



WINTER
Training Conference
**“Breaking Barriers,
Maximizing Impact”**
February 24-28

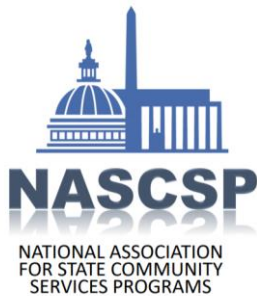
National Association for State Community Services Programs | www.nascsp.org

Presenters

Katy
Kujawski

Tammy
Fahey

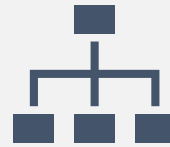
Barbara
Mooney



Goals



Learn about the Performance Management Framework



Consider the elements of the framework at various levels in the network



Hear from a peer on state implementation



Why



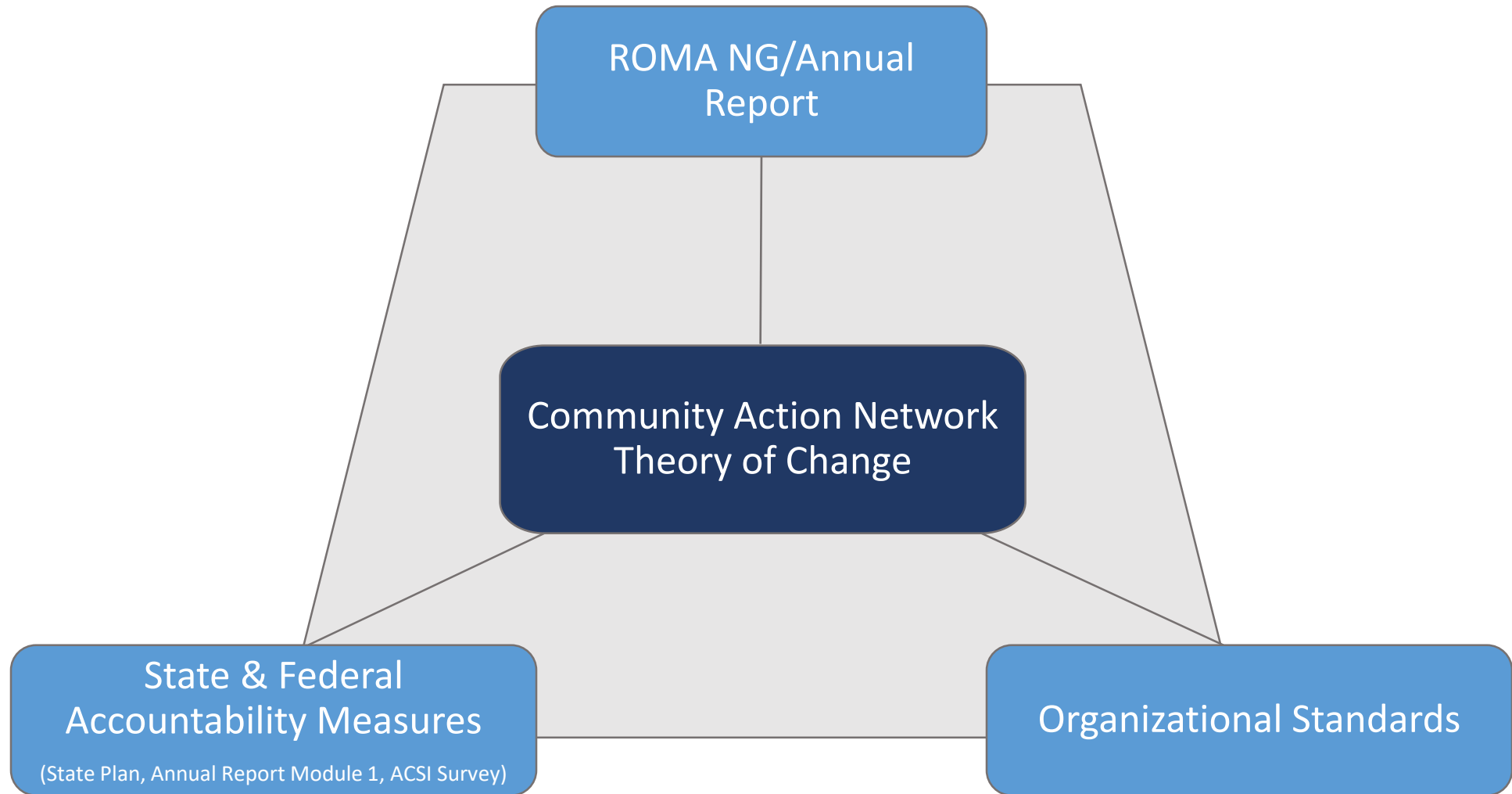
- GPRA Modernization Act of 2010 (GPRAMA) took a new look at accountability for all recipients of federal funding.
- In 2011, CSBG was zeroed out in President Obama's proposed budget.
 - We heard that the President would have to cut things *"I care deeply about, like community action programs."*
- There were criticisms that our data was confusing and didn't prove that we were creating change.
- Community Action leaders responded and committed to making reforms to CSBG that would improve results for individuals with low-incomes and communities.

IM 144: State and Federal Accountability Measures and Data Collection Modernization

“We must look at all levels of the CSBG Network – local, State, and Federal – to assess and increase CSBG impacts. The CSBG Network is far-reaching and nationwide. Together, we have the potential to achieve even greater results, in every community, by improving our accountability to one another, our customers, and our communities.”

October 2, 2015

CSBG Performance Management Framework



Community Action Network Theory of Change

The National Community Action Network Theory of Change

Community Action Goals

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

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.



Services and Strategies

Employment



Education & Cognitive Development



Income, Infrastructure & Asset Building



Housing



Health/Social Behavioral Development



Civic Engagement & Community Involvement



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

Performance Management

How well does the network operate?

What difference does the network make?

- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System

- Individual and Family National Performance Indicators
- Community National Performance Indicators

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.

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.

National Theory of Change

The National Community Action Network Theory of Change

Community Action Goals

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

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.



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.

This publication was created by NASCSP in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Grant Number 90ET0451.

National Theory of Change



Core Principles

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- **Leverage state, federal, and community resources**

Performance Management

How well does the network operate?



What difference does the network make?



- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System



- Individual and Family National Performance Indicators
- Community National Performance Indicators



Performance Management Framework

NASCSP Winter Conference | February 2020

CSBG Performance Management Framework

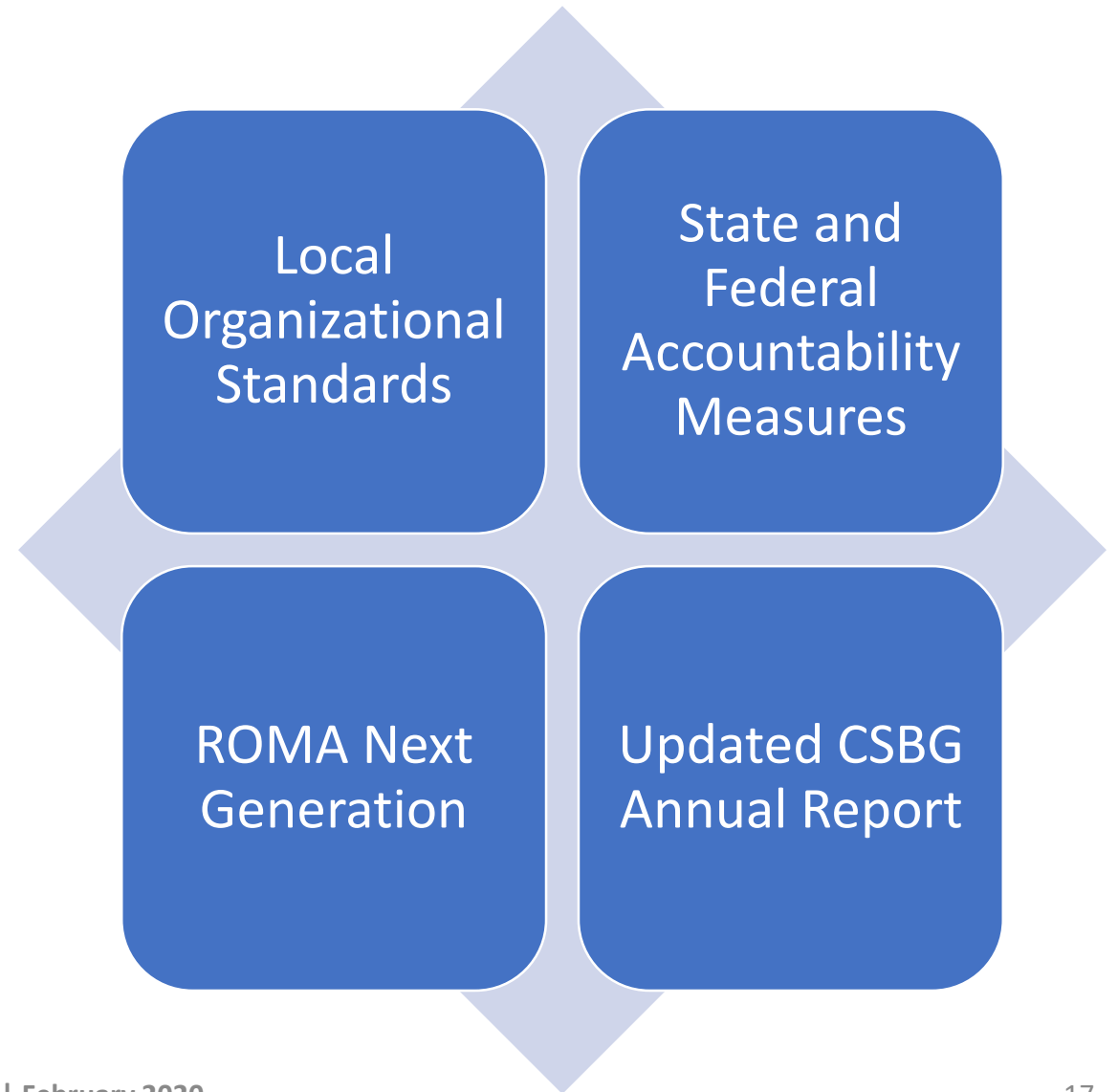
Involves an inclusive, multi-pronged approach

Provides accountability at 3 levels (local, state, federal)

Ensures *efficiency* and *effectiveness*

Incorporates extensive input from the CSBG Network

Demonstrates stronger results for individuals, families and communities with low-income nationwide



Organizational Standards

CSBG Organizational Standards

COMMUNITY SERVICES BLOCK GRANT

U.S. Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Division of State Assistance
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Information Memorandum

Transmittal No. 138

Date: January 26, 2015

TO: State Community Services Block Grant (CSBG) Administrators, U. S.
Territory CSBG Administrators, Eligible Entities, and State Community
Action Associations

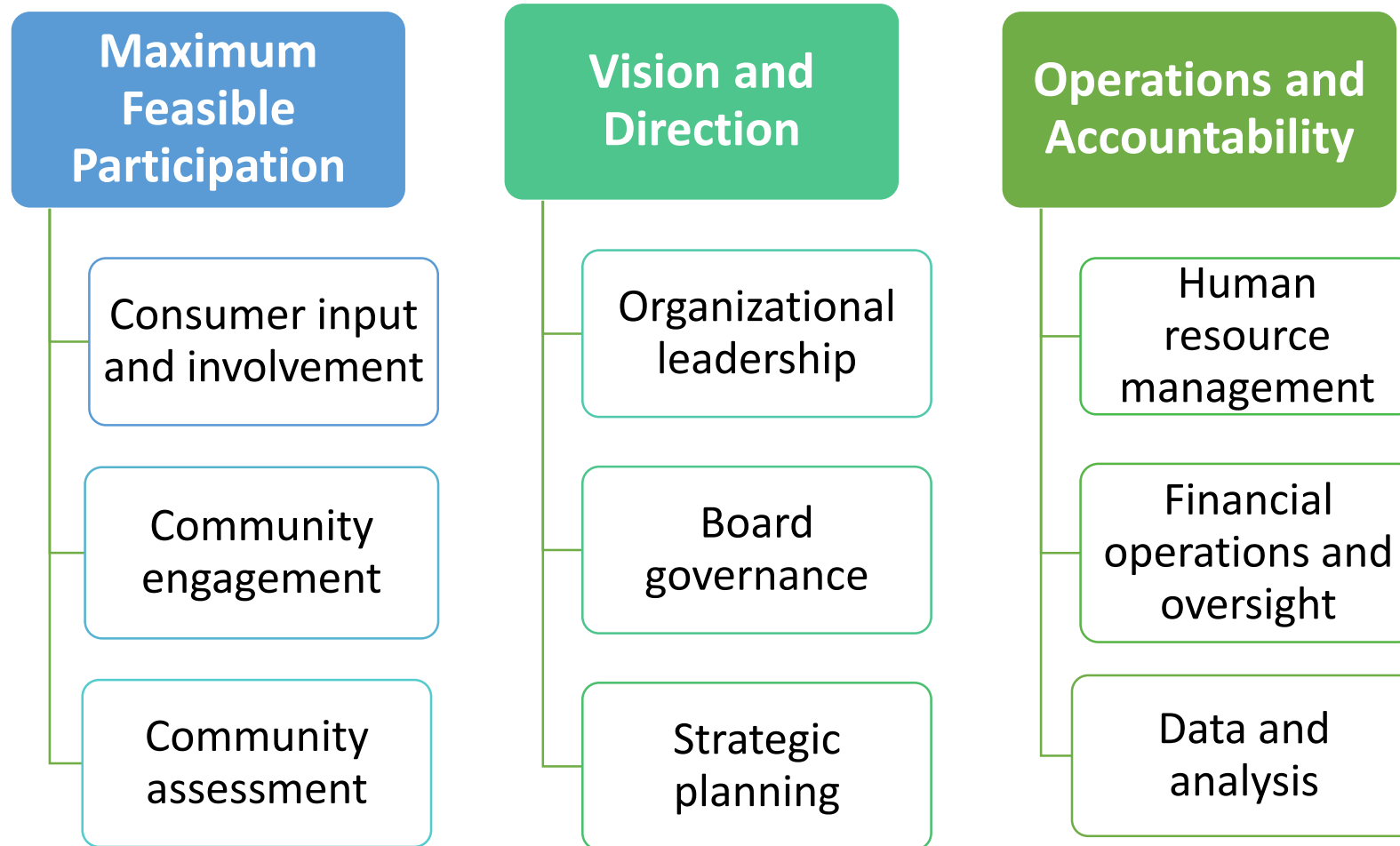
SUBJECT: State Establishment of Organizational Standards for CSBG Eligible
Entities under 678B of the CSBG Act, 42 U.S.C. § 9914

