

# R.O.M.A.

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# What are you trying to change?

Community Action helps people change their lives for the better, and helps communities become better places to live.

Community Action Agencies are change agents.

*- not simply service providers –*

- Results
- Oriented
- Management and
- Accountability

# 3 National 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.



# Six Domains

Employment

Education &  
Cognitive  
Development

Income,  
Infrastructure, &  
Asset Building

Housing

Health &  
Social/Behavioral

Civic Engagement  
& Community  
Involvement

Community Action Agencies must  
focus on the **outcomes,**  
the **results,**  
the **products,**

In addition to the services and  
activities of the programs we  
provide.

# ROMA

- Community Action Agencies monitor and report on **National Performance Indicators (NPI)**.
- NPI Reporting also creates insight into the extent to which your target predictions were accurate.

## 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.

### Housing Indicators

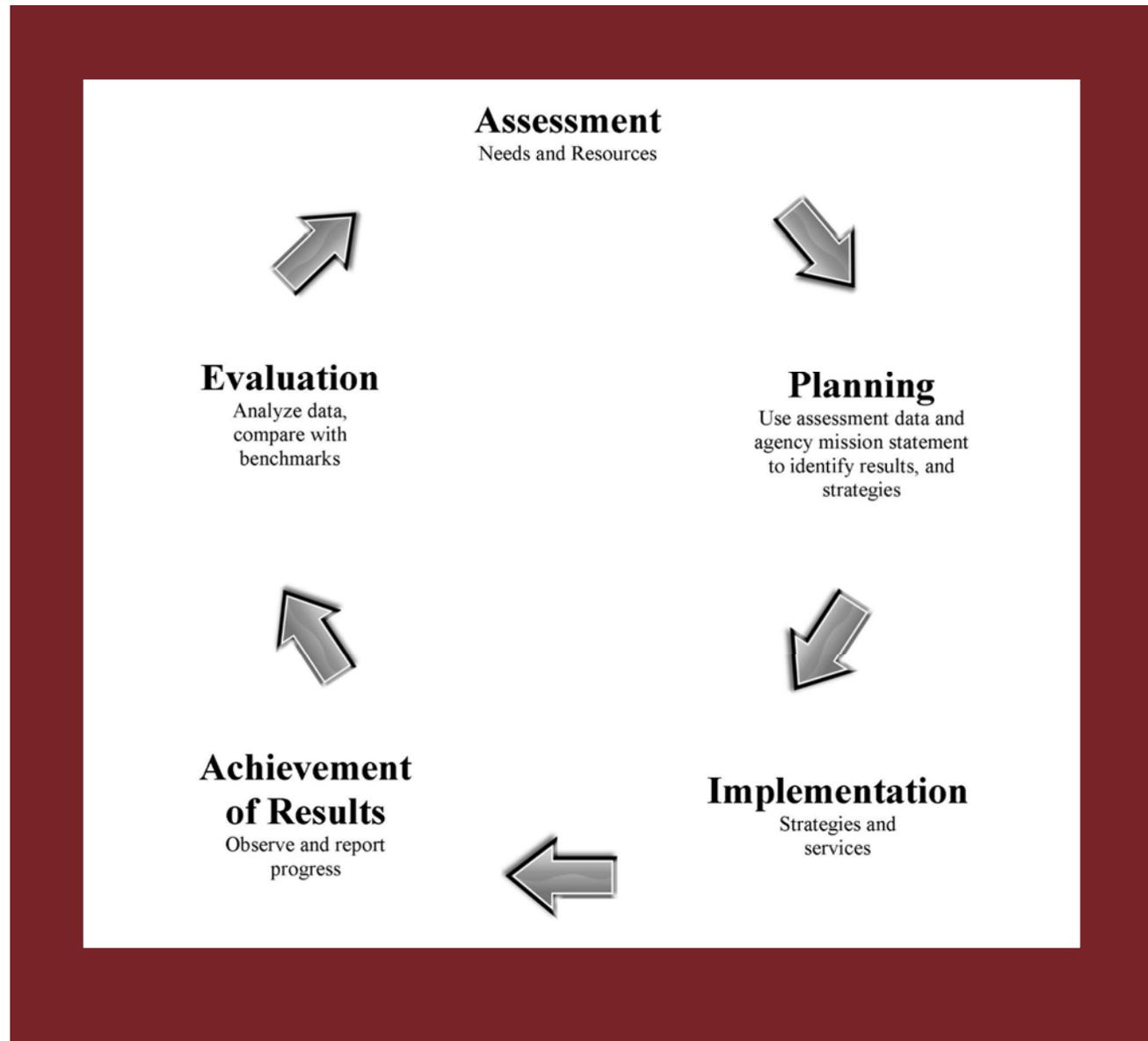
Name of CSBG Eligible Entity Reporting: \_\_\_\_\_

