

Understanding the Community Action Plan (CAP)

September 5, 2023



Guiding Questions for Today's Workshop

- Why do local agencies have to do a Community Action Plan?
- What are the basic components every CAP submission should include?
- Are there specific things state administrators look for in their CAP Plans?
- What are some promising practices that states might consider incorporating if they don't currently have them?

Why? Historical Guidance

The Community Services Block Grant (CSBG) Act (42 USC Sec. 9901 *et seq.*) requires all community action agencies, private nonprofit organizations, and public organizations that receive CSBG allocations to submit a community action plan (CAP Plan) for their CSBG service area.

The CAP Plan as described in the legislation includes the following components:

- (A) *community needs assessment,*
- (B) *service delivery system,*
- (C) *linkages,*
- (D) *funding coordination, and*
- (E) *outcome measures.*

STATE APPLICATION AND PLAN

PUBLIC LAW 105–285

SEC. 676. APPLICATION AND PLAN

... a State shall prepare and submit to the Secretary an application and State plan covering a period of not less than 1 fiscal year and not more than 2 fiscal years.

Included in the state plan is information from the eligible entities:

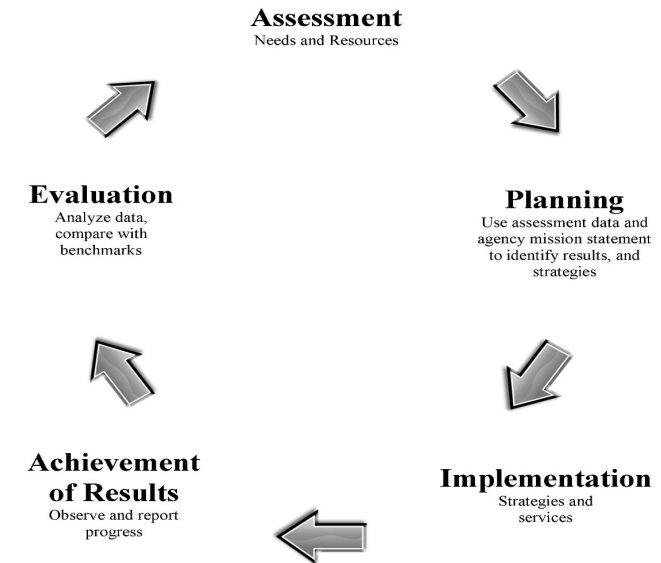
- the State will secure from each eligible entity in the State, as a condition to receipt of funding by the entity through a community services block grant made under this subtitle for a program, a **community action plan** that includes a *community-needs assessment* for the community served,
- model **performance measurement systems**, which may be used by the States and by eligible entities *to measure their performance* in carrying out the requirements of this subtitle and in achieving the goals of their community action plans.



Performance	Evaluation	Accountability	Accessibility	Knowledge
<ul style="list-style-type: none"> • Community Needs Assessment • ACSI • Organizational Standards • State and Federal Accountability Measures • ROMA Next Gen 	<ul style="list-style-type: none"> • Organizational Standards • Accountability Measures • ROMA Next Gen • Monitoring • Oversight 	<ul style="list-style-type: none"> • Monitoring • Oversight • CSBG State Plan • CSBG Annual Report 	<ul style="list-style-type: none"> • Making the CSBG Story available ✓ OCS Annual Report ✓ Congressional Report ✓ CSBG Performance Management website 	<ul style="list-style-type: none"> • How well do you know your CSBG Story? ✓ CSBG State Plan ✓ CSBG Annual Report ✓ CSBG Performance Management website

Performance Measurement and Management

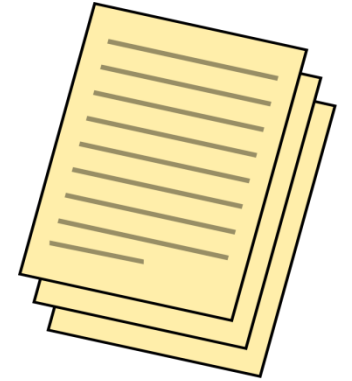
The Results Oriented Management and Accountability Cycle



- National Theory of Change (TOC)
- Local Theories of Change
- CSBG Annual Report
- Focus on community level work
- Focus on analysis and use of data
- Emphasis on the integration of all phases

A Unique Plan for CSBG

Community Action Plans are unique to our network.



In addition to being identified in the legislation that supports funding to the Community Action Network, they are identified in the Organizational Standards for local CAAs.

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

Standard 4.3 • The Organization's Community Action Plan and Strategic Plan document the continuous use of the full ROMA cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation).

About the CSBG Community Action Plan

The Community Action plan is developed by local Community Action Agencies and Eligible Entities based on the analysis of the data they gather from a **comprehensive community needs assessment which identifies needs and resources** within the community.

- The assessment is used to develop the three-year Community Action Plan describing what activities are being proposed to meet identified needs.
- Activities are identified in the domain areas of employment, education, income management, housing, emergency services, self-sufficiency, linkages, health, and nutrition.

In addition to activities to meet specific needs, expected outcomes, measurement tools and data analysis processes are all included in the CAP.

From NASCSPP:

CAP Guidance for EEs



The Community Action Plan is the key stone of this whole process.



This is the document that should guide your programmatic decisions and your goals.



This document will be used by the CSBG State staff in monitoring and as part of the application for funds.



You will use your needs assessment, prioritization, and analysis documents to create this Plan.

CAP includes all CAA activities

The National CSBG Monitoring and Assessment Task Force defined the CAP Plan as “a strategic plan for meeting the multiple needs of the target community as identified in the needs assessment, in a holistic manner.”

From legislation:

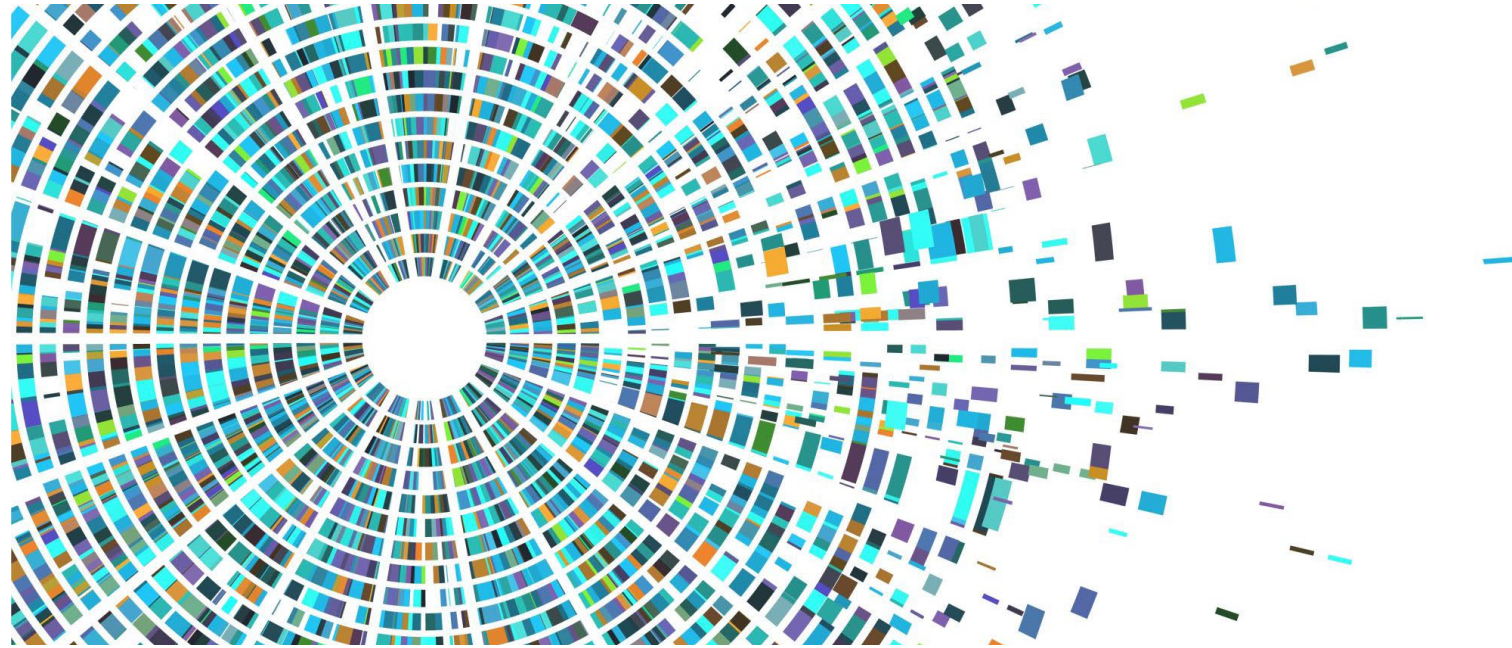
In addition to the use of CSBG funds, the CAP includes activities of the agency that are funded by other sources to meet the needs of individual, families and communities with low income.

