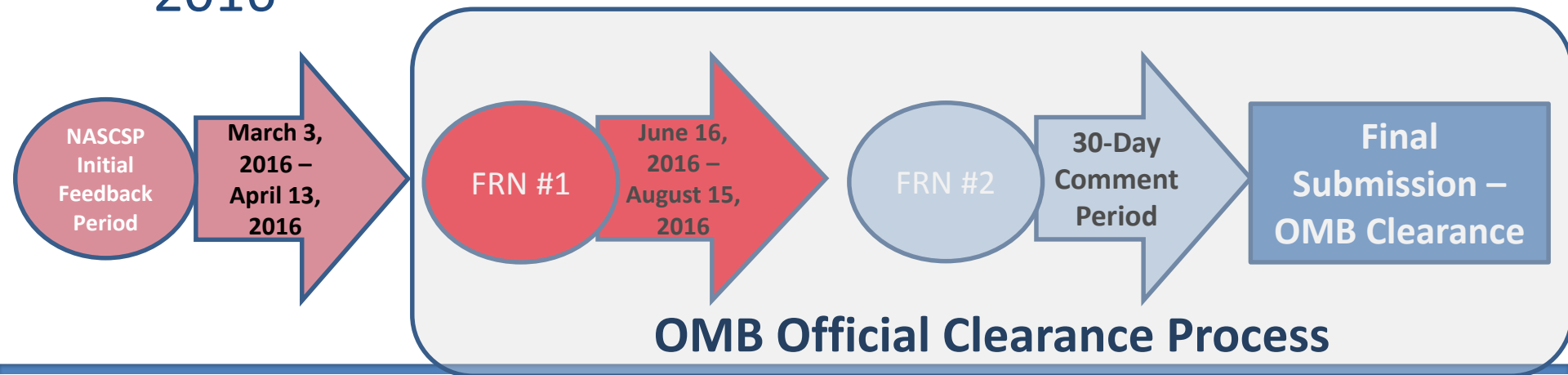
To learn more, check out the Community Action Theory of Change Report. www.nascsp.org



COMMENT PROCESS TIME LINE

WHERE WE ARE NOW

- Paperwork Reduction Act (PRA) = the process of obtaining approval from the Office of Management and Budget (OMB) for federally sponsored data collections. Formal process.
- 60-Day Comment Period: June 16, 2016-August 15, 2016



INITIAL FEEDBACK PERIOD | WHAT YOU TOLD US

OMB Comments

- We received over 130 comments from the Network during the FRN #1 period of June 16 – August 15, 2016

MAJOR AREAS OF CONCERN

MODULE 1

STATE ADMINISTRATION

Areas of Concern

Module 1 | State Administration

Section B - Statewide Goals and Accomplishments

- B.2 and B.3: Eligible Entity Overall Satisfaction Targets /Eligible Entity Feedback and Involvement
- B.7: Summary Analysis

Section D - Organizational Standards for Eligible Entities

- D.2: Organizational Standards Performance

B.2 Eligible Entity Overall Satisfaction Targets

B.3 Feedback and Involvement

Issue: State reporting on CSBG Eligible Entity ACSI Survey Result, Prior Year Target and Future Target

Concerns expressed about--

- States not informed of reporting requirements and responsibilities
- Lack of guidance (IM) and tools
- Need for statistically significant data/response rate
- Ability of OCS to administer survey on a regular basis and provide timely feedback to the States

B.7. Summary Analysis

Issue: State to provide an *analysis* of performance data provided in the Annual Report

Concerns expressed about—

- Section is brand new and “not properly vetted/ commented upon”; should be dropped.
- Requires going beyond reporting the data and instead have to conduct sophisticated data analysis requiring additional time; exceeds the capacity of many state CSBG Lead Agencies to provide meaningful information. Too subjective.
- Requires asking the eligible entities for information beyond what is in the AR; adds to the reporting burden.

B.7. Summary Analysis

Concerns expressed about—

- Analysis is contextual; questions should not be mandated but merely examples of how data could be analyzed
- Language about states “encouraging” local entities to change based on state analysis could be viewed as intrusion on local authority. Alter or eliminate.
- States need T&TA to identify questions and procedures to guide state-level analysis.

D.2: Organizational Standards Performance

- **ISSUE:** The question on number of entities that met all (100%) of State-adopted Organizational Standards is formulated as an “all or nothing” approach.

MAJOR AREAS OF CONCERN

MODULE 2

AGENCY EXPENDITURES, CAPACITY AND RESOURCES

Areas of Concern | Module 2, Agency Expenditures, Capacity and Resources

Section A - Local CSBG Expenditures

- Placement of Administration in Table

Section B - Local Agency Capacity

- The current proposal does not include a national goal for agency capacity

Module 2 | Placement of Administration in Table 1

Issue: Placement of Administration in Table 1, CSBG Expenditures; alignment with IM 37 and network feedback.

Concerns expressed:

- Admin should not be included as a secondary question
- Admin in CSBG cannot be directly tied to an activity or domain
- Current proposal would cause duplication in reporting CSBG expenditures.

Module 2 | National Goal on Agency Capacity

ISSUE: CSBG Annual Report does not include an agency level goal or any indicators of success. Agency capacity reporting in Module 2 is not seen as sufficient.

MAJOR AREAS OF CONCERN

MODULE 3

COMMUNITY LEVEL

Areas of Concern | Module 3, Community Level

Section A: Community Level Initiatives

- Community Initiative Status Page.
- Inclusion of Collective Impact

Section B: Community Level NPIs

- Use of Social Indicators
- Use of Percentages and Rates
- Baseline

Module 3 | Issues

ISSUE: What elements to include in the Community Level Status Page.

