

THE CAT IN THE HAT COMES BACK! – ROMA NEXT GEN

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ROMA **Next Generation**

MYTH: ROMA NEXT GENERATION IS NEW

- **FACT:** ROMA Next Generation is not new.
 - It is focused on enhancing the CSBG Network's performance and outcomes measurement system for local eligible entities – identified in the CSBG Act as Results Oriented Management and Accountability (ROMA) System.

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MYTH: ROMA NEXT GENERATION IS NEW

- **FACT:** The original ROMA framework was designed to support continuous growth and improvement among more than 1,000 local community action agencies and a basis for state leadership and assistance toward those ends. It created a system of performance management that included standardized national indicators and annual reporting tools that have been widely used within the CSBG network.

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Well, sure...
I know you've changed since
2004.
I know there have been many
advances in medicine since then
but...
**THIS IS THE WAY WE'VE
ALWAYS DONE THINGS.**

MYTH: ROMA NEXT GENERATION IS NEW

- However, ROMA and the associated data collection system, the CSBG Information System Survey (CSBG IS), have remained relatively unchanged since 2004, and have not evolved over the years to reflect the ways in which the network addresses a wide variety of services and populations.

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MYTH: ROMA NEXT GENERATION IS NEW

- **FACT:** ROMA Next Generation introduces new tools and a revised framework to support the analysis of services and strategies provided and the impact of these services and strategies on individual and community change.
- While some elements of ROMA Next Generation are familiar, there have been updates and additions to the CSBG National Performance Indicators for individuals and families, and new elements added to capture community level change, which often take more than one year to achieve.

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MYTH: ROMA NEXT GENERATION IS NEW

- **FACT:** ROMA Next Generation introduces new tools and a revised framework to support the analysis of services and strategies provided and the impact of these services and strategies on individual and community change.
- By calling these enhancements “Next Generation”, we hope to promote the full implementation of the ROMA Cycle, continue the movement of the CSBG Network towards a robust and transparent process for collecting and analyzing data, and ensure that the CSBG Network is implementing services and strategies for maximum impact at all levels – individual, family, and community.

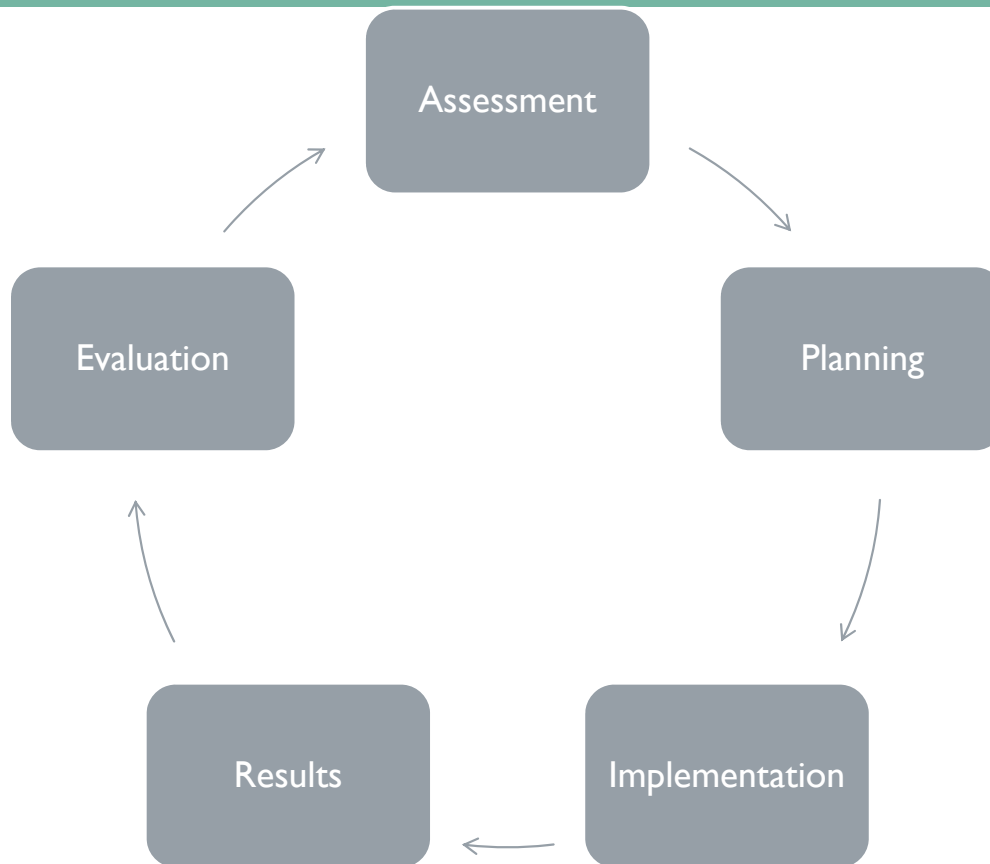
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ROMA (NEXT GEN) CYCLE