- IM 138 established org standards
 - 58 Private CAAs
 - 50 Public CAAs

- It is the state's role and responsibility to ensure Eligible Entities are implementing the standards to local organizational capacity.

CSBG Organizational Standards

Organized into three thematic groups



Considerations for Standards

- Intended to be “Met/Not Met”
- Designed to create a consistent measure of quality across states and agencies
- Make clear Community Action’s longstanding commitment to accountability
- States will need to project on standards to be met in State Plans and report out to OCS on progress of standards in the CSBG Annual Report.



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State & Federal Accountability Measures

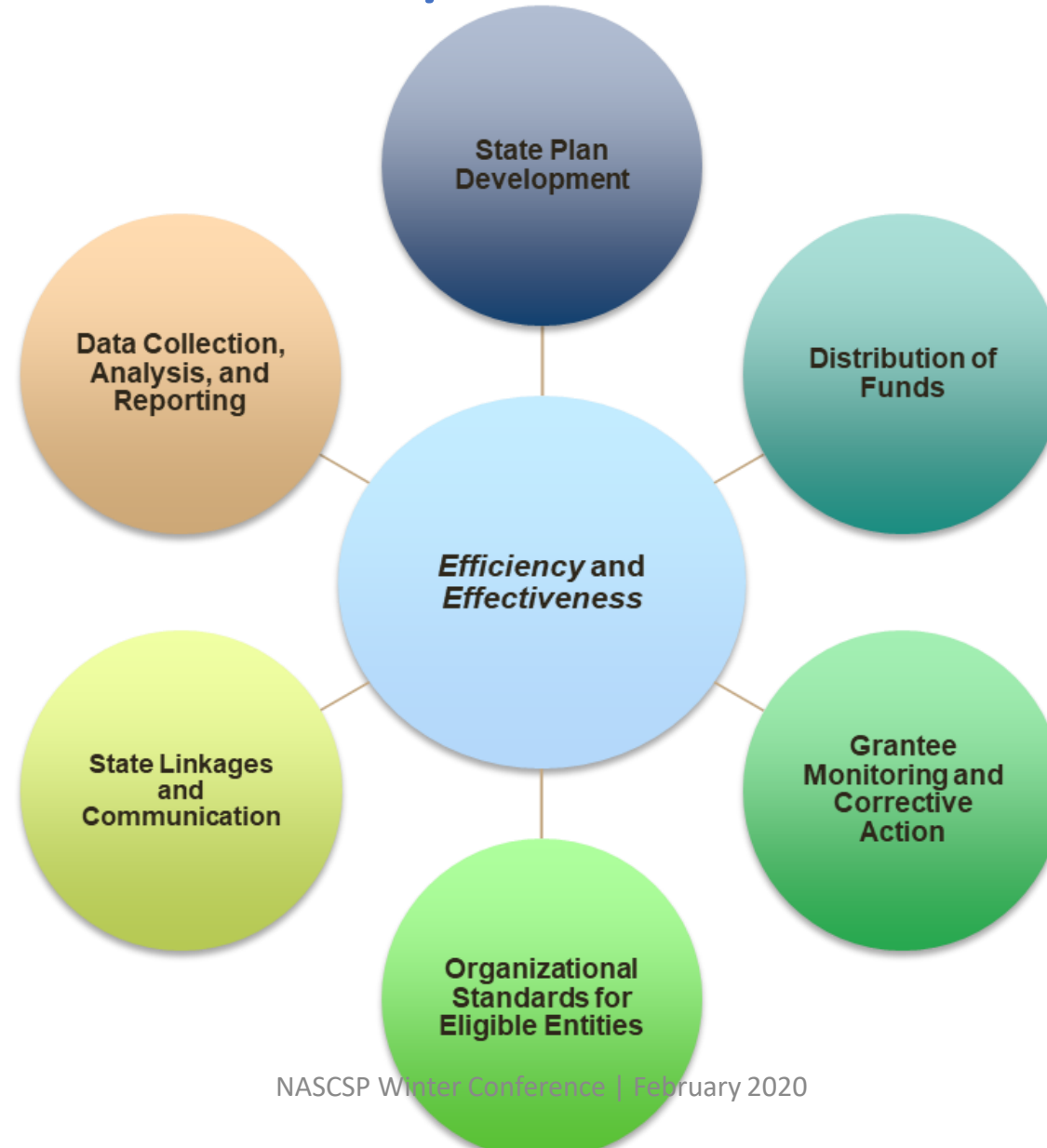
(State Plan, Annual Report Module 1, ACSI Survey)

State Accountability Measures

- Developed to:
 - Track, measure, and improve performance by State CSBG Lead Agencies;
 - Capture performance data about the critical activities and functions performed at the State level;
 - Demonstrate how efficiently and effectively a State implements the activities described in their State plan; and
 - Connect the State's efforts with the performance of local eligible entities.