Elements of the plan

- ✓ A clearly identified need statement
(What is the situation? Reference the CNA)
- ✓ Description of community or target population
(Who is impacted by the need?)
- ✓ Measurable/observable results
(What is expected to change? Set targets.)
- ✓ Agency actions – services and strategies
(What will the agency do? Set targets.)
- ✓ Identify Partners and Linkages
(Who is with you? Coordinate funding?)
- ✓ Measurement tools and processes
(How will you know?)



Identify the Need



Create a Community Profile

Assessing Needs Identified in Org Standards

When agencies conduct Community Needs Assessments, they identify causes and conditions of poverty that may be unique to their own community.

Standard 3.4

- ***The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.***

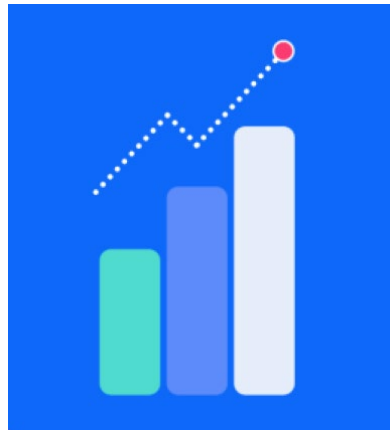
POPULATION IN NEED

- Total number of people in community
- Demographic break down of all people in the community
- Of the total number of people, how **many have low income**?
- How do the demographics of the **people with low income** compare with the general population?



What are the demographic details of the people who identified a specific need?

The CNA has many kinds of data elements



CUSTOMER INPUT AND CUSTOMER SATISFACTION



- **Customer Input:**

- Information about what the customer needs and values.
- Can be used to identify needs on both the individual and the community level.

Customer Satisfaction:

- Information about how satisfied customers are with the services they received from and the interaction they had with your agency.
- Can be used to identify agency level needs.



A clearly identified need statement

- It is not sufficient to identify the varying importance of the broad domain areas.
- Saying “housing is a need” does not provide enough information to move to a plan.
- Describe the housing challenge that you have identified.

Levels of Need

Individual or Family Level

Some situations are identified as being particular to a specific group of people.

- Families with low income need assistance in preparing their children for school.
- Vulnerable senior citizens (or adults with disabilities) cannot care for their homes or accomplish some tasks (as doing laundry, running a vacuum sweeper or change the bed linens)
- Working age adults do not have skills required for living wage jobs.

Community Level

Some situations are identified as being systemic in the community – impacting the community at large.

- The south side neighborhood does not have access to early childhood programs.
- The percent of the community that is made up of vulnerable senior citizens is increasing.
- There are limited living wage job opportunities.

Domain:
Education

Area of
Concern:
high school
graduation

LEVELS OF NEED

- Individuals do not have high school diplomas. **(Family)**
- Our community has a low high school graduation rate **(Community)**
- Our agency has a need for additional resources to establish or expand GED preparation programs for adult customers who have not graduated high school. **(Agency)**

Clarify the Need!

Don't identify a service that could address the need.



Families need Weatherization service.

Type of Service

Actual Need: Families have high utility bills.

Families need rental assistance payment.

Type of Service

Actual Need: Families are at risk of eviction.

Individuals need job skills training.

Type of Service

Actual Need: Individuals lack job skills.

Clarify the need!

Don't identify a strategy that could address the need. (Community Level)



- Our community needs to develop summer programs for youth. Type of Strategy
- **Actual Need: Our community does not provide access to summer programs for youth.** Type of Strategy
- The community needs to provide job skills training.
- **Actual Need: The community lacks opportunities for job skills training.**

Clarify the need!

Don't identify a strategy that could address the need. (Agency Level)



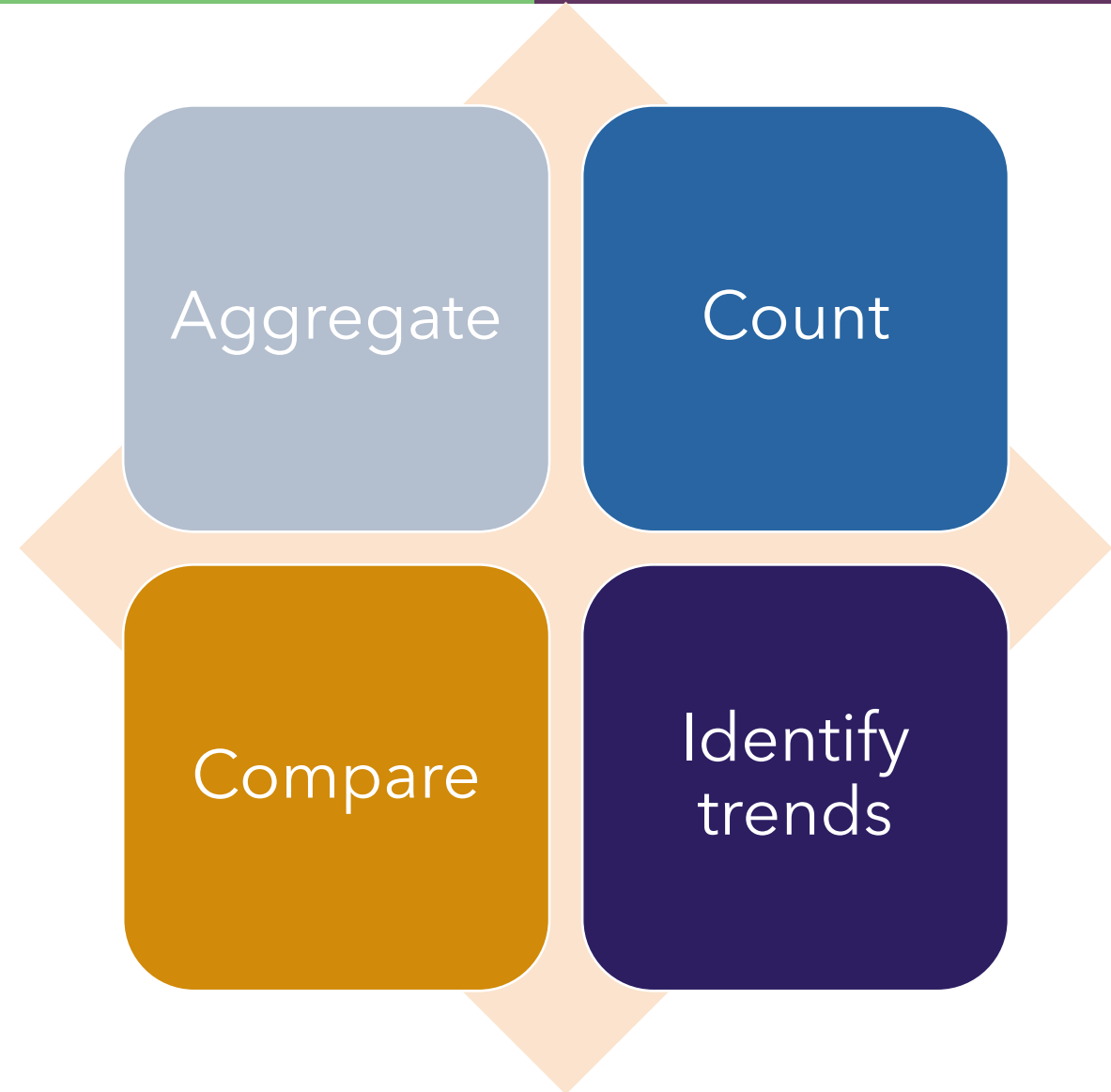
- Our agency needs to provide employment services so our customers do not have to go to another agency.
- **Actual Need: Our agency lacks the trained staff to provide employment services.**