ASSESSMENT: WHO IS INVOLVED?

- Collect and Analyze:
 - Governance
 - Leadership
 - Information Systems Manager
 - CSBG / IS (Annual) Report Coordinator
- Input:
 - Frontline Staff
 - Primary Customers (Program Participants)
 - Secondary Customers (Partners, Staff, General Public, Elected Officials)

WHAT'S UNDER THE HAT?



- A formal assessment plan is best.
 - These activities are year-round
 - Require periodic and ongoing activities
 - Utilize multiple staff members across multiple programs
 - Require dedicated time and resources

WAIT! OUR AGENCY HAS AN NCRT ON STAFF! WHEW!

- NCRTs, and eventually NCRI, can be a great asset to your agency during the Assessment Segment of the ROMA Cycle.
- By utilizing their in-depth understanding of ROMA, they can assist your agency with the application or adaptation of ROMA concepts in the following “Intro to ROMA” modules:
 - Module 1: History, Purpose, and Perspective
 - Module 2: Mission and Community Assessment
- Additionally, technical assistance is available from ACAA to help your NCRT develop, use, and analyze logic models (Module 7) using assessment data.
- *(Note: These services are also available through ACAA for agencies without NCRT/NCRI staff...as is assistance in obtaining these increasingly important credentials.)*



ORGANIZATIONAL STANDARDS AND CSBG REPORT

- Organizational Standards:
 - Maximum Feasible Participation: 1.1, 1.2, 2.2, 3.1, 3.2, 3.3, 3.4, 3.5
 - Vision and Direction: 4.3, 4.6, 6.4
 - Operations and Accountability: 9.1, 9.4
- Proposed CSBG Annual Report
 - Table 2 - Details on Agency Capacity Expenditures
 - Community Needs Assessment
 - Strategic Planning
 - Data Management
 - Training and Technical Assistance
 - Other



TOOLS AND RESOURCES

- Community Action Partnership:
 - *Webinar: Accessing Community Commons and Using Comprehensive Community Action Needs Assessment Tools* = <https://vimeo.com/118043168>
 - <http://www.communitycommons.org/groups/community-action-partnership/>
- NASCSP:
 - *Toolkit: A Community Action Guide to Comprehensive Community Needs Assessments* = http://www.nascsp.org/data/files/CSBG_Resources/Train_Tech_Assistance/Needs_Assessment_FINAL_-_8.22_print_to_pdf.pdf

The screenshot shows a web browser window displaying the Community Action Partnership's Comprehensive Community Needs Assessment (CCNA) Tool and Mapping Hub. The page features a dark blue header with the text "COMMUNITY ACTION PARTNERSHIP" and "THE NATIONAL ASSOCIATION | WASHINGTON, DC". Below the header, there is a welcome message and a section titled "Using the Comprehensive Community Needs Assessment (CCNA) Tool". At the bottom of the page, there are three dark blue buttons with white text: "How to Use the CCNA Report Tool", "Start a New Assessment", and "Learn About the Data".

STRATEGIC QUESTIONING

- Who are our primary and supporting customers?
- Have we thoroughly assessed our community – *needs, resources, and opportunities?*
- Have we identified target service areas or populations and allocated resources based on assessment data?
- How will any sensitive data be compiled, stored, and safe-guarded?
- How will the results of the assessment be communicated with primary and supportive customers?



PLANNING: WHO IS INVOLVED?

- Governance
- Leadership
- Frontline Staff

WHAT'S UNDER THE HAT?