COMMUNITY SERVICES BLOCK GRANT	U.S. Department of Health and Human Services Administration for Children and Families Office of Community Services Division of State Assistance 370 L'Enfant Promenade, S.W. Washington, D.C. 20447
Information Memorandum	
Transmittal No. 144	Date: October 2, 2015
TO:	State Community Services Block Grant (CSBG) Administrators, U. S. Territory CSBG Administrators, Eligible Entities, and State Community Action Associations
SUBJECT:	State and Federal Accountability Measures and Data Collection Modernization

State Accountability Measures



State Accountability Measures

- State accountability measures are collected using three mechanisms:





- OMB-approved for government-wide use
- Allows for the collection of consistent and uniform information
- OCS uses ACSI to survey all states and territories on OCS performance and assess eligible entities on state performance
- Initial scores set baseline and identify priority areas for improvement for OCS and the states
- Recent surveys:
 - **Most recent state survey closed in June 2019**
 - 2015, 2017 surveys

American Customer Satisfaction Index (ACSI) Survey

ACSI

- Use feedback to improve the following:

Monitoring and Corrective Action

Development of the State Plan

Linkages and Communication

Training and Technical Assistance

Distribution of Funds

Use of Discretionary Funds

Federal Accountability Measures

State Plan
Review and
Process

Distribution of
Funds

Grant Monitoring
and Corrective
Action

Data Collection,
Analysis, and
Reporting

Organizational
Standards

Training and
Technical
Assistance

Communications

Grantee
Satisfaction

CSBG DCL Federal Accountability Measures Update

Published: May 8, 2018

Audience: Community Services Block Grants (CSBG)

Category: Guidance, Policies, Procedures, Dear Colleague Notices

Federal Accountability Measures



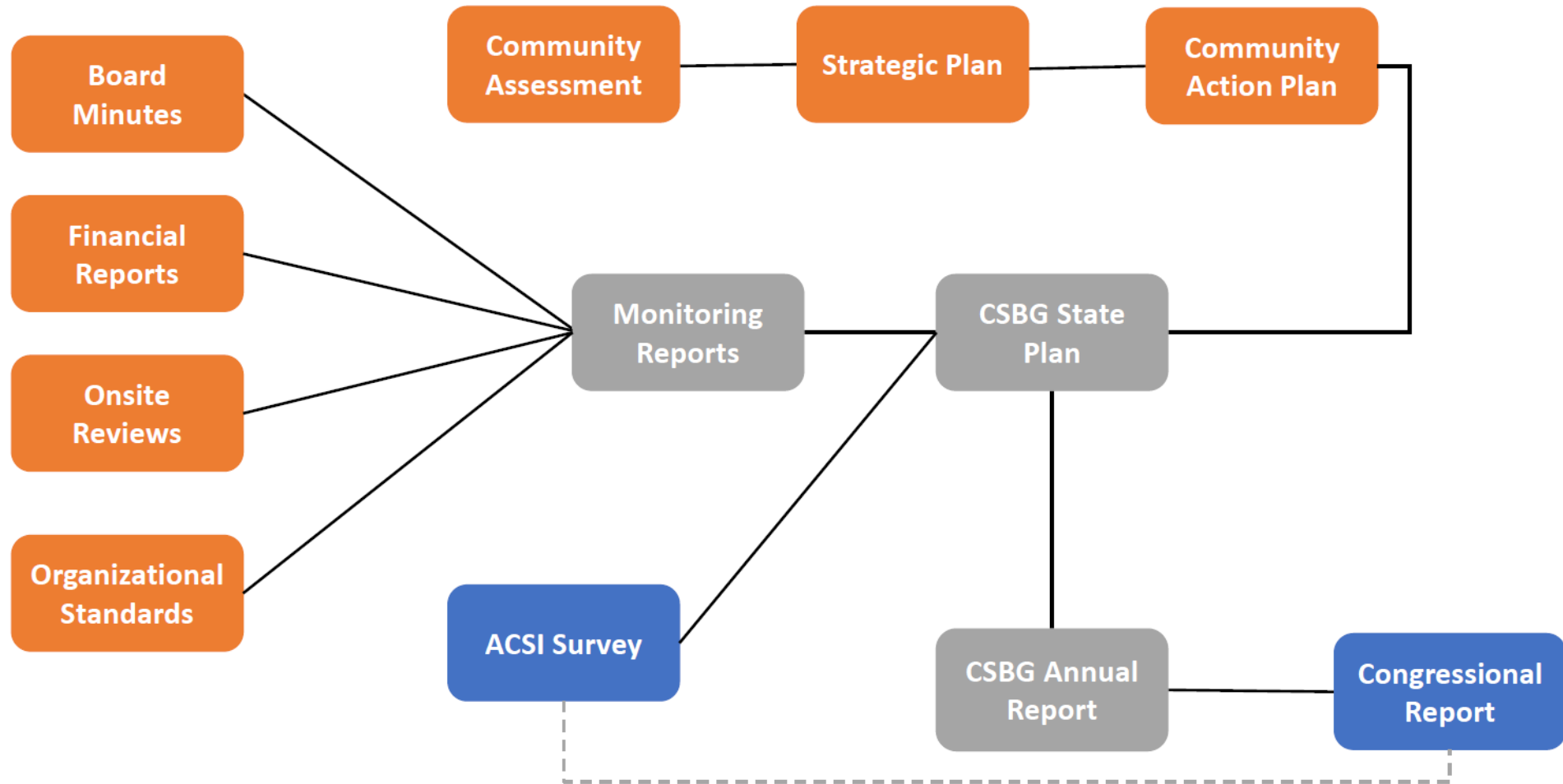
ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Community Services
Division of Community Assistance

Dashboard - CSBG Federal Accountability Measures Summary (As of March 31, 2018)