Type of Strategy

- Our agency needs to increase child care slots.
- **Actual Need: Our agency is not funded to provide child care for everyone who applies for services.**

Type of Strategy

Agency Identifies Priorities



Assess What Must Be Strengthened or Abandoned

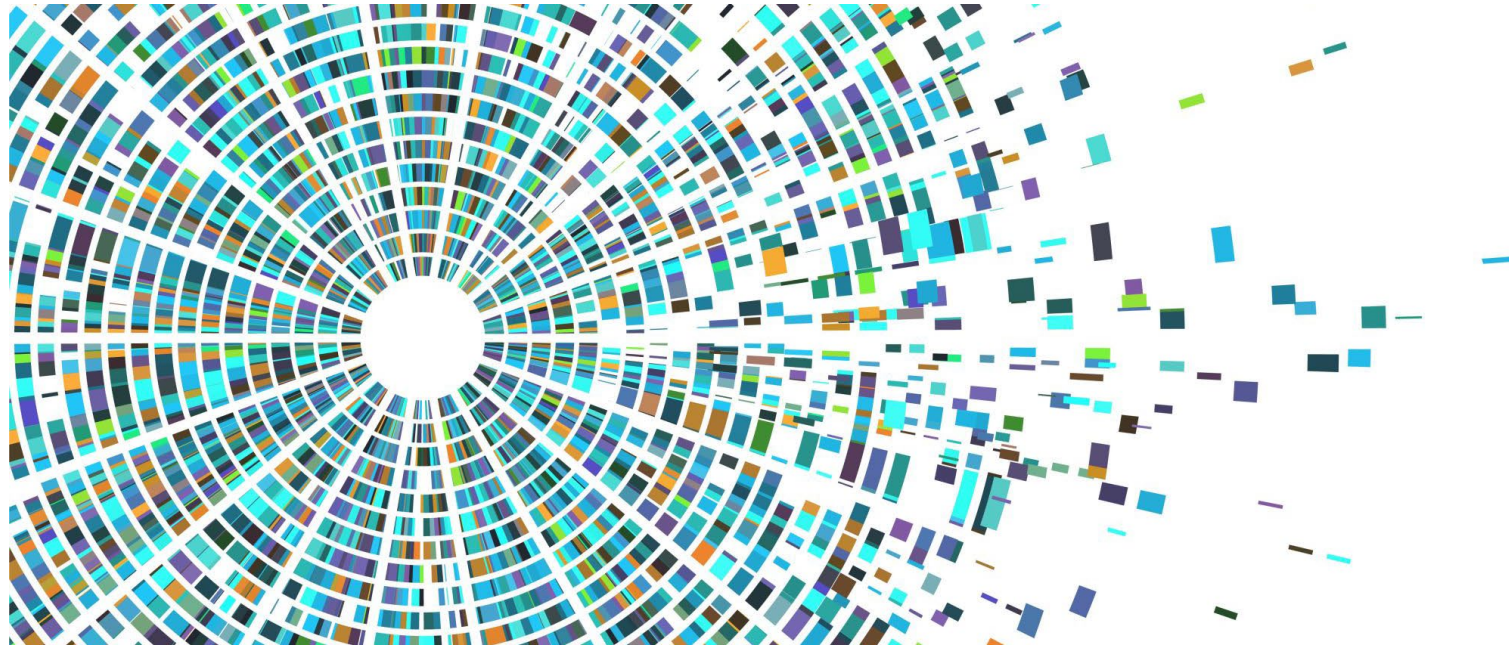
- Some things must be strengthened.
- If essential performance areas are weak, they must be strengthened.



**Some things must be abandoned.
Doing what we have always done is not
always the right choice.**



Identify the Results



What will change?

Identify What Will Change

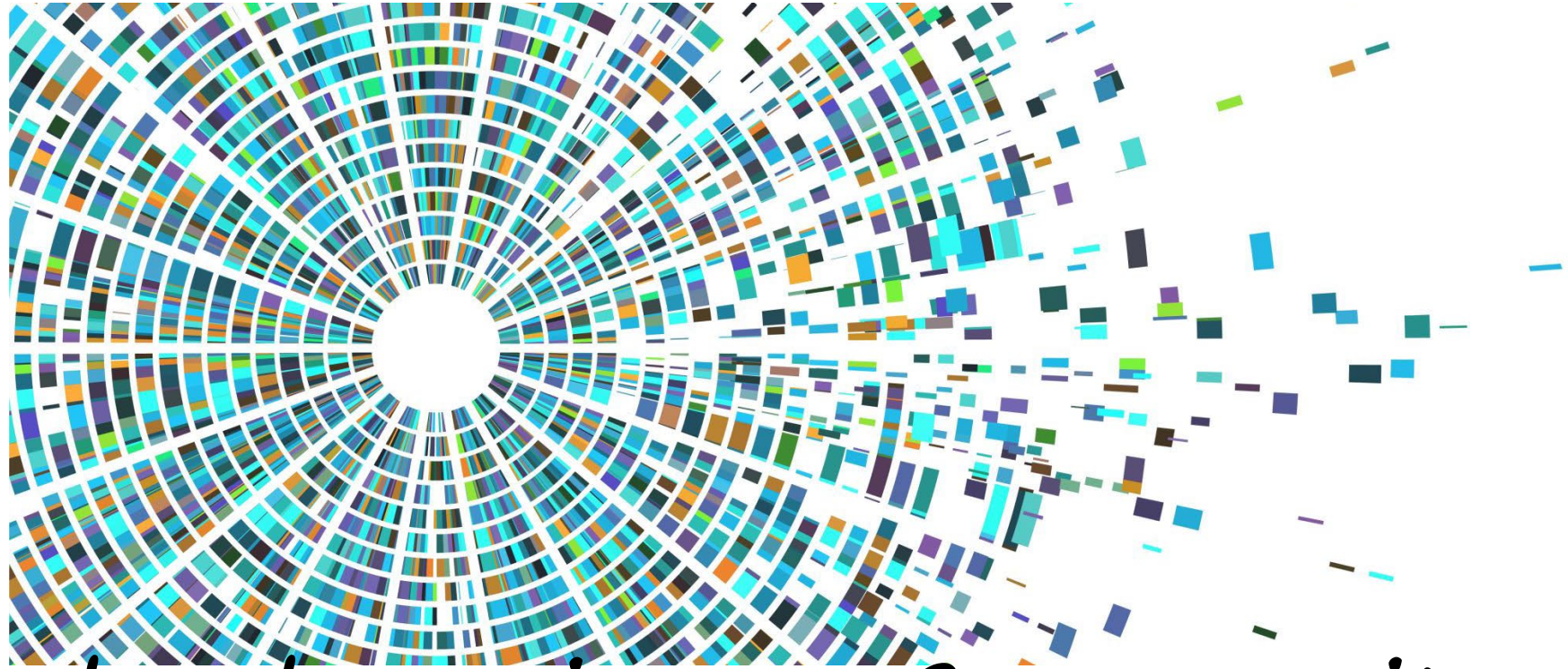
- In a “results orientation,” an agency considers what will change before it starts to think about what services it will provide.
- Just like need statements, results are identified at three levels.
- The level of the outcome must match the level of the identified need.