Planning is necessary on several levels:

- Strategic Plan – “...An efficient organization knows where it is headed, how the board and staff fit into that future, and how it will measure its success in achieving what it has set out to do. This agency-wide process is board-led and ongoing...” *Organizational Standards Category 6*
- Community Action Plan (“CAP Plan”) – **NEW** Requirement for Arkansas Community Action Agencies – Training and technical assistance from DHS OCS CSBG Unit is highly recommended prior to beginning process.
- Grant-, program- and/or initiative-based plans – Driven by funder requirements; all inputs, outputs, and outcomes accomplished via these plans should be expressed in overall strategic and CAP Plans.
- Sustainability and Succession Plans – It is the responsibility of agency leadership to ensure overall sustainability and smooth leadership transitions.

...ABOUT THOSE NCRTS...

- Again, the “Intro to ROMA” curriculum, which is the foundation of the NCRT/NCRI knowledge base, will be useful.
- The following modules can be used to inform agency leadership and staff about a results-based approach to planning:
 - Module 3: Developing Results-Oriented Plans
 - Module 5: Measuring Performance and Establishing Standards
 - Module 6: Observing Achievement of Results Using Outcome Scales and Matrices
 - Module 7: Managing Performance with the Logic Model – *Coordination with ACAA NCRMT is recommended.*



ORGANIZATIONAL STANDARDS AND CSBG REPORT

- Organizational Standards:

- Maximum Feasible Participation: 1.3, 2.1
- Vision and Direction: 4.1., 4.2, 4.5, 5.1, 5.2, 5.3, 5.6, 5.7, 6.1, 6.2, 6.3, 6.4
- Operations and Accountability: 7.1, 7.2, 7.3, 7.7, 7.8, 8.9, 8.12, 8.13, 9.1, 9.2

- Proposed CSBG Annual Report

- Table 2 - Details on Agency Capacity Expenditures

- Community Needs Assessment
- Strategic Planning
- Data Management
- Training and Technical Assistance
- Other



TOOLS AND RESOURCES

■ Internal:

- Assessment Results – Quantitative & Qualitative
- Program Grant Awards / Collaborative Plans
- Outcome Reports
- Organizational bylaws
- Board policies and procedures
- Personnel policies and procedures
- Agency Budget/Audit
- SWOT Analysis

■ External:

- AR DHS DCO OCS CSBG CAP Plan Template
- Partnership: Strategic Planning: The Basic Elements of Developing an Organizational Strategic Plan - <http://tinyurl.com/CAP-StrategicPlanningWebinar>
- Partnership: Preparing for Your Community Action Agency's Future: Sustainability, Succession, and Transition – <http://tinyurl.com/PartnershipToolkits>
- CAPLAW: Significant CSBG Issues to Examine When Planning for the Future – <http://www.capl原因.org/conferencesandtrainings/webinars.html>

STRATEGIC QUESTIONING

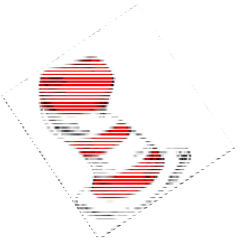
- Are the processes being considered relevant and effective for meeting the agency's mission?
- Has the assessment data been accurately and thoroughly used to plan strategically?
- What are we trying to achieve?
- What is our plan to achieve results?
- Are our projections of success SMART (*Specific, Measurable, Achievable, Relevant and Time-bound*)?
- Are people, processes, and finances appropriately accounted for in the planning, including partners and outside resources?



IMPLEMENTATION: WHO IS INVOLVED?

- Oversight:
 - Governance
 - Leadership & Management Team
- Task-Driven:
 - Management
 - Service-Delivery / Frontline Staff
 - Volunteers
 - Partners

