

ROMA Next Generation The Goal

Implement ROMA at new level that will move *CSBG forward and strengthen Community Action over the next 5-10 years.*

While ROMA has served Community Action well for over twenty years, ROMA in the “Next Generation” must push the field at all levels *to increase impact.*

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ROMA Next Generation

Where We Want To Be

- OCS, States and CAAs *use performance data to achieve greater stability and economic security* for families and communities.
- Each level of the CSBG Network
 - executes the *full* ROMA cycle.
 - uses data on people, services, and outcomes for decision making

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ROMA Next Generation

- Focuses on *integrating information* on the people served, services and strategies provided, and the outcomes achieved by eligible entities.
- Is a system for *continuous quality improvement* focused on creating learning organizations at all levels of the CSBG network.
- *Requires attention to the capacity* of state and local data systems and support.


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Key Additions to ROMA

- National Theory of Change (TOC)
- Local TOCs
- CSBG Annual Report
- Increased focus on community level work
- Increased focus on analysis and use of data
- Emphasis on the integration of all phases of the ROMA cycle


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- **National Theory of Change (TOC)**
- Local TOCs
- New CSBG Annual Report
- Increased focus on community level work
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- 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.
- This national statement can be adapted for specific local needs and approaches by local CAAs.

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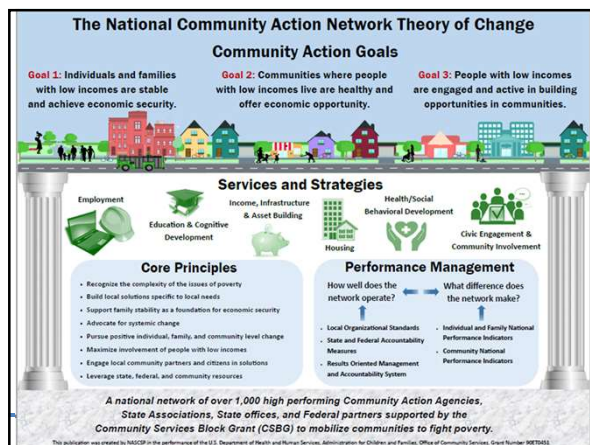
- In 2011 Community Action leaders committed to making reforms to CSBG that would improve results for individuals with low-incomes and communities.
- Articulates core principles for CAA Network.
- Identifies CAA Network national goals.
- Demonstrates CAA Network’s unique approach.
- Makes a complicated system easier to understand.

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- By reflecting critical elements of the current CSBG Act.
- Incorporating CAA history, vision and values.
- Considering fresh and innovative thinking about the future of our work.
- Since 2012 NASCSP has solicited feedback from the Network at meetings and via comment periods to develop the final TOC.
- First listening session held January, 2013.

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Foundation

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

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Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

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Services and Strategies

Employment

Education & Cognitive Development

Income, Infrastructure & Asset Building

Housing

Health/Social Behavioral Development

Civic Engagement & Community Involvement

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National 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 their communities.

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- National Theory of Change (TOC)
- **Local TOCs** 
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A Local Theory of Change

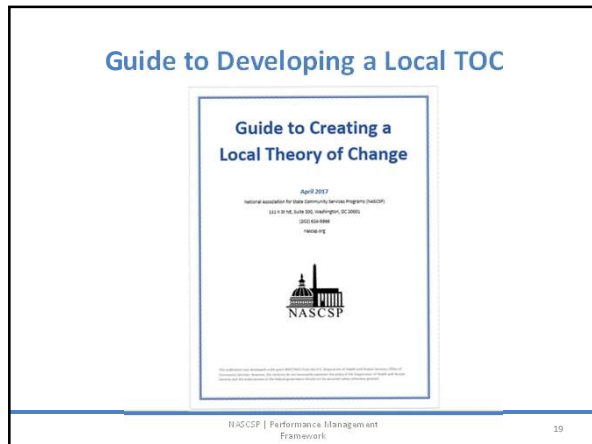
- The national TOC is the framework for the network, but *each agency will identify its own TOC* that will be a reflection of the results of the CAAs needs assessment, strategic planning and Community Action Plan.
- Local TOCs help agencies articulate their assumptions and the connections between what they do and what is accomplished.