ISSUE: Collective impact (CI) is one of many strategies that can be used to achieve community level change.

ISSUE: Baseline data may not be available.

Module 3 | Community Measures: Social Indicators, Percentages, and Rates

ISSUE: Inclusion of social indicators, percentages, and rates in the Community Level NPIs.

CONCERNS expressed about:

- Utility of the indicators at all levels;
- Availability of data;
- Fact that the conditions being measured are often impacted by many causes beyond the influence of an initiative;
- Potential for data to be misinterpreted in negative ways.

MAJOR AREAS OF CONCERN

MODULE 4

INDIVIDUAL AND FAMILY LEVEL

Areas of Concern | Module 4, Individual and Family Level

Section A: Characteristics for NEW Individuals and Households

- Unduplicated count
- Concerns related to the addition of this report

Section B: All Characteristics

- Unduplicated count

Section C: Individual and Family NPIs

- 90/180 day follow up
- Stability indicators

Module 4 | ISSUES

ISSUE: Agencies do not have the capacity to provide a truly unduplicated count for Module 4 sections.

ISSUE: NEW Characteristics Report would create challenges with CAA's reporting systems

ISSUE: Agencies are concerned about the 90/180 day follow up.

ISSUE: Commenters are concerned about duplication and the appropriateness of each stability indicator.

MAJOR AREAS OF CONCERN

HOURLY BURDEN

FRN#1 Hourly Burden Estimate

Annual Burden Estimates

Instrument	# of respondents	# of responses per respondent	Average burden hours per response	Total burden hours
CSBG Annual Report	52 Grantees	1	164	8,551
	1,035 Sub-Grantees	1	242	250,585

Comments on Hourly Burden Estimate

- The comments expressed that the original hourly estimate for local agencies and States was too low.
- Many comments included hourly burden estimates formulated by the commenter.
- Commenters recommend revising the CSBG Annual Report to reduce the burden placed on both States and local agencies.

Comments on Hourly Burden Estimate

- For **local agencies**, estimates ranged from 242 hours to 72,086 hours. The next largest estimate was 20,000 hours, so we are viewing the 72,086 hours as an outlier.
 - The average estimate reported by local agencies was 5,174 hours (or 2,785 hours if the outlier of 72,086 hours is removed).

Comments on Hourly Burden Estimate

- For **state agencies**, estimates ranged from 164 hours to 270 hours.
 - The average estimate reported by state agencies was 222 hours.

ROMA PRACTITIONERS' GROUP

Purpose

- Bring together a small group of ROMA practitioners to consider both strengths and concerns about ROMA Next Generation and the current version of the draft CSBG Annual Report.
- Review the major concerns raised.
- Suggest options for consideration.

PARTICIPANTS | LOCAL AGENCIES

- Maureen Abbott, NY
- Lil Dupree, VA
- Robert Ellis, CA
- Dana Jones, DC
- Jim Stark, PA
- Debbie Markman, MO
- Patsy Mbughuni, WI
- Daniel Ofori-Addo, DC
- Kris Rowe, AL
- Maribeth Schneber-Rhemrev, KY
- Chris Seiber, MA
- Erin Trenbeath-Murray, UT
- Aaron Wicks, NY

PARTICIPANTS | STATE ASSOCIATIONS

- Tiffany Keimig, IA
- Jim Schuyler, VA
- Josh Summer, OH

PARTICIPANTS | STATE CSBG LEAD AGENCIES

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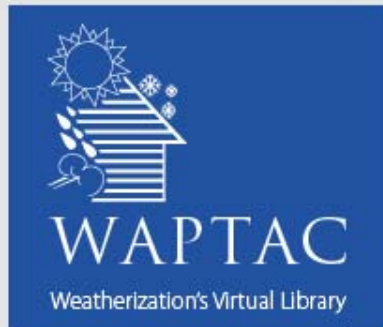
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NASCSP.ORG → CSBG → ROMA → ROMA NEXT GENERATION



GeoExplorer and Find a
Provider Tools



NASCSP

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ROMA Practitioners Meeting: September 20-21 2016

To help us prepare for the 30-day comment window and to provide OCS with information on possible solutions to the challenges noted in the August feedback, OCS, the Community Action Partnership and NASCSP convened a small group of ROMA Practitioners in Washington, DC on September 20-21, 2016, to strategize about possible solutions. This group includes all the national partner organizations, a mix of local agencies, State Associations, and State CSBG offices, as well as representatives from OCS. The recommendations and discussion of the ROMA Practitioners will support the modifications made to the CSBG Annual Report and ensure a strong final product. Take a look at the following materials from the ROMA Practitioners meeting to stay fully informed and up to speed on the feedback received during the 60-day comment period, the Network's recommendations, and more details from the ROMA Practitioners meeting.

- [Agenda](#)
- Day 1 [Presentation](#): CSBG Annual Report 60-Day Comment Period Feedback
- Day 2 [Presentation](#): Discussion on Analysis, Burden & TTA
- ROMA Practitioners [Meeting Summary](#)

60-Day Comment Period: June 16, 2016 August 15, 2016

The Office of Community Services (OCS) [requested feedback](#) from the Community Services Block Grant (CSBG) Network on the proposed CSBG Annual Report through a Paperwork Reduction Act (PRA) information collection posted to the Federal Register in volume 81 FR 39267, number 2016-14229, pages 39267-39268 on June 16, 2016. The 60-day comment period began on June 16, 2016 and ended on August 15, 2016.

QUESTIONS AND DISCUSSION