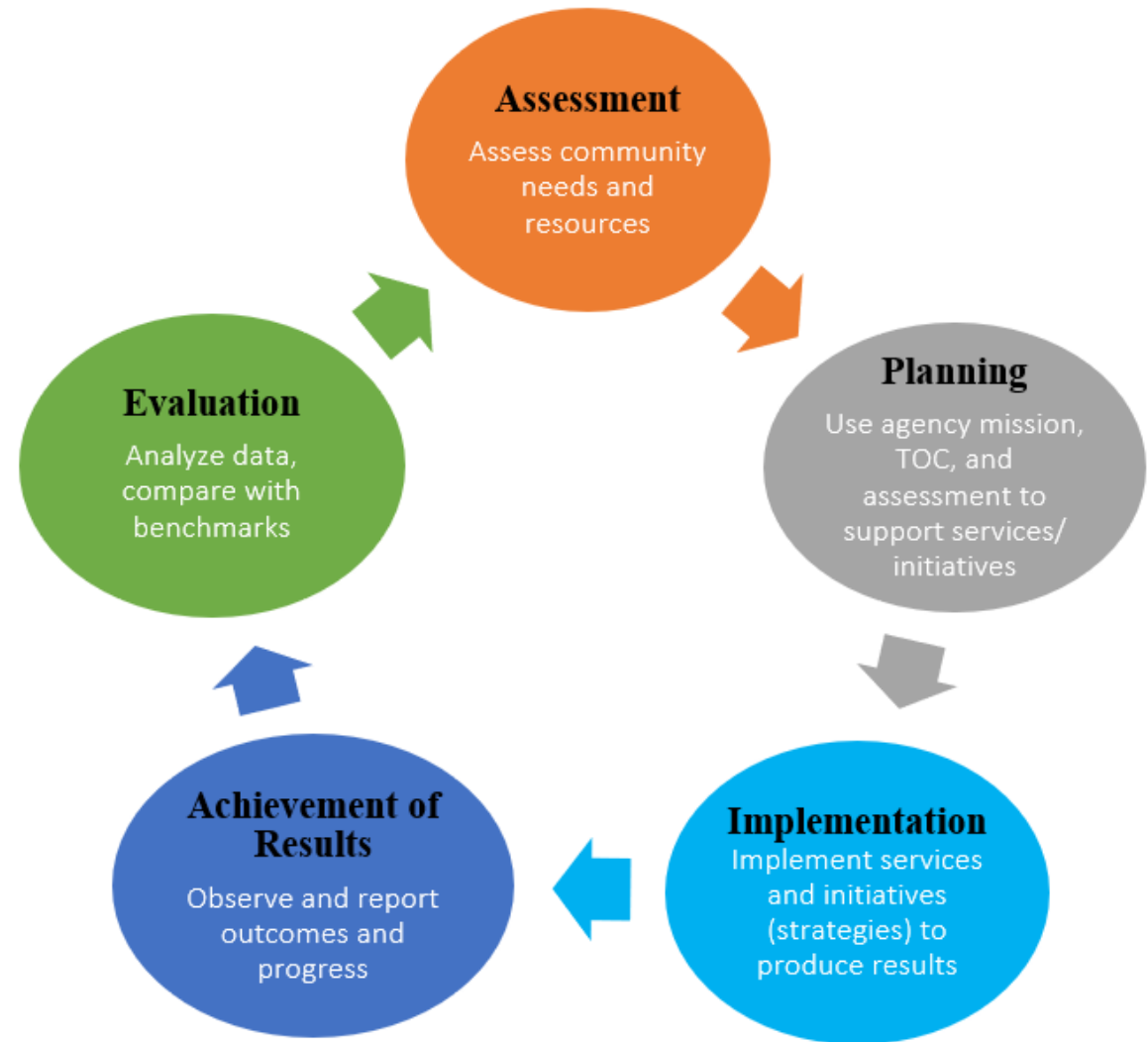
Legend				
	: Baseline Metric Established		: Data Not Yet Available	
	: Score Increased		: Score Decreased	
	: No Change in Score			
	CSBG Federal Accountability Measure	Score Direction	Status	Actual vs. Target Metric
State Plan Review and Acceptance	1Fa-1: Reviewed and provided a response for "x" percent of State plans within 45 calendar days of receipt of the submitted State plan;		Met	<div><div></div></div> 100% <div><div></div></div> 90%
	1Fa-2: Accepted "x" percent of State plans within 60 calendar days of receipt of the submitted State plan;		Met	<div><div></div></div> 92% <div><div></div></div> 85%
	1Fa-3: Responded to "x" percent of State inquiries regarding a State plan within 10 calendar days.	 See Note 1		
	1Fb: Using data from a nationally administered survey of the States and other appropriate data, OCS made organizational adjustments, as appropriate, to improve performance regarding its grant management services.		Not Met	<div><div></div></div> 66 <div><div></div></div> 72