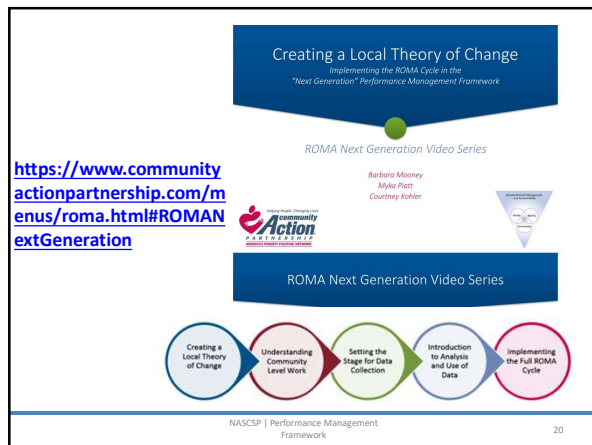
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Local Theory of Change

- Does the CAA have its own TOC that expresses:
 - What the agency believes about its role as anti-poverty agent?
 - How the agency is supposed to work?
 - What is supposed to change because of their work?
- Does the CAA's plan include basic answers to the questions "How will this agency affect the movement of people with low-incomes to stability and economic security?" and also, "How will it affect the well-being of the community?"

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New CSBG Annual Report

- Provides a tool for monitoring the entire performance management framework.
- Collects information on actual performance that compares with planned performance.
- Initiates questions to guide data analysis practices and discussions about strategies for improving performance.
- Provides information for OCS, States and local CAAs to use to manage and improve results.

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CSBG Annual Report

Module 1

• State Administration

Module 2

• CSBG Eligible Entity Expenditures, Capacity, and Resources

Module 3

• Community Level

Module 4

• Individual and Family Level

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CSBG Annual Report and CSBG Organizational Standards (Module 1)

D.2. Organizational Standards Performance: In the table below, please provide the percentage of CSBG Eligible Entities that met all State-adopted organizational standards in the reporting period (FFY). The target set in the CSBG State Plan is provided in the left-hand column. For more information on the CSBG Organizational Standards, see [CSBG Information Memorandum #138](#).

Target vs. Actual Performance on the Organizational Standards				
Fiscal Year	State CSBG Plan Target	Number of Entities Assessed	Number that Met All (100%) of State Standards	Actual Percentage Meeting All (100%) of State Standards
Auto-populated	[Auto-populated target from question 6.6. of the State CSBG plan].	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]

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CSBG Annual Report and CSBG Organizational Standards (Module 1)

Progress Indicators
Indicate the number of entities that met the following percentages of Organizational Standards.

<p>Note -- While the State targets the percent of CSBG Eligible Entities to meet 100% of the Organizational Standards, targets are not set in the State Plan for 90%, 80%, 70%, and 60% progress indicators.</p>	Number of Entities Assessed	Number that Met between 90% and 99% of State Standards	Actual Percentage
	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
	Number of Entities Assessed	Number that met between 80% and 89% of State Standards	Actual Percentage
	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
	Number of Entities Assessed	Number that met between 70% and 79% of State Standards	Actual Percentage
	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]

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CSBG Annual Report and CSBG Organizational Standards-Module 1

D.2b. Percentage Meeting Organizational Standards by Category. In the table below, provide the number of eligible entities that met each category of the Organizational Standards. The percentage that met all standards in each category will be automatically calculated and totaled in the bottom row.

Percentage Meeting Organizational Standards by Category			
Category	Number of Entities Assessed	Number that Met All Standards in Category	Actual Percentage
1. Consumer Input and Involvement	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
2. Community Engagement	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
3. Community Assessment	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
4. Organizational Leadership	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
5. Board Governance	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
6. Strategic Planning	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
7. Human Resource Management	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
8. Financial Operations & Oversight	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]
9. Data and Analysis	[Insert a number between 0 – 99]	[Insert a number between 0 – 99]	[Auto-calculated]

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AR Module 1 -- SECTION I Results Oriented Management and Accountability (ROMA) System

- **I.1. ROMA Participation:** In which performance measurement system did the State and CSBG Eligible Entities participate, as required by Section 678E(a) of the CSBG Act and the assurance under Section 676(b)(12) of the CSBG Act?
 - State will review and confirm The Results Oriented Management and Accountability (ROMA) System
- I.1a. If ROMA was selected in item I.1, **provide an update on any changes in procedures or to data collection systems that were initiated or completed in the reporting period.**

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I.2. State ROMA Support

I.2. State ROMA Support: How did the State support the CSBG Eligible Entities in **using the ROMA system** or alternative performance measurement system **in promoting continuous improvement**? For example, describe any data systems improvements, support for community needs assessment, support for strategic planning, data analysis etc.

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I.3. State Review and Feedback on Data

I.3 State Review of CSBG Eligible Entity Data: Describe the *procedures and activities* the State used to *review the ROMA data* (i.e. all data from elements of the ROMA cycle) from CSBG Eligible Entities for *completion and accuracy* (e.g. methodology used for validating the data submitted annually by the local agencies).