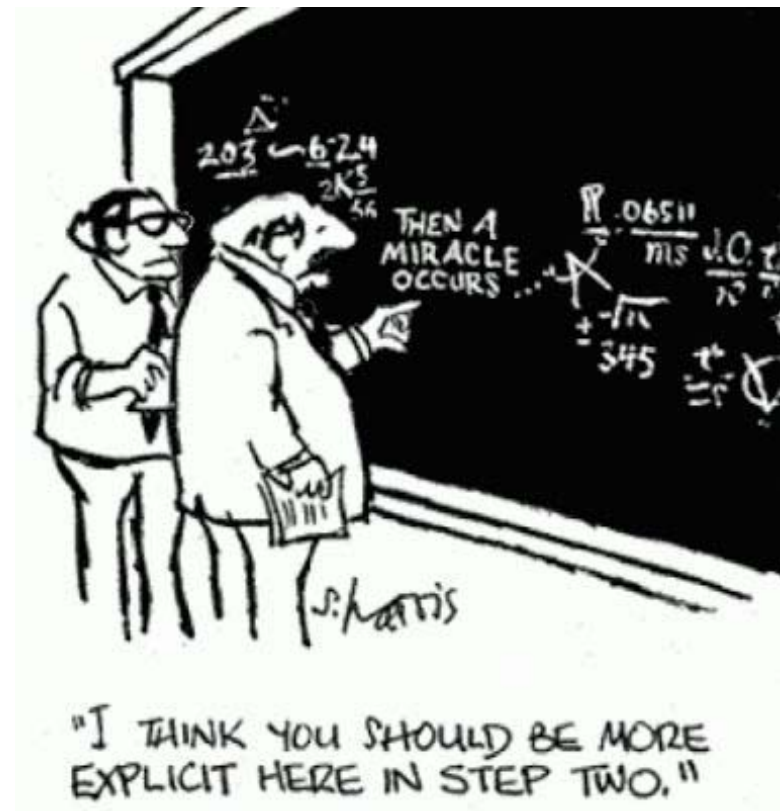
WHAT'S UNDER THE HAT?



- Staff must be adequately equipped – skills, training, authority – to implement plans.
- Successful implementation depends upon appropriate resources.

CAN NCRTS HELP HERE, TOO?

- Yep. Now, aren't you glad you have one (or two or three)? (...Or *plan to have one soon...*)
- NCRTs know all about Module 4: Implementing the Plan!





ORGANIZATIONAL STANDARDS AND CSBG REPORT

- Organizational Standards:
 - Maximum Feasible Participation: 2.2, 2.4
 - Vision and Direction: 4.3, 5.8, 5.9
 - Operations and Accountability: 7.9
- Proposed CSBG Annual Report
 - Individual- and Family-Level Services and NPIs
 - Community-Level Efforts in Progress and Strategies
 - http://www.nascsp.org/data/files/CSBG_ROMA/roma-ng-guide/allcomponents_romang_icp.pdf



TOOLS AND RESOURCES

- Expenditure and Performance Reports
- Individual & Family Scales and Matrices
- Analysis of Planned to Actual Services, Outcomes, Expenditures
- Customer Satisfaction Surveys
- Partner Satisfaction Surveys
- Strategic, Programmatic, and Community Action Plans – For Updating

STRATEGIC QUESTIONING

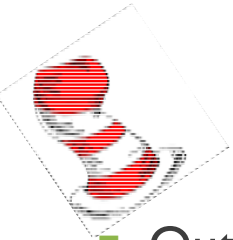
- Have we followed through with the assessment based plan?
- Are we monitoring spending in order to meet fiscal and reporting deadlines?
- Do my activities comply with funding guidelines, CSBG Act, and other legal and regulatory requirements?
- Are we engaged in mission-based targeting, service delivery, and spending?
- Are we engaged in mission-based staff support – professional development; resource development; agency sustainability?



ACHIEVEMENT AND DOCUMENTATION OF RESULTS: WHO IS INVOLVED?

- Preparers:
 - Frontline Staff (Data intake and entry)
 - Management (Data collection and analysis)
 - Leadership (Creation and dissemination of reports)
- Recipients of Reports:
 - Leadership
 - Governance
 - Funders
 - Partners
 - Community

WHAT'S UNDER THE HAT?



- Outcome data is generated in the field.
- Computer competency must be developed and maintained.
- Data collection systems are useless, if not fully used.
- Garbage in, garbage out.

OF COURSE, NCRTS KNOW RESULTS...

- To guide your agency in:
 - The analysis of planned versus actual outcomes and identify possible factors influencing success and
 - Adapt ROMA-based tools to track the impacts of services and programs on individuals and families

NCRTs can utilize their expertise in:

- Module 5: Measuring Performance and Establishing Standards and
- Module 6: Observing Achievement of Results Using Outcome Scales and Matrices.