- **Family outcomes address an individual's employment status.**
Individual secured full-time employment.
- **Agency outcomes address the capacity of the CAA .**
Agency has staff trained to provide employment search support.
- **Community outcomes address factors that support employment, as well as employment conditions.**
There is an increase in employment opportunities in our community.

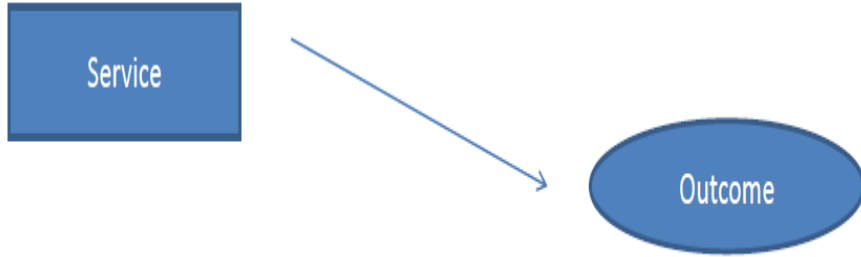
Comparison of Outcomes for Employment

What will the agency do?

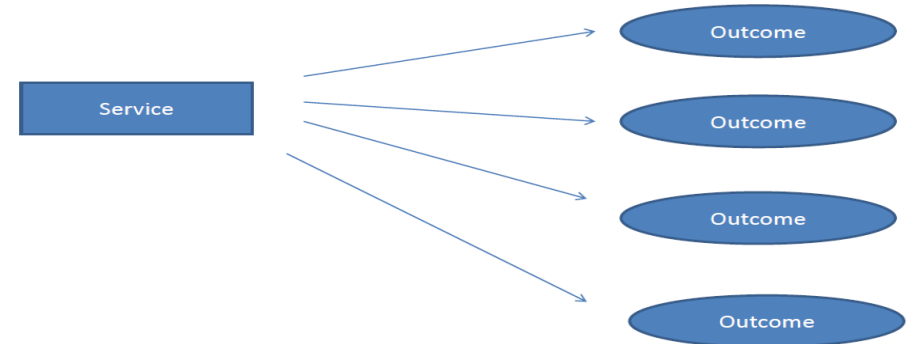


Family level service or Community level strategy?

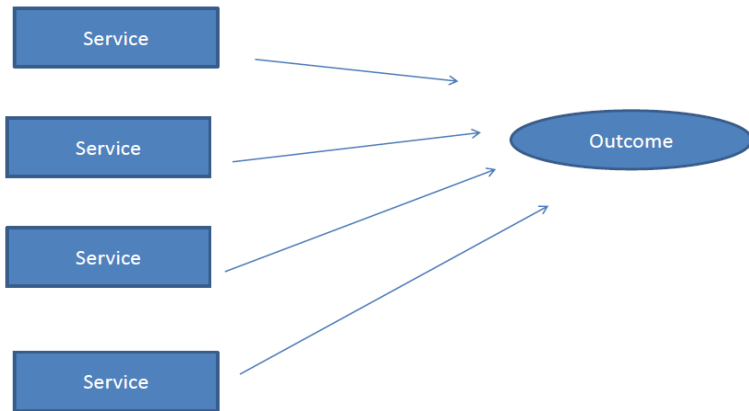
One Service -> One Outcome



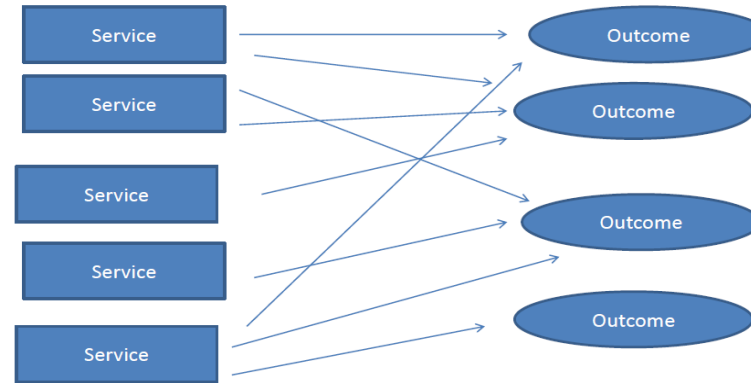
One Service -> Multiple Outcomes



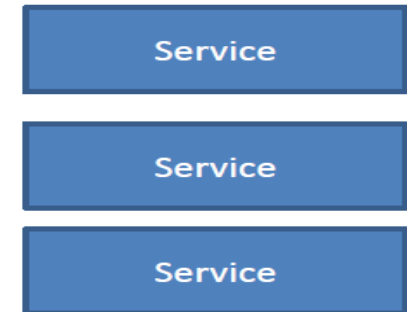
Multiple Services -> One Outcome



Multiple Services -> Multiple Outcomes



Services



Do the Services Match?

- Make note of places that the agency has identified multiple services that would be needed to meet a need.
- Does the agency have a way to document (track) the services that have been bundled to match the needs and outcomes?
- Be on the look out for services that are family level when the need and outcome are at the community level.

Identifying Disconnects between identified needs and agency responses

There is limited affordable housing in our community.

We will provide tangible assistance to families who are at risk of eviction or foreclosure.

There are no doctors in the neighborhood

We will assist families in application for health care insurance.

Businesses in our community do not hire individuals who have a criminal record.

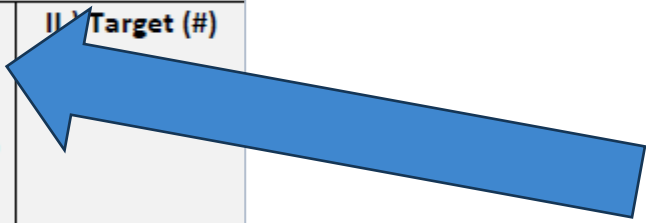
We will assist individuals to have their records expunged.