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I.4. State Review and Feedback on Data

I.4 State Feedback on Data Collection, Analysis, and Reporting: Has the state provided each CSBG Eligible Entity *written, timely* (at a minimum within 60 days of the submission) *feedback* regarding the entity's *performance in meeting ROMA goals* as measured through *national performance data*? How did the state *review and provide feedback* on ROMA data?

State Accountability Measure 5S(ii)

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I.5. State and CSBG Eligible Entity Continuous Improvement

- Provide **2-3 examples** of changes made by CSBG Eligible Entities to **improve service delivery** and **enhance impact** for individuals, families, and communities with low-incomes **based on their in-depth analysis of performance data**.

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Module 2

A.4. Details on Agency Capacity Building Activities Funded by CSBG:

1. Please identify which activities were funded by CSBG under Agency Capacity in Table A.2. Please check all that apply.

- ☐ Community Needs Assessment ☐ Data Management & Reporting ☐ Other*
- ☐ Strategic Planning ☐ Training & Technical Assistance

*Below please specify Other Activities funded by CSBG under Agency Capacity:



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B.4. The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	Number
B.4a. Number of Nationally Certified ROMA Trainers	
B.4b. Number of Nationally Certified ROMA Implementers	
B.4c. Number of Certified Community Action Professionals (CCAP)	
B.4d. Number of Staff with a child development certification	
B.4e. Number of Staff with a family development certification	
B.4f. Number of Pathways Reviewers	
B.4g. Number of Staff with Home Energy Professional Certifications	
B.4g.1. Number of Energy Auditors	
B.4g.2. Number of Retrofit Installer Technicians	
B.4g.3. Number of Crew Leaders	
B.4g.4. Number of Quality Control Inspectors (QCI)	
B.4h. Number of LEED Risk Certified assessors	
B.4i. Number of Building Performance Institute (BPI) certified professionals	
B.4j. Number of Classroom Assessment Scoring System (CLASS) certified professionals	
B.4k. Number of Certified Housing Quality Standards (HQSS) Inspectors	
B.4l. Number of American Institute of Certified Planners (AICP)	
B.4m. Other (Please specify others below):	



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- National Theory of Change (TOC)
- Local TOCs
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- Increased focus on community level work
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Community Level Work

- Economic Opportunity Act and CSBG Act include the importance of addressing poverty on both the individual/family and community levels.

112 STAT. 2238 PUBLIC LAW 95-285—OCT. 27, 1978

SEC. 101. SHORT TITLE.—This Act may be cited as the "Community Services Block Grant Act."

SEC. 102. PURPOSE.—The purpose of this Act is to provide assistance to States and local communities to develop and carry out community development projects and to provide technical assistance to such communities in the planning, development, and implementation of such projects.

SEC. 103. AUTHORITY.—The Secretary of the Department of Housing and Urban Development may, in his discretion, make such grants and contracts as he may deem appropriate to carry out the purposes of this Act.

SEC. 104. FUNDING.—The Secretary shall, in his discretion, make such grants and contracts as he may deem appropriate to carry out the purposes of this Act.

SEC. 105. REPORTS.—The Secretary shall submit to the Committee on Labor and Human Resources of the Senate and the Committee on Education and the Labor Force of the House of Representatives a report on the progress made in carrying out the purposes of this Act.

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Community Level Work

- Module 3 in the CSBG Annual Report demonstrates a renewal of the CSBG network's understanding of the necessity of working toward community change as well as individual and family outcomes.
- Creates the reporting space for CAAs to tackle complex community level issues.
- Collects information on the agency's community level initiatives.
- Showcases the connection between initiatives and outcomes.
- Demonstrates how initiatives would be reported on over time.

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Collecting, Analyzing and Using Data

- The ROMA Next Generation framework builds on ROMA principles and practices to support agencies and states as they gather and use data at all points of the cycle.
- Data collected and analyzed from assessment through evaluation allow us to identify our successes and our challenges and make use of the information for continuous improvement.

