

# Region 1 ROMA Round Table

Kick Off

April 27, 2017

# ROMA is not changing

## The Results Oriented Management and Accountability Cycle

---

**Assessment**  
Needs and Resources



**Evaluation**  
Analyze data,  
compare with  
benchmarks



**Planning**  
Use assessment data and  
agency mission statement  
to identify results, and  
strategies



**Achievement  
of Results**  
Observe and report  
progress



**Implementation**  
Strategies and  
services





# But what's new in ROMA Next Generation?

- The adoption of a **National Community Action Theory of Change**.
  - Support for creation of local TOCs
- Renewal of the CSBG network understanding of the necessity of working toward **community change** as well as individual and family outcomes.
- Focus on **improved collection and analysis of data**.
  - Increased use of data at every point of the full ROMA Cycle.
  - Integration of the phases of the ROMA Cycle.



# New Curriculum Modules

## Format:

- Overview in a video (*30 to 60 minutes?*)
- PP and trainer guide to be used at in-person workshop (*half to full day sessions?*) where agencies will use their own documents, data, processes, plans....

## Topics:

- Creating a Local Theory of Change
- Introduction to Data Analysis
- Considering Community Level Work



# How will these modules be rolled out?

- Some “piloting” of the material
- Final versions posted
- “train-the-trainer” process? (what might be needed?)
- Add to a “series” of training opportunities
  - Intro to ROMA
  - Training around Organizational Standards
    - Focus on integration of ROMA and Org Standards
  - Training around new Annual Report

CSBG Annual Report	Current CSBG IS	Organizational Standard reference
<p><b>Module 1: State Administration</b>  Section B: Statewide Goals and Accomplishments</p> <p>Section I: Results Oriented Management and Accountability (ROMA) System</p>	Section D	<p><b>1.2</b> • The Organization analyzes information collected directly from low-income individuals as part of the Community Assessment.</p> <p><b>1.3</b> • The Organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.</p> <p><b>3.3</b> • The Organization collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the Community Assessment</p> <p><b>9.3</b> • The organization's governing board and staff leadership have analyzed the agency's outcomes within at least the past 12 months and identified any necessary operational or strategic program adjustments and improvements.</p>
<p><b>Module 2: Agency Expenditures, Capacity, and Resources</b>  Section A: Local Agency CSBG Expenditures</p>	Section E	n/a
<p><b>Module 2: Agency Expenditures, Capacity, and Resources</b>  Section B: Local Agency Capacity Building</p>	NPI Goals Three, Four, and Five	<p><b>1.1</b> • The Organization demonstrates low-income participation in its activities.</p> <p><b>2.1</b> • The Organization has documented or demonstrated partnerships across the community (for a specific purpose) including other anti-poverty organizations in the area.</p> <p><b>2.4</b> • The Organization documents the number of volunteers and hours mobilized in support of its activities.</p>

		<p><b>6.3</b> • The approved Strategic Plan contains Family, Agency, and/or Community goals.</p>
<p><b>Module 2: Agency Expenditures, Capacity, and Resources</b> Section C: Local Agency Resources Administered by the CSBG Eligible Entity</p>	Section F	<p><b>8.7</b> • The governing board receives financial reports at each regular meeting that include the following:</p> <ol style="list-style-type: none"> <li>1. Organization-wide report on revenue and expenditures that compares budget to actual, categorized by program; and</li> <li>2. Balance sheet/statement of financial position.</li> </ol> <p><b>8.12</b> • The organization documents how it allocates shared costs through an indirect cost rate or through a written cost allocation plan.</p>
<p><b>Module 3: Community Level</b> Section A: Community Initiative Status Form</p>	n/a	<p><b>2.1</b> • The Organization has documented or demonstrated partnerships across the community (for a specific purpose) including other anti-poverty organizations in the area.</p> <p><b>4.4</b> • The governing board receives an annual update on the success of <u>specific strategies</u> included in the Community Action plan.</p>
<p><b>Module 3: Community Level</b> Section B: Community National Performance Indicators (NPIs) Section C: Community Strategies</p>	NPIs Goal Two and Goal Three	<p><b>2.1</b> • The Organization has documented or demonstrated partnerships across the community (for a specific purpose) including other anti-poverty organizations in the area.</p> <p><b>6.3</b> • The approved Strategic Plan contains Family, Agency, and/or Community goals.</p> <p><b>9.2</b> • The Organization has a system or systems in place to track <u>Family, Agency, and/or Community outcomes</u>.</p> <p><b>9.4</b> • The organization submits its annual CSBG Information Survey data report and it reflects client demographics and <u>organization-wide outcomes</u>.</p>
<p><b>Module 4: Individual and Family Level</b> Section C: All Characteristics</p>	Section G	<p><b>9.1</b> • The Organization has a system or systems in place to track and report <u>customer demographics</u> and the services they receive.</p> <p><b>9.4</b> • The organization submits its annual CSBG Information Survey data report and it <u>reflects client demographics</u> and <u>organization-wide outcomes</u>.</p>