Connecting Accountability

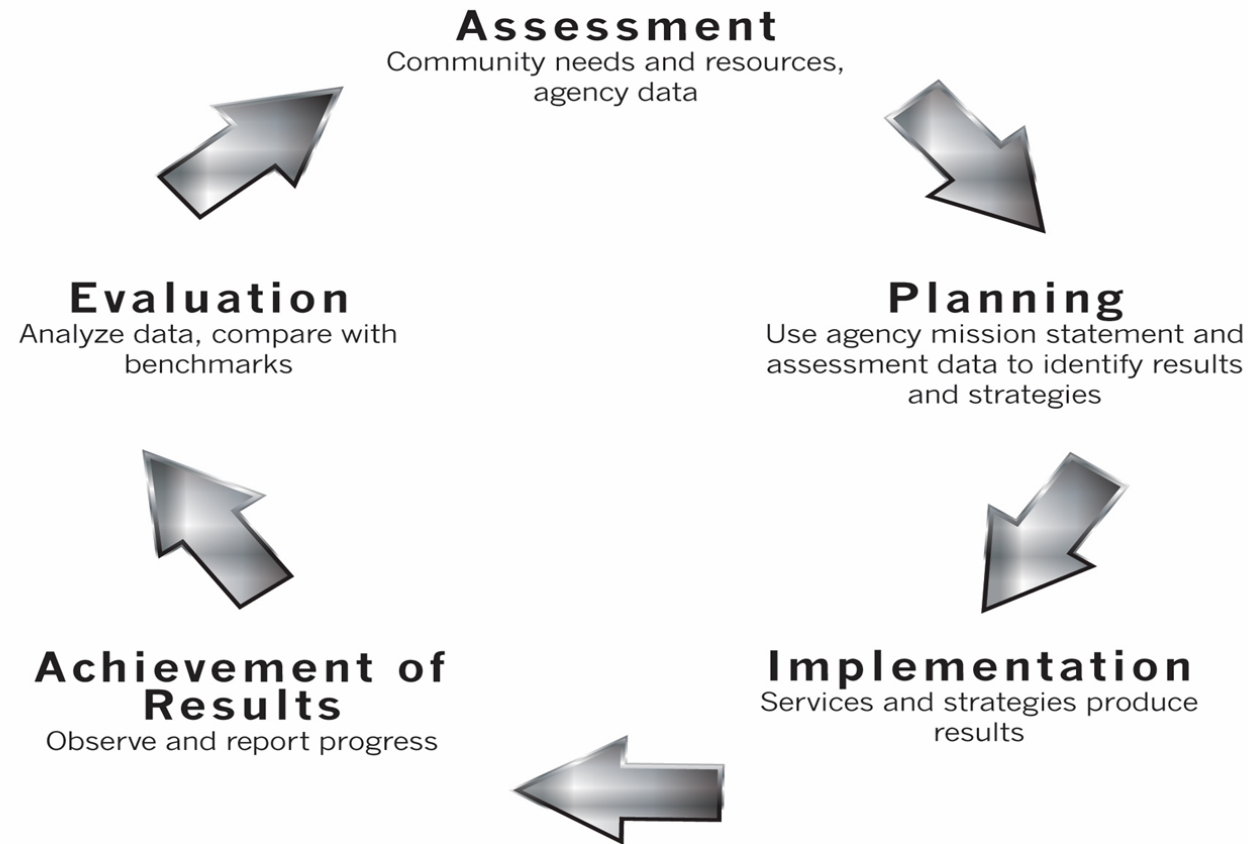


Building on the ROMA Foundation

ROMA has provided local entities with a means of not only "telling their story better," but of "telling a better story." ."



The Results Oriented Management and Accountability Cycle



Results Oriented Management and Accountability (ROMA) has been identified as the standard performance management system used by Community Action Agencies and other Eligible Entities as part of the conditions of receiving federal Community Service Block Grant (CSBG) funding.

CSBG IM #49 Program Challenges, Responsibilities and Strategies, FY 2001-2003

Published: May 31, 2001

Audience: [Community Services Block Grants \(CSBG\)](#)

Category: [Guidance, Policies, Procedures, Information Memorandums \(IM\)](#)

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.*

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

ROMA

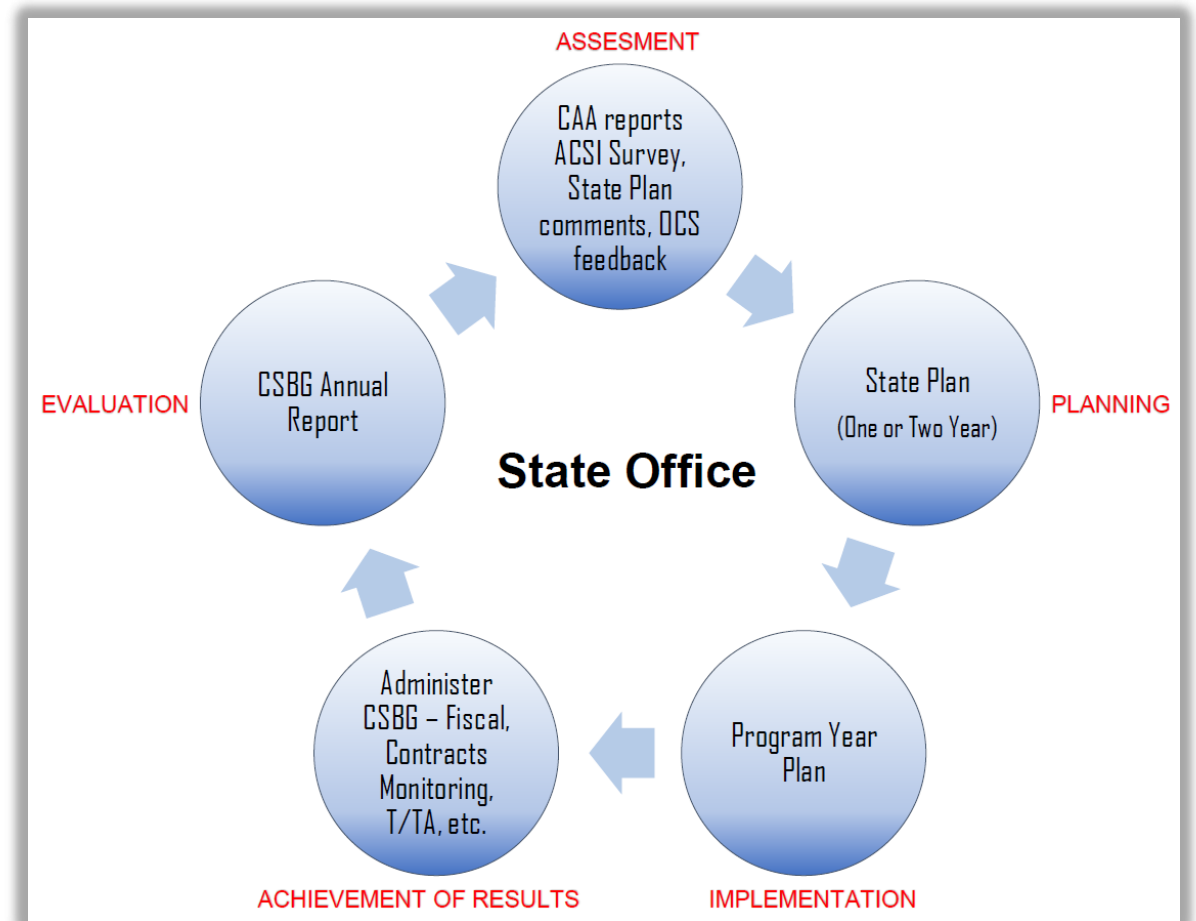
A system for continuous quality improvement enabling the Community Action network to measure, analyze, and communicate performance.

ROMA Next Generation

A system for continuous quality improvement enabling the Community Action network **at all levels (local, State, Federal)** to measure, analyze, and communicate performance.