Housing (FNPI 4)	I.) Number of Participants Served in program(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [(III) ÷ (II)] [%] auto	V.) Performance Target Accuracy [(III) ÷ (II)] [%] auto
FNPI 4a The number of households experiencing homelessness who obtained <u>safe temporary shelter</u> .				#DIV/0!	#DIV/0!
FNPI 4b The number of households who obtained <u>safe and affordable housing</u> .				#DIV/0!	#DIV/0!
FNPI 4c The number of households who maintained safe and affordable housing for <u>90 days</u> .				#DIV/0!	#DIV/0!
FNPI 4d The number of households who maintained safe and affordable housing for <u>180 days</u> .				#DIV/0!	#DIV/0!

# The ROMA Cycle

*(it's not just a report)*

Cycle graphic created by B. Mooney and J. Jakopic from the Core Activities identified in OCS Information Memo 49, 2001



How do you know if you are meeting your goals and producing results?

You need to establish clear measures and indicators of those results you are trying to achieve.



## In your role,

you will help your agency to develop and set **realistic** expectations for the results to be achieved.

You will need to consider the difficulties that stand in the way of economic security for families and communities.



# As a 'ROMA-savvy' Staff Member,



you will help your agency identify measures that will let us know when we have “hit a home run” and when we have “won a game.”

How do the services your agency delivers help move families to economic security and improve communities?



# Results – not just Services

Why is reporting on services provided by your agency not enough?



## We have historically measured things like:

- the \$ amount of fuel benefits distributed
- the # of meals served
- the # of kids attending child care
- the # of families receiving home visits
- the # of adults attending financial education classes
- the # of clients provided tax preparation

**While this is important,**  
we must also be able to identify  
**how these interventions**  
produce  
**results.**



**What changed** because of these interventions?

**How will “lives be changed?”**

**In what ways will “communities be improved?”**

**It is important that your agency staff and board understands:**

the community needs and resources,

the agency mission,

and the results that are to be achieved by agency activities,

what happened last time.

**BEFORE** you decide on what services and strategies you will support.

← ROMA cycle!