ORGANIZATIONAL STANDARDS AND CSBG REPORT

- Organizational Standards:
 - Maximum Feasible Participation: 2.3
 - Vision and Direction: 4.4, 5.9, 6.5
 - Operations and Accountability: 8.7
- Proposed CSBG Annual Report
 - Individual- and Family-Level Services and NPIs
 - Community-Level Efforts in Progress and Strategies
 - http://www.nascsp.org/data/files/CSBG_ROMA/roma-ng-guide/allcomponents_romang_icp.pdf
 - Table I – CSBG Expenditures: The total amount of CSBG funding expended during the fiscal year, for services, strategies, and agency capacity.



TOOLS AND RESOURCES

- Community Action Partnership:

- Utilizing a Strengths-Based Approach to Implement ROMA Throughout the CAA -
http://www.communityactionpartnership.com/storage/cap/documents/toolkits/utilizing_a_strengths_based_approach_to_implement_roma_throughout_the_caa.pdf

- NASCSP:

- Individual- and Family-Level Services and NPIs
- Community-Level Efforts in Progress and Strategies
 - http://www.nascsp.org/data/files/CSBG_ROMA/roma-ng-guide/allcomponents_romang_icp.pdf

STRATEGIC QUESTIONING

- Is the implementation of programs and initiatives relevant and effective for meeting the agency's mission?
- Are we capturing the outcomes for services provided directly and indirectly (through referrals/partnerships)?
- Is our data collection and reporting software adequate?
- Are staff using data collection software properly and fully?
- What are our results and how are they defined?
- To what extent have we achieved our results?
- To what extent have our strategies impacted our communities?



EVALUATION: WHO IS INVOLVED?

- Leadership / Management
- Governance



WHAT'S UNDER THE HAT?

- ROMA Next Gen & Organizational Standards share a strong focus on evaluation.
- Performance management relies on strong evaluation processes.
- Several types of evaluations should be conducted:
 - Formative – Evaluates program during development in order to make early improvements; helps refine or improve program
 - Summative – Provides information on program effectiveness; conducted after completion of program
 - Process – Determines if specific program strategies were implemented as planned; focuses on program implementation
 - Outcomes – Focuses on changes that result from programs activities; can include both short and long term results
 - Impact – Focuses on long term, sustained changes, both positive/negative and intended/unintended.

EVALUATION? OH, NO! NCRTS TO THE RESCUE! RIGHT?

- Well, yes and no.
- Along with the improvements in capturing individual, family, and community data, the most meaningful changes brought about by ROMA Next Gen involve our evaluation efforts.
- NCRTs, NCRIs, and the rest of the Community Action Network need to focus on the development of skills, tools, processes, and resources necessary to take our evaluation efforts to the next level.
- Currently, NCRTs can assist their agencies with implementation of the processes and tools available in Module 6: Observing Achievement of Results Using Outcome Scales and Matrices to begin to analyze impact on individuals and families.
- ACAA can assist NCRTs with implementation of Module 7: Managing Performance with the Logic Model to lay the foundation for conducting more comprehensive evaluations.



ORGANIZATIONAL STANDARDS AND CSBG REPORT

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- Proposed CSBG Annual Report
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TOOLS AND RESOURCES

- Agency Strategic Plan
- Community Action Plan
- Program / Grant Implementation Plans
- Community-Level Initiative Plans
- Completed Audit
- Agency-Wide Budget
- Outcome Reports – All programs
- Demographic Reports – All programs
- Customer & Partner Satisfaction Survey Results
- Organizational Standards Self-Assessment
- Fiscal Reports
- Monitoring Reports

STRATEGIC QUESTIONING

- Did we follow our Plan?
- Did our agency meet the Organizational Standards?
- Does the data show consistency?
- Did we capture the data needed to measure performance?
- Did staff report barriers to success and were those barriers addressed?
- Have we met the service, reporting, and fiscal benchmarks appropriately?
- Were customers (or partners, for community level efforts) satisfied with our efforts?
- What internal factors affected performance? External?
- What changes do we recommend to improve performance?
- When and how will we check to see if performance is improving?



IN CONCLUSION...

Sometimes the
questions are
complicated
and the
answers are
simple.