The Plan Prepares for the Report



Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.
Employment Indicators

Employment (FNPI 1)	I.) Number of Participants Served in program(s) (#)	II.) Target (#)
FNPI 1a The number of unemployed youth who obtained employment to gain skills or income.		
FNPI 1b The number of unemployed adults who obtained employment (<u>up to a living wage</u>).		
FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (<u>up to a living wage</u>).		
FNPI 1d The number of unemployed adults who obtained and maintained employment for at least 180 days (<u>up to a living wage</u>).		
FNPI 1e The number of unemployed adults who obtained employment (<u>with a living wage or higher</u>).		



National Performance Indicators

NPIs in the CSBG Annual Report are standardized set of indicators that are used by all CAAs across the country.

Having this standardized set creates the format for uniform national reporting.

The NPIs are a selective sampling of what we do, but they do not represent all of the CAA outcomes.

Local CAAs are encouraged to report on the full range of outcomes they produce.

Agency Generated Outcome Indicators

Outcomes are statements of change **without numbers**.

The indicator is a statement of how much something has changed or how many have changed.

The Outcome Indicator shows the relationship among:

-- the service/activity (output)

“20 clients receive employment and training services”

-- the outcome,

“obtain a job”

-- the what will indicate the outcome has happened,

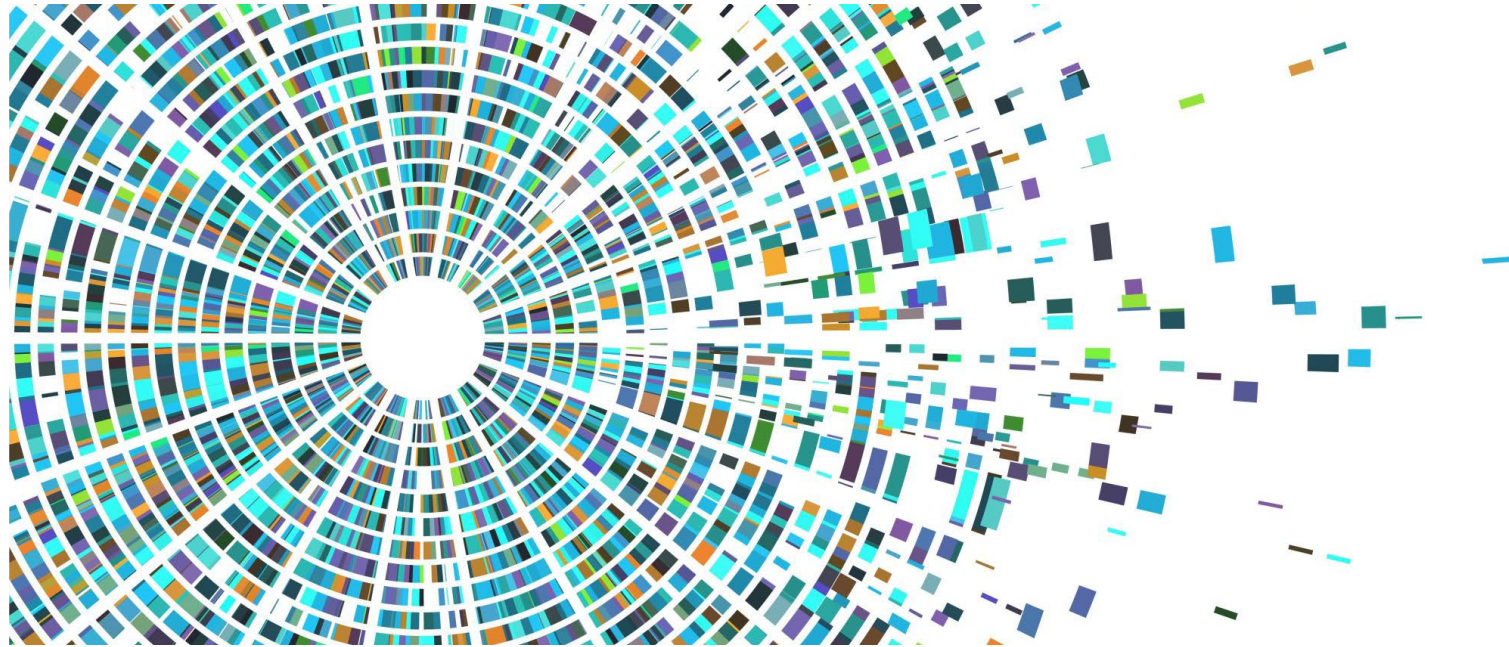
“7 out of 20 or 35% will obtain full time employment”

-- and the time frame.

“within the program year”

This example shows a projected indicator.

How will you know?



Did the Plan work? Customer success?

Measuring Actual Customer Performance

(while the identification of the actual performance isn't a part of the CAP, the agency will compare projections from the CAP in the Annual Report)

20 families actually received the service

and **5 families** achieved the outcome

(N) 5 individuals secured employment

(D) **20** individuals received training

=**25%** actual customer success rate



Establishing Measurement Tools

Output measurement tools

These tools document the services and processes provided by the agency or activities done by the customer.

Outcome measurement tools

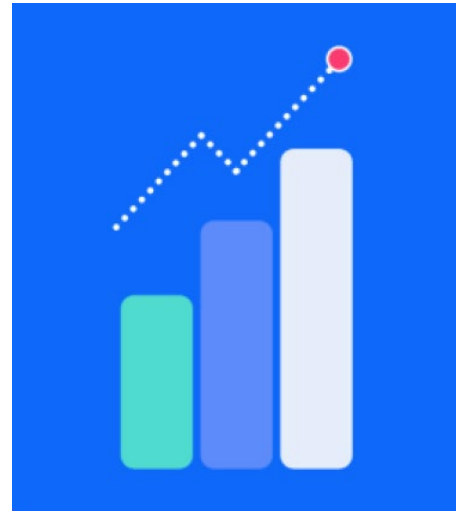
These tools document the change that has happened.