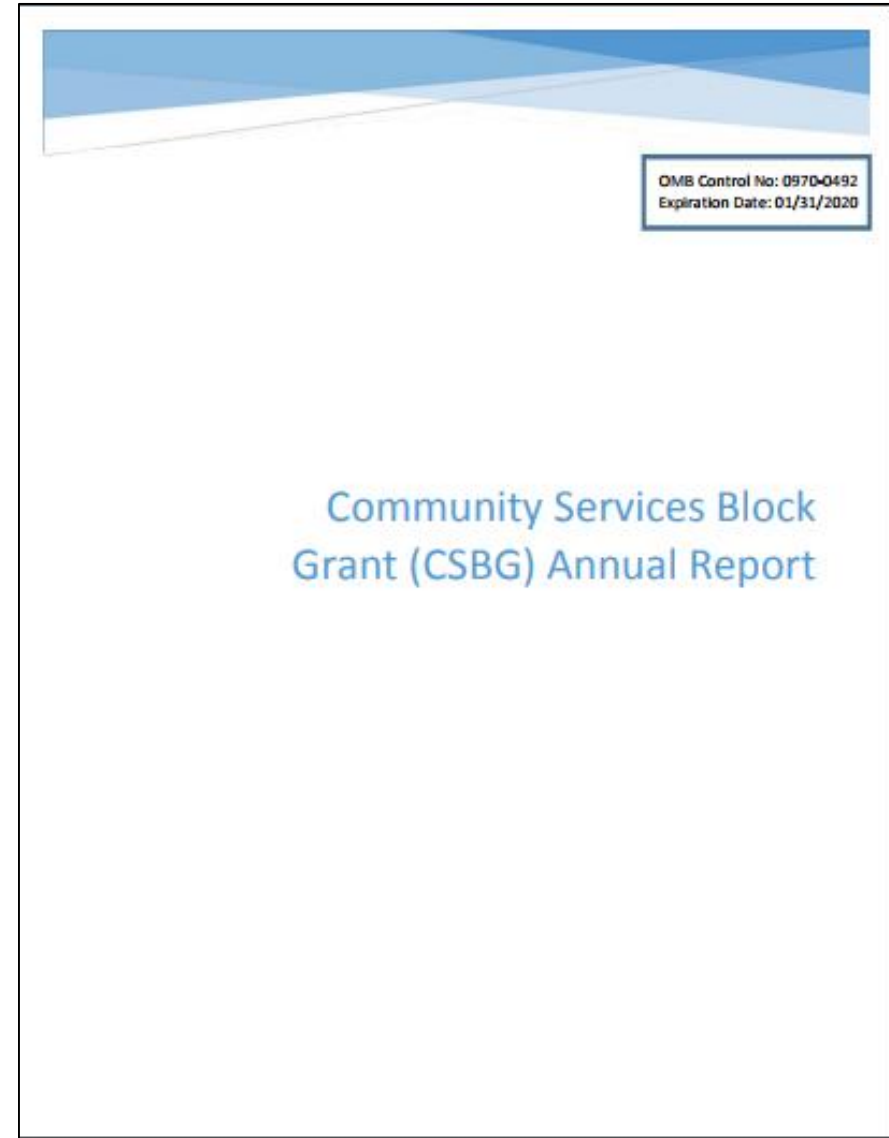
OCS, States and CAAs use performance data to achieve greater stability and economic security for families and communities.

ROMA Point of View



New CSBG Annual Report

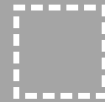
Actualizes the Performance Management Framework as the vehicle that moves the framework forward



Role of the CSBG Annual Report



Fulfills CSBG Act requirements.



State Plans are required and indicate how the State *plans* to operate CSBG and use CSBG funding.



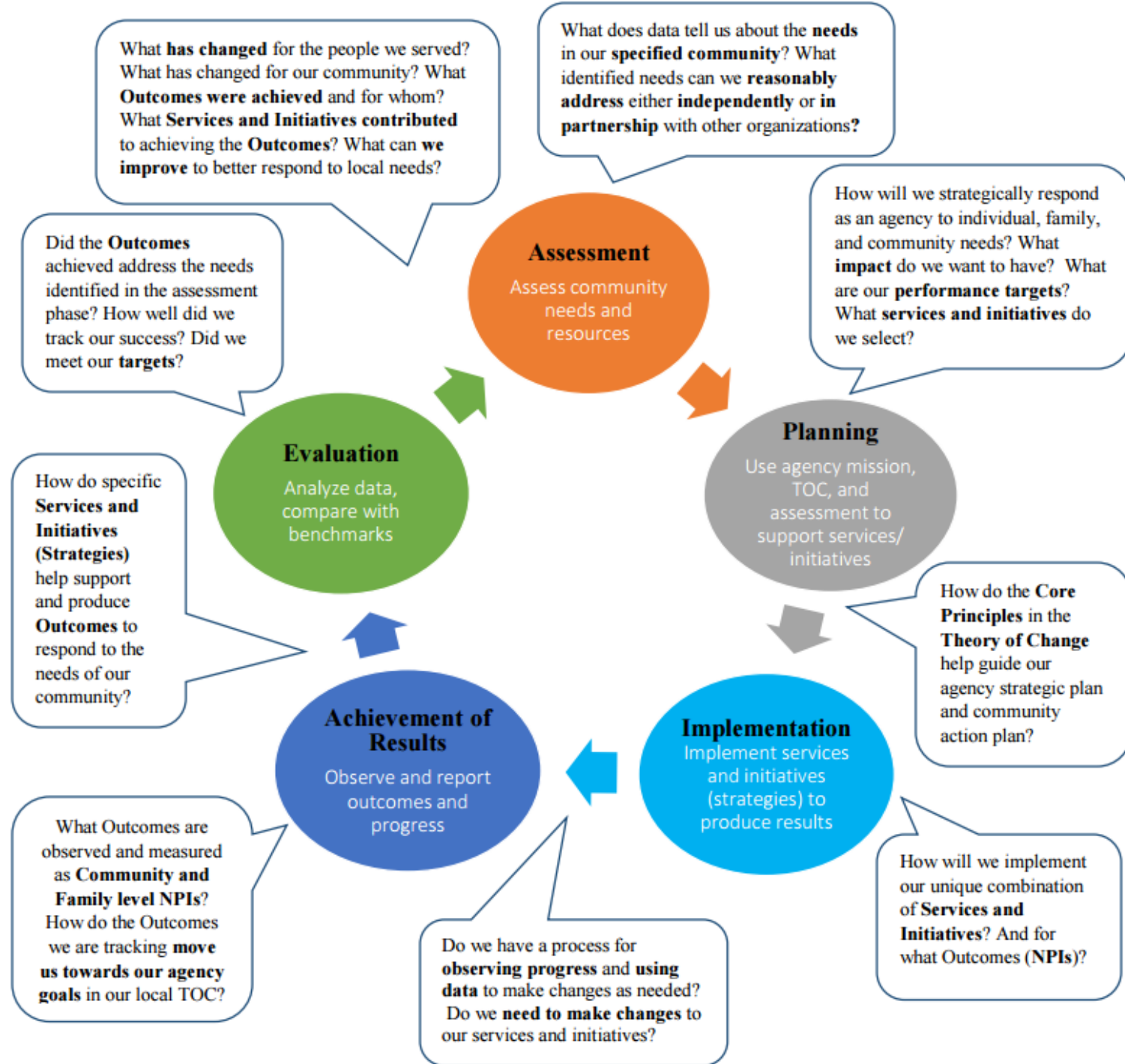
Annual Reports are required and indicate how the state *actually* operated and used CSBG funding.