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Module 4, Section C: All Characteristics Report - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity Reporting:

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:

B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:

C. INDIVIDUAL LEVEL CHARACTERISTICS

	Number of Individuals		Number of Individuals
I. Gender		6. Ethnicity/Race	
a. Male	<input type="text"/>	I. Ethnicity	<input type="text"/>
b. Female	<input type="text"/>	a. Hispanic, Latino or Spanish Origins	<input type="text"/>
c. Other	<input type="text"/>	b. Not Hispanic, Latino or Spanish Origins	<input type="text"/>
d. Unknown/not reported	<input type="text"/>	c. Unknown/not reported	<input type="text"/>
TOTAL (auto calculated)	<input type="text"/>	h. TOTAL (auto calculated)	<input type="text"/>
2. Age		II. Race	
a. 0-5	<input type="text"/>	a. American Indian or Alaska Native	<input type="text"/>
b. 6-17	<input type="text"/>	b. Asian	<input type="text"/>
c. 18-24	<input type="text"/>	c. Black or African American	<input type="text"/>
d. 25-44	<input type="text"/>	d. Native Hawaiian and Other Pacific Islander	<input type="text"/>
e. 45-54	<input type="text"/>	e. White	<input type="text"/>
f. 55-64	<input type="text"/>	f. Other	<input type="text"/>
g. 65-74	<input type="text"/>	g. Multi-race (two or more of the above)	<input type="text"/>
h. 75+	<input type="text"/>	h. Unknown/not reported	<input type="text"/>
i. Unknown/not reported	<input type="text"/>	TOTAL (auto calculated)	<input type="text"/>
TOTAL (auto calculated)	<input type="text"/>	7. Military Status	
		a. Veterans	
		<input type="text"/>	

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3. Education Levels		Number of Individuals	
a. Grades 0-5		ages 0-5	ages 25+
b. Grade 5/2 Non-Graduate			
c. High School Graduate/ Equivalency Diploma			
d. 12 grade + Some Post-Secondary			
e. 2 or 4 years College Graduate			
f. Graduate of other post-secondary school			
g. Unknown/not reported			
TOTAL (auto calculated)			
4. Disconnected Youth		Number of Individuals	
a. Youth ages 14-24 who are neither working or in school			
5. Health		Number of Individuals	
a. Disabling Condition	Yes No Unknown		
b. Health Insurance*	Yes No Unknown		

*If an individual reported that they had Health Insurance please identify the source of health insurance below.

Health Insurance Sources		Number of Individuals	
i. Medicaid			
ii. Medicare			
iii. State Children's Health Insurance Program			
iv. State Health Insurance for Adults			
v. Military Health Care			
vi. Direct Purchase			
vii. Employment Based			
viii. Unknown/not reported			
TOTAL (auto calculated)			

7. Military Status		Number of Individuals	
a. Veterans			
b. Active Military			
c. Unknown/not reported			
TOTAL (auto calculated)			
8. Work Status (Individuals 18+)		Number of Individuals	
a. Employed Full-Time			
b. Employed Part-Time			
c. Migrant Seasonal Farm Worker			
d. Unemployed (Short-Term, 6 months or less)			
e. Unemployed (Long-Term, more than 6 months)			
f. Unemployed (Not in Labor Force)			
g. Retired			
h. Unknown/not reported			
TOTAL (auto calculated)			

```
graph TD; A[State data analysis/Evaluation] --> B[Is the data received from the local agencies accurate? Reliable? (Unduplicated counts of individuals served?)]; A --> C[Did the CAAs conduct the needed analyses to understand what is working and what changes to make to increase their impact?]; A --> D[How many people were served across the State? What were the characteristics of the people served? How does this compare with what we know about the individuals and communities of low-income in this state? What trends are evident?]; A --> E[What types of services were provided? How many of these types of services were provided across the state? How many agencies are engaged in partnerships or community level initiatives?];
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State data analysis/Evaluation

Is the data received from the local agencies accurate? Reliable? (Unduplicated counts of individuals served?)

Did the CAAs conduct the needed analyses to understand what is working and what changes to make to increase their impact?

How many people were served across the State? What were the characteristics of the people served? How does this compare with what we know about the individuals and communities of low-income in this state? What trends are evident?

What types of services were provided? How many of these types of services were provided across the state? How many agencies are engaged in partnerships or community level initiatives?

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State data analysis/Evaluation

What Individual/Family Outcomes (NPIs) were met by each of the local agencies across the state? What outcomes were not met?
Taken together, what outcomes (NPIs) were achieved across the state?
What community changes were achieved?

What service delivery models appear most effective? What local agency best practices should be replicated in other parts of the state?

What local agencies should receive enhanced training and technical assistance? What actions might the State take to enhance performance and increase impact across the state?

Telling the Story of CA in the State: In this State, Community Action achieved these Results (Outcomes) for this many individuals/families /communities (Output) with low-income by delivering these services and implementing these strategies (Outputs), at this Cost."

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- National Theory of Change (TOC)
- Local TOCs
- New CSBG Annual Report
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- **Emphasis on the integration of all phases of the ROMA Cycle**

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Not Just Clockwise Movement

The phases of the ROMA cycle must be considered together, with the understanding that the agency might move from Implementation back to Assessment, or from Reporting back to Planning.

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The Results Oriented Management and Accountability Cycle

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graph TD
    Assessment[Assessment  
Community needs and resources,  
agency data] --> Planning[Planning  
Use agency mission statement and  
assessment data to identify results  
and strategies]
    Planning --> Implementation[Implementation  
Services and strategies produce  
results]
    Implementation --> Achievement[Achievement of Results  
Observe and report progress]
    Achievement --> Evaluation[Evaluation  
Analyze data, compare with  
benchmarks]
    Evaluation --> Assessment
    Assessment <--> Implementation
    Planning <--> Achievement
    Evaluation <--> Planning
    
```