Identifying Evidence



TOOLS



PROCESSES

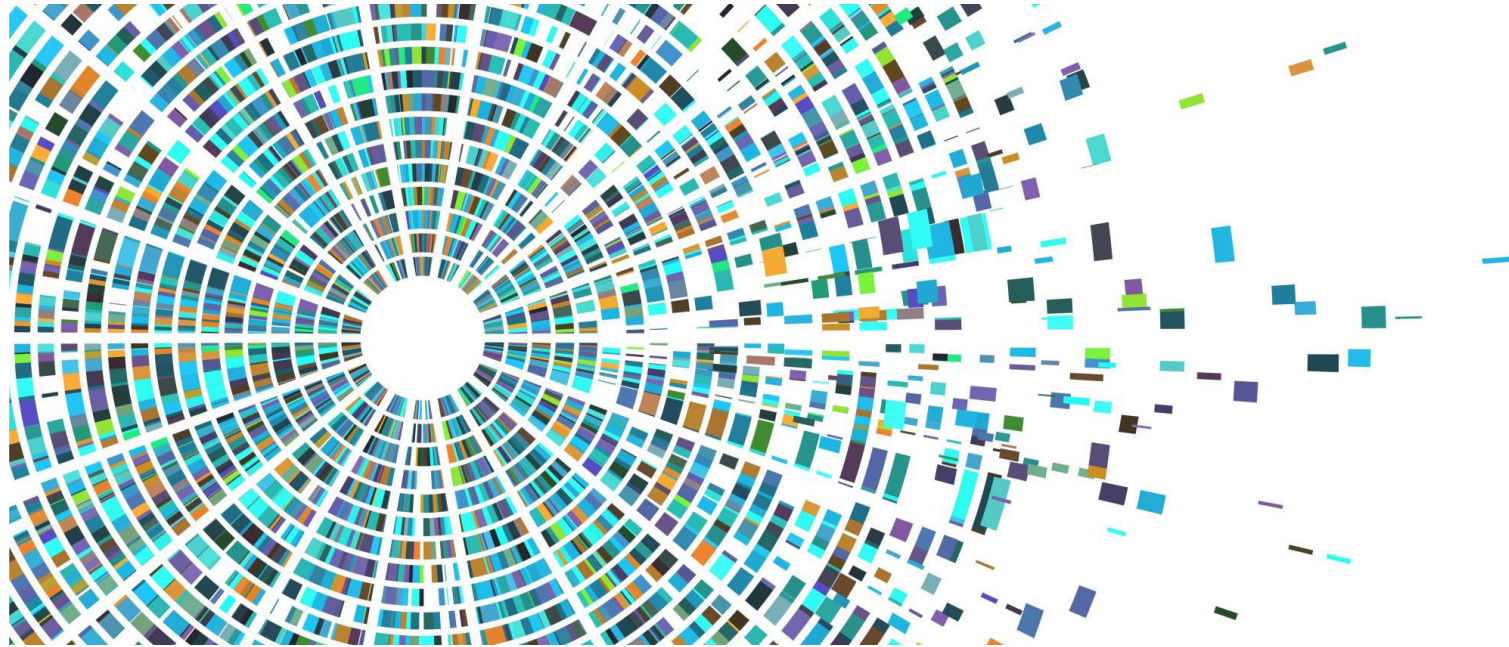




Measurement Tools and Process

Measurement Tools	Data Source	Frequency
Output:	Who:	Data collection:
	How:	
Outcome:	Where:	Reporting:

Agency Targeting Ability



How well did the agency plan?

Agency Targeting Success Rate

Ability to Predict Client success

- **Target:** 7 out of 20 people in the employment program, or 35%, **will obtain a job** six months after enrollment.
- **Actual:** 5 out of 20 people in the employment program, or 45%, **obtained a job** six months after enrollment.

Ability to Predict Agency Success

5 customers **actually obtained outcome**

7 customers **targeted to obtain outcome**

=**130%** ability to successfully project performance

BY THE WAY: CAN CUSTOMER SUCCESS BE MORE THAN 100%

Agency Targeting Success Rate

Ability to Predict Client success

- **Target:** 7 out of 20 people in the employment program, or 35%, **will obtain a job six months after enrollment.**
- **Actual:** 9 out of 20 people in the employment program, or 45%, **obtained a job six months after enrollment.**

Ability to Predict Agency Success

9 customers **actually obtained outcome**

7 customers **targeted to obtain outcome**

=71% ability to successfully project performance

Agency Targeting Success Rate

• Which is better?

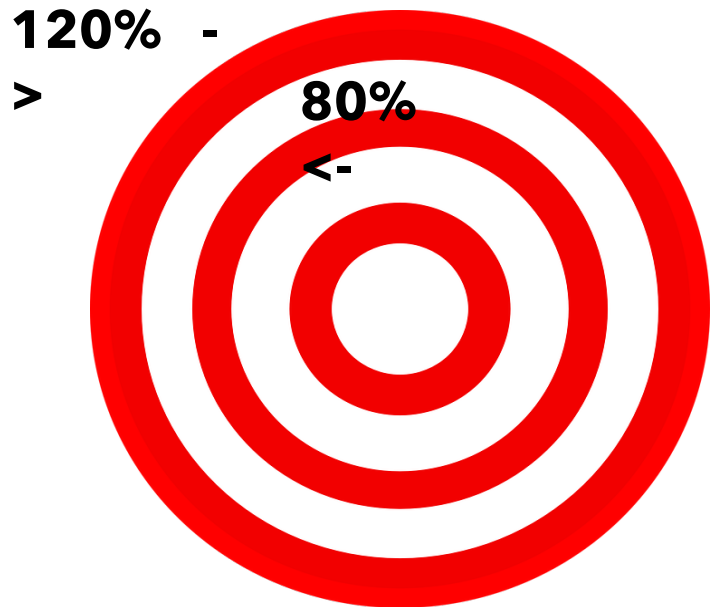
- 5 (actual)
- ----- = 71% ability to
- 7 (target) successfully target

• or

- 9 (actual)
- ----- = 130% ability to successfully target
- 7 (target)



Performance Standards



Agency targeting is expected to fall between 80% and 120%.

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry

Goal 1: Individuals and Families with low incomes are stable and achieve economic success