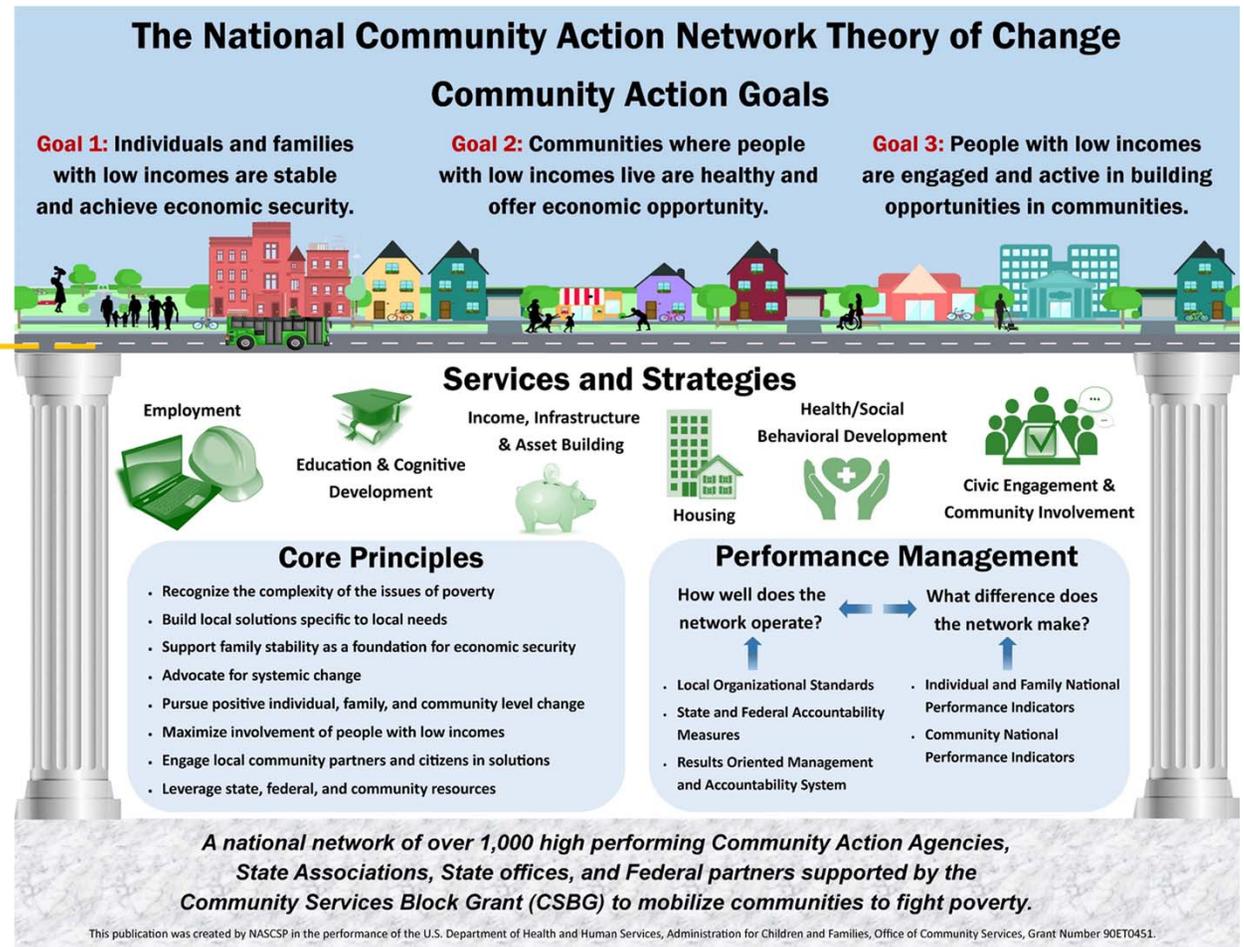
roma

Theory of Change

Contribution

○ How do we choose what to do? How do we develop our theories of change?

○ How do we measure the extent to which we are achieving them?



# Performance Management

How well does the network operate?



What difference does the network make?