Provides information on State progress with organizational standards and state accountability measures



Provides information for OCS, State and local CAAs to use to manage and improve results.



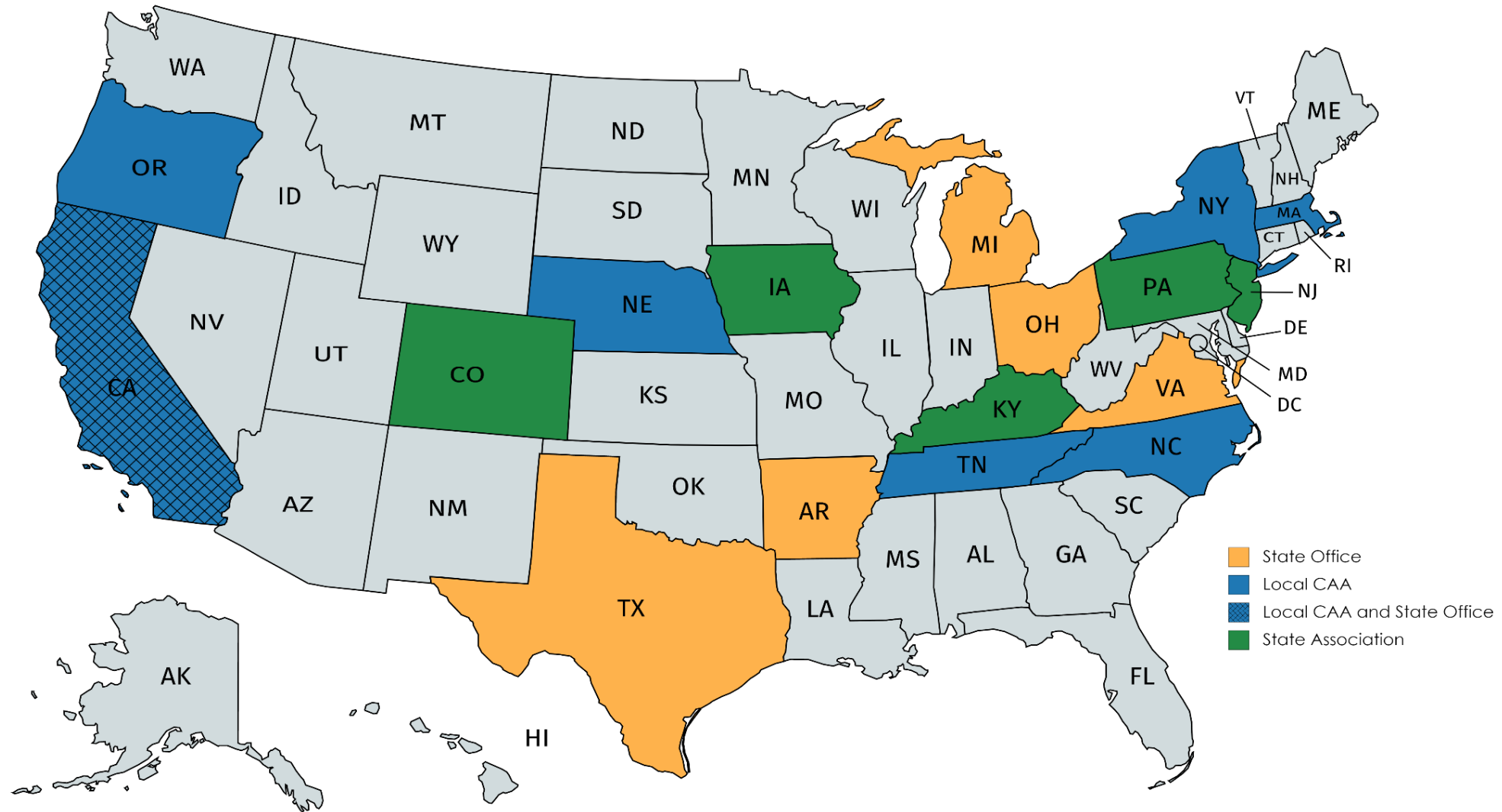


CSBG DATA TF

What is the DATA Task Force and what do they do?

- The Data Analysis and Technical Assistance Task Force (DATA TF) was convened by the National Association for State Community Services programs (NASCS) to assist the Office of Community Services (OCS) and NASCS to understand and address the data needs of the CSBG network
- The DATA Task Force also works to help the network use data analysis to continually improve results.
 - Is made up of members from states, state associations, local agencies, and national partners
 - Helped the CSBG network to transition to the CSBG Annual Report
 - Provides ongoing assistance on the Annual Report

DATA TF Representation





Tools and Resources

CSBG Resources



CSBG

Services and Technical Assistance

> CSBG Resources

ROMA

Performance Management

CSBG State Plan

State Office Resources and Tools

Theory of Change

Data Collection and Reporting

Advocacy

NASCS Data keeps its members, the federal government, and other interested parties informed about issues related to CSBG and WAP through its publications and training.

[FIND A PROVIDER](#)

[MEMBER LOGIN](#)

www.nascsp.org

The screenshot displays the NASCSP website header with the logo and navigation links. The main content area features a 'Performance Management' section with four tiles: Monitoring, Organizational Standards, Community Needs Assessment, and RPIC Training and Technical Assistance Plan. An orange arrow points from the 'Organizational Standards' tile to a dropdown menu for 'CSBG'. The dropdown menu lists various resources, with 'Performance Management' highlighted.

NASCSP
National Association For State Community Services Programs

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[ABOUT](#) [CSBG](#) [WAP](#) [NEWS/EVENTS](#) [CONTACT](#)

Performance Management

[f](#) [t](#) [in](#)

Monitoring

Organizational Standards

Community Needs Assessment

RPIC Training and Technical Assistance Plan

- CSBG
 - Services and Technical Assistance
 - > CSBG Resources
 - ROMA
 - > Performance Management
 - Monitoring
 - Organizational Standards
 - Community Needs Assessment
 - RPIC Training and Technical Assistance Plan
 - CSBG State Plan
 - State Office Resources and Tools
 - Theory of Change
 - Data Collection and Reporting
 - Advocacy



Questions?