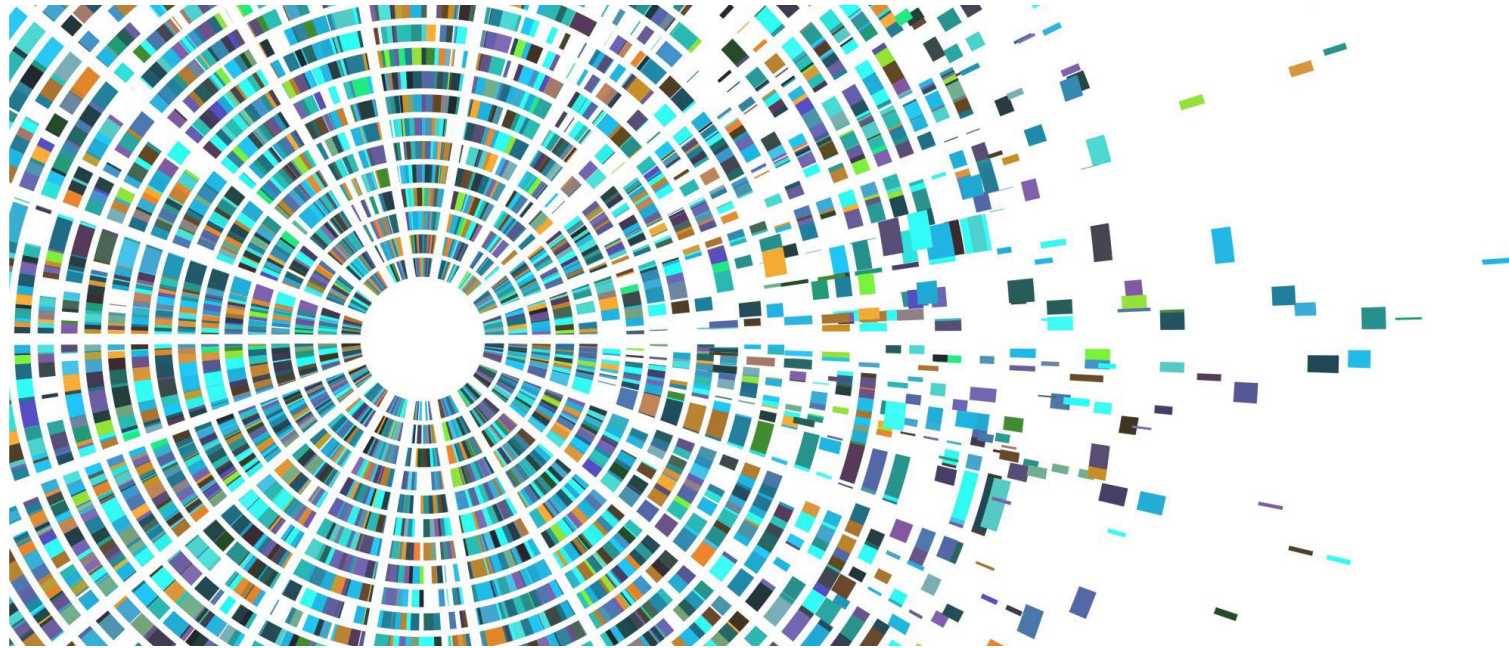
Employment Indicators

Customer Success rate

Agency Targeting Success

Employment (FNPI 1)	I.) Number of Participants Served in program(s) (#) ACTUAL # served	II.) Target (#) Expected to achieve	III.) Actual Results (#) ACTUAL # achieved	IV.) Percentage Achieving Outcome [III/I = IV] (% auto calculated)	Performance Target Accuracy (III/II = V) (% auto calculated)
FNPI 1a The number of unemployed youth who obtained employment to gain skills or income.				#DIV/0!	#DIV/0!
FNPI 1b The number of unemployed adults who obtained employment (<u>up to a living wage</u>).				#DIV/0!	#DIV/0!
FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (<u>up to a living wage</u>).				#DIV/0!	#DIV/0!
FNPI 1d The number of unemployed adults who obtained and maintained employment for at least 180 days (<u>up to a living wage</u>).				#DIV/0!	#DIV/0!

Ideas from some of our Peers



How well did the agency plan?

Individual/Family Logic Models from DBA FACS Pro (WV)

Complete and submit a logic model for each applicant program reporting outcomes on the annual CSBG/IS report.

The logic models are to be submitted using the electronic logic model tool in Application Pro of DBA FACS Pro™. Each Applicant has the ability to create a new application by copying a past application. This method will create an exact copy of the Logic Models. The feature was added to cut down on the amount of time it takes to create each logic model. Once copied, each logic model should be modified to reflect the goals and plans of the programs for the 2020 program year. Some logic models may need to be deleted if a program has ended and some may need to be added.

Community Initiative Status Forms from DBA FACS Pro

Complete and submit a community initiative status form for each community level initiative to be administered in the FY2020 reporting period including those which began in prior years but are still in progress. The community initiative status forms are to be created using the Community Pro module of DBA FACS Pro™. Each initiative status form should reflect the goals and plans of all community initiatives for the 2020 program year.

Community Needs Assessment

List the top three priorities/unmet needs identified by the agency's 2019 Community Needs Assessment. Ensure that each need is clearly identified as a *family, agency, or community* level need.

1

2

3

Describe the key findings on the causes and conditions of poverty and the needs of the communities that were assessed. Also describe any programmatic changes the agency has made or plans to make as a result of these findings.

2020 Summary of CSBG Funded Programs

	Program name	Brief program description	Description of population served and projected number to be served in 2020	Projected measureable program outcome(s)*	CSBG goal(s) addressed by the program**
1					
2					
3					
4					
5					
6					
7					
8					
9					
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12					
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24					
25					

*The outcomes must be measureable goals that include a number or percentage of individuals, households, or other specific entities that the agency expects will achieve or experience the desired outcome. Please write in complete sentences.

These goals are listed on worksheet 2. **Eligibility and Goals. Please enter the goal number(s) for each program supported with CSBG funds.

LOGIC MODEL CHECKLIST

Does each logic model contain the following elements?

[Note – all answers should be yes for the logic model to be accepted – please see attached for example logic model]

1. First Column (NEED)

- Is the needs statement understandable and clearly articulates whether it is a family, agency, or community level need?
 Yes No
- Is the needs statement brief, but more than one word?
 Yes No
- Does the needs statement identify only one level of need?
 Yes No
- Does the needs statement list a need, and not a service or outcome?
 Yes No
- Can the need be found in the CNA?
 Yes No

2. Third Column (OUTCOME)

- Is there at least one outcome that is understandable and clearly articulates whether it is a family, agency, or community level
 Yes No
- Does each level of outcome (family, agency, or community) listed match the level of need?
 Yes No

3. Second Column (SERVICE)

- At least one service that is understandable and clearly articulates what actions the agency will take to achieve the outcome? Does the level of service (family, agency, or community) match the level of outcome and need?
 Yes No
- Does the service include the number of clients that are projected to

OK also uses a logic model and provides this checklist to help with review.

**Community Services Block Grant
Performance Management Outcomes
Program Year: 01/01/19 - 12/31/19**

(A) Outcome	(B) Outcome Indicator	(C) National Performance Indicators (NPIs)	(D) Service Category	(E) Funding Source	(F) Funding Amount	(G) Program/Service Contract Period	(H) Amount of CSBG funds used to support this program	(I) New Program Y/N
TOTALS					\$ -		\$ -	

Additional
tools from
OK

ROMA Implementation Plan

Agency:

Date:

ROMA Cycle	ROMA Action Item	Participant Manual Module	Initial Target Completion Date	Person(s) Responsible
Assessment	Review/revise current MISSION statement	2, Part 1		
	Review last community NEEDS assessment to determine priority needs. Ensure that needs identified are properly labeled as <i>family, agency, and community levels</i> .	2, Part 2		
	Evaluate the available resources in your community to address any service gaps or find collaborators	2, Part 2		
	Evaluate current program services and determine effectiveness to meet needs (based on recent program performance).	2, Part 2		
Planning	For the top 3-5 needs identified in your most recent CNA, develop a logic model. Fill in as you complete the ROMA action items. <i>Once your planning logic models are completed, submit to your liaison.</i>	7		
	Based on needs and program evaluation, identified during the assessment process, plan your measurable OUTCOMES to be achieved to meet the needs that are linked to the 6 NPI's.	3, Part 1		
	Identify SERVICES and strategies to achieve outcome(s).	3, Part 2		
	Determine OUTCOME INDICATORS	4		
	Determine your projected success rates for each outcome indicator.	5		
	Develop a system to track services and outcomes. Determine what documentation will be collected to measure each outcome, staff responsible and how often data will be collected. (MEASUREMENT, DATA, and FREQUENCY)	5		
	Update Community Action Plan to include outcomes, strategies and specific data collection information.	3, Part 1		
Implementation	Implement revised Community Action Plan	4		
	Determine frequency to monitor implementation of plan.	4		
	Determine the frequency for evaluating progress and report results to board.	4		
Achievement of Results	Measure your actual RESULTS for each outcome	5		
	Update your planning logic models with the actual results, then resubmit to ODOC.	7		
	Analyze data; compare with performance targets/projected success rates determined during the planning phase.	5		

Assessment

This section should be in narrative format and include the following at a minimum:

1. Describe the community that was assessed (could be service area or other designation).
2. Explain the agency's assessment processes including, community needs assessment and customer satisfaction
3. Identify family, community and agency level needs
4. Connect the top 3-5 needs prioritized in the Community Needs Assessment (CNA) process.
5. Has anything changed within your service area or within your agency in the past year that affect the needs from previous years? (provide examples)

-
6. Describe the process for selecting programs/services administered by the Agency, based upon results of the needs assessment
 7. Reference resources identified in the CNA and indicate how they will be connected to services in the CAP provided by the agency

Planning

This section should be in narrative format and include the following at a minimum:

1. Provide a brief description of the agency's Strategic Planning process and provide dates of the current strategic plan
2. Describe the connection between the CAP and the agency-wide Strategic plan.
3. Submit final logic models with actual results for top three needs for CSBG 2018. Evaluate last year's performance (2018) and determine what will be done differently this year.
4. Submit planning logic models for top three needs for CSBG 2019 (RFA Attachment)
5. Ensure logic models include clear outcomes that match the top needs of the CNA, strategies match the needs, outcome levels match the levels of the needs, outcome indicators are identified, measurement tools are identified (Utilize ODOC's Logic Model Checklist).
6. Describe the targeted population to be served.
7. Evaluate how Performance Measurement Outcomes...