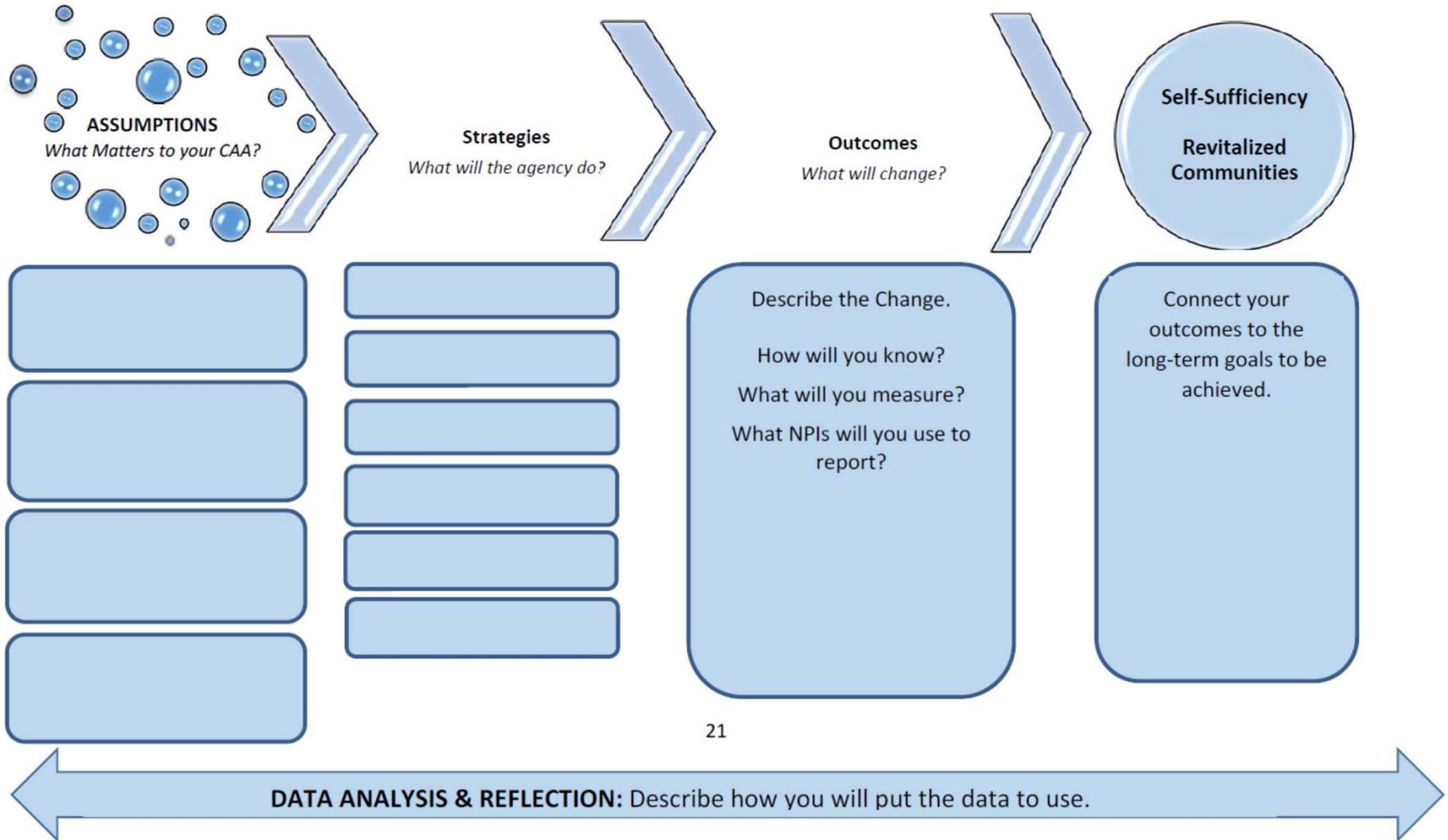


- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System



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

# Local Community Action Theory of Change



# Local Agency Assumptions

Assumptions are about...

- The causes of poverty
- What our local agency can do to address causes
- What results we expect

Are the strategies we use at the local level (the work we do) based on assumptions about the population we serve and the local conditions, *not just what funding is available*

# Assumptions Behind Strategies

*Can you identify what is behind these strategies?*

(Causes, conditions, outcomes, indicators to measure, evidence to be collected, projected time frame...)

1. Provide credit counseling to low income people who are deeply in debt
2. Distribute emergency food
3. Create a community coalition to work with existing and potential employers who do not give jobs to local residents

# Connecting Strategies & Assumptions:

- a) Conduct a food donation drive & distribute to people in need
- b) Offer a classes so people with low income can learn how to buy economical food and make their own nutritious meals
- c) Help community residents organize and operate a farmer's market where low-income people (& others) can buy and sell produce
- d) Assist a local group in pushing for changes to expand federal and state food programs.

*What does your choice of strategy tell you about your assumptions about what you believe will work to address poverty?*

# Local Community Action Theory of Change