<b>Module 4: Individual and Family Level</b> Section A: Individual and Family National Performance Indicators (NPIs)	NPIs Goal One and Goal Six	<p><b>6.3</b> • The approved Strategic Plan contains <u>Family, Agency, and/or Community goals.</u></p> <p><b>9.2</b> • The Organization has a system or systems in place to track Family, Agency, and/or Community outcomes.</p> <p><b>9.4</b> • The organization submits its annual CSBG Information Survey data report and it reflects client demographics and organization-wide outcomes.</p>
<b>Module 4: Individual and Family Level</b> Section B: Individual and Family Services	n/a	<p><b>4.4</b> • The governing board receives an annual update on the success of <u>specific strategies</u> included in the Community Action plan.</p> <p><b>9.1</b> • The Organization has a system or systems in place to track and report customer demographics and the <u>services they receive.</u></p>

<b>NOTE: the TOC is not a part of the CSBG Annual Report, but it is a part of the ROMA Next Generation framework</b>		
Theory of Change		<p><b>3.2</b> • 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 area(s).</p> <p><b>3.4</b> • The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.</p> <p><b>4.1</b> • The governing board has reviewed the organization’s mission statement within the past 5 years and assured that:</p> <ol style="list-style-type: none"> <li>1. The mission addresses poverty; and</li> <li>2. The organization’s programs and services are in alignment with the mission.</li> </ol> <p><b>4.2</b> • The Organization’s Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the Community Assessment</p> <p><b>6.2</b> • The approved Strategic Plan addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient.</p> <p><b>6.3</b> • The approved Strategic Plan contains Family, Agency, and/or Community goals.</p>





## New CSBG Annual Report

- CSBG Annual report received a ***3-year clearance*** from the Office of Management and Budget (OMB) on January 12, 2017.
- Starts the ***phase-in*** of the CSBG Annual Report and the ***phase-out*** of the CSBG IS Survey.

# CSBG Annual Report Implementation: Two Phases

## Phase 1

- FY16 & FY17
- Module 1 is completed in OLDC
- Local Agency data is completed in the CSBG IS Survey

## Phase 2

- FY 18
- Module 1-4 are completed in OLDC
- No data is reported in the CSBG IS Survey

# Data Submission for **FY18**

- **CSBG Annual Report in OLDC:**
  - Module 1: State Administration
  - Module 2: CSBG Eligible Entity Expenditures, Capacity, and Resources
  - Module 3: Community Level
  - Module 4: Individual and Family Level



# How can ROMA help?

- Understanding the relationship between the current reporting system and the new elements
- Helping local agencies think about their data collection processes and systems in the context of the ROMA Cycle

# Section I: ROMA System

- **I.1.a. & I.1.b. ROMA Participation**

Describe how the state helped local agencies:

- update data collection systems;
- implement new processes to review outcome data;
- review community needs assessments or community action plans.

Describe any changes in these processes.



## I.3. State Review and Feedback on 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).



## 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)



## 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.***





# American Customer Satisfaction Index

## ACSI

- In fall 2015, OCS used the ACSI methodology to obtain feedback from:
  - State CSBG Lead Agencies on services provided by the CSBG, as outlined in the Federal Accountability Measures.
  - CSBG Eligible Entities about services provided by the state CSBG Lead Agencies, as detailed in the new State Accountability Measures.
- Going forward, ***OCS will continue to use the ACSI*** as part of its enhanced Performance Management Framework.



# The ACSI: Next Steps

- OCS expects to conduct the ACSI Survey of Eligible Entities ***on at least a biennial basis***.
- The next survey is expected to be administered during the ***third quarter*** of FY 2017 (April-June 2017).
- The survey results will be available to the States for ***use in developing the FY 2018 State Plans***.
- OCS anticipates providing the States with timely survey results and ***timely feedback*** on the States use of the survey data.

In Region 1

# **NEXT STEPS**