Exhibit A – Description of Need – Completed? Y or N

Review Description of Need

Comments:

Exhibit B – Service Area – Completed? Y or N

Be sure all service area is listed

Comments:

Exhibit C – State Pan Assurances – Completed? Y or N

Be sure to review, all must be completed

Comments:

Exhibit D – Key Personnel – Completed? Y or N

This must be completed and reviewed; read instructions to know who is to be included

Comments:

Exhibit E – Agency Wide Funding Chart - provided? Y or N

All columns must be complete – Are they? Y or N

Comments:

Exhibit F – Budget - provided? Y or N

Signed by Executive Director? Y or N

Using FNICR? Y or N

If Yes, is Indirect Waiver provided? Y or N

**Update FNICR spreadsheet with % and date

Using DeMinimus (10%) Y or N (must be calculated correctly)

Revenue – check FFY 2020 Base Allocation – Correct Y or N

Total Budget equal to Total Revenue? Y or N

Comments:

Exhibit G – Budget Narrative - provided? Y or N

Does each line item coincide with the budget line items? Y or N

B/BN should mirror each other

Review cost allocation of staff closely

Be sure Program Costs are detailed and split into each program

Budget Narrative will include the Employee Allocation form – it must be complete

Comments:

Exhibit H – Community Action Work Plan – Completed? Y or N

Review each thoroughly and be sure to review for the following:

Does it reflect the Needs Assessment? Y or N

Are the objectives identified and measurable? Y or N

Comments:

Does it explain how the objective will be met?

Comments:

Be sure to save your completed review under the CAA – RFP folder. Title: CAA name RFP Review

MO – list of
exhibits
included in CAP

MI – checklist to review documents

Community Needs Assessment (CNA)	Yes	No	N/A
All information should be completed			
<p>A Community Needs Assessment is required every three years per the CSBG Act. It should include the following:</p> <ul style="list-style-type: none"> information on the population in their geographical area, tools they used to gather the information, (focus groups, surveys, etc.) what they found their needs are for the community and a recommended strategy. <p>They can partner with another provider, but the CNA they send us must pertain to CSBG and how they will use it to better the agency and community. (E.g., they can't just send in the Community Health CNA instead of one that includes CSBG info.)</p>			
1. Did they conduct a new CNA within the last three years (Check FACSPRO or SharePoint)? What year? _____ If no, ask when they anticipate the next one will be completed?			
2. Are the following all checked? Data on Poverty, Gender, Age, and Race/Ethnicity? If not, we need to let the programmatic monitor know.			
Did they explain how they collected and included the data?			
3. Did the agency collect and analyze <i>qualitative</i> and <i>quantitative</i> data on the geographic service area(s) for the CNA?			
4. Did the agency list other needs studies they used?			
5. Did they list the top three needs in their community and describe the programs that are ongoing or being implemented to address these needs and any partner agencies?			
Comments:			
Service Delivery System	Yes	No	N/A
Were all questions 1-9 completed with thorough explanations (See instructions if necessary)? *These questions ask them to describe their intake system and talk a little about their overall service delivery and how they use the ROMA cycle. Would like to see specific examples.			
1. Did the agency check how their clients enter into the agency's system?			
2. Skip this – you will use the Program and Funding sheet to compare to the Logic Models later			

3 (Revised 8.23.9)

Planning REVIEW GUIDE
FY 2020 CSBG Community Action Plan (CAP)
 PLAN PERIOD: 10/01/19 THRU 09/30/21

3. Did the agency describe the intake process in detail? <i>For example: Is there a central intake system? Is there a pre-screening process? Do they determine eligibility for ALL agency programs? Etc.</i>			
Service Delivery System Continued	Yes	No	N/A
4. Did the agency answer the question in detail? <i>There should be two answers here. For example: When a client comes in for Weatherization services, do they offer other services they qualify for? Do you have a list of other services/organizations in the area that they also refer them to?</i>			
5. Did the agency answer the question in detail or write N/A?			
6. Does the agency have any counties without a service center? _____ <i>How are services delivered to these areas?</i>			
7. Did the agency explain how duplication is avoided? <i>For example, if two agencies are running duplicative programs, how is it determined who should be the lead. Do they mention collaboratives and community meetings attended and how information is shared in the community?</i>			
8. Is every step of the ROMA cycle mentioned (<i>Planning, Implementation, Achievement of Results, Evaluation, Assessment</i>)? Examples of what should be included in their answer: <ul style="list-style-type: none"> How often does the agency share reports with staff and the board? How is the board involved in the ROMA cycle? Do they use a Satisfaction Survey or other information? If so, how do they distribute/collect the surveys? <ul style="list-style-type: none"> Have improvements been made to existing programs to make them more effective or responsive to a client's needs? Do they use the Community Needs Assessment? If so, how? Who determines what programs to start/stop? When do they update their logic models? (numbers should not be updated throughout the year but used as a planning tool for the next year.) Data should be analyzed throughout the year to create the projections. This will show the agencies due diligence in running their programs and analyzing the data, which is part of the ROMA cycle. How is their strategic plan involved? 			
9. Did the agency answer the question in detail or write N/A?			
Comments:			
CSBG Assurances	Yes	No	N/A
Did the agency fill out the Programs and Funding sheet completely? (You will want to compare this to their logic models once they submit them)			

Key Elements from AZ Guidance

I. Agency Overview

II. Assessment of Community and Clients

III. Strategic Plan

IV. Implementation of CAP – areas of focus

1. To support activities that are designed to assist low-income families and individuals, including homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families;
2. To attain an adequate education, with particular attention toward improving literacy skills of the low-income families in communities involved, which may include carrying out family literacy initiatives;
3. To obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs;
4. To achieve greater participation in the affairs of the communities involved. This may include the development of public and private grassroots partnerships
5. To meet the needs of low-income youth through initiatives like the creation and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime and promotion of the primary role of the family; support these innovative community and neighborhood-based initiatives (related to the purposes of CSBG), which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting;
6. To the maximum extent possible, coordinate, and establish linkages and partnerships between governmental and other social service programs and their providers — including but not limited to religious organizations, charitable groups, and community organizations — to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services. The CAA will coordinate the provision of employment and training activities in the communities with entities providing activities through local workforce investment programs. Finally, the CAA will, to the maximum extent possible, establish these aforementioned linkages in order to address gaps in service deliveries, making use of information, referrals, case management, and follow up consultation in order to do so;
7. To remove obstacles and solve problems that block the achievement of self-sufficiency. This may be achieved by making effective use of program coordination related to the purposes of CSBG,

V. National Performance Indicator (NPI) Targets

Send your documents and forms to
NASCSPP to share!



WHAT WILL YOU DO NEXT?

- Have you heard something today that has given you an idea that you want to find out more about?
- What questions do you still have?
- Who can you talk to (to get more information)?



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