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**ROMA NEXT GENERATION
AND THE ORGANIZATIONAL
STANDARDS**

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ROMA, ROMA NG and Organizational Standards

Assessment
Assess community needs and resources, ensure the list of Organizational Standards are considered

Organizational Standards:
Has a community needs assessment been completed within the **past three years**? Was a **report** issued? Were the results communicated to the community? Was the **board involved** in the assessment process? Does the assessment contain an **analysis** of the data?

What does data tell us about the **needs** in our **specified community**? What identified needs can we **reasonably address** either **independently** or in partnership with other organizations?

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ROMA, ROMA NG and Organizational Standards

Organizational Standards:
Does the agency have a **strategic plan**? Has it been put in place within the **past five years**? Was the **board involved** in all phases of planning? Does the plan address **all agency programs** and not just CSBG? Does it contain **Family, Agency, and Community** goals?

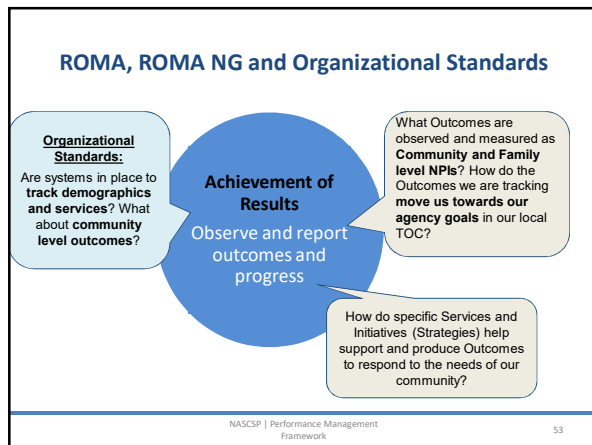
Planning
Use agency mission, TOC, and assessment to support services/initiatives, use the organizational standards as a guide

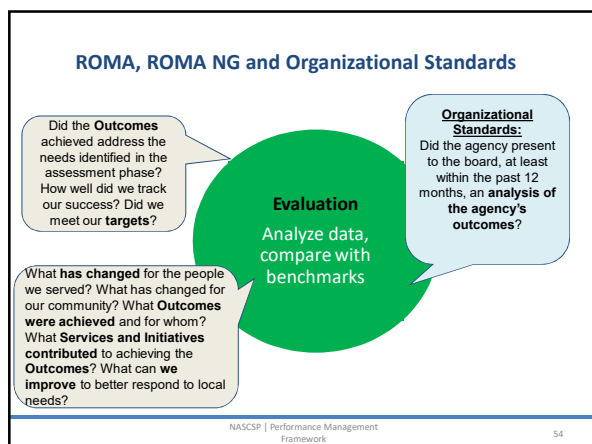
How do the **Core Principles** in the **Theory of Change** help guide our agency strategic plan and community action plan?

How will we strategically respond as an agency to individual, family, and community needs? What **impact** do we want to have? What are our **performance targets**? What **services and initiatives** do we select?

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ORGANIZATIONAL STANDARDS RELATED TO ASSESSMENT

Standard 1.2 • The Organization analyzes information collected directly from low-income individuals as part of the Community Assessment.

Standard 1.3 • The Organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

Standard 2.2 • The Organization utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. This would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

Standard 3.1 • The Organization conducted a Community Assessment and issued a report within the past 3 years.

Standard 3.2 • As part of the Community Assessment, the Organization collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service areas).

Standard 3.3 • The Organization collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the Community Assessment.

Standard 3.4 • The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

Standard 3.5 • The governing board formally accepts the completed Community Assessment.

Standard 4.2 • The Organization's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the Community Assessment.

Standard 6.4 • Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process.

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