2012/2013

R.O.M.A.
TRAINING
What is R.O.M.A.?

Results Oriented Management and Accountability (ROMA), is a system for measuring program outcomes.

ROMA provides a common language for community action agencies to use in measuring the impact of programs on clients, the community, and the agency itself.
History of ROMA

ROMA was created in 1994 by an ongoing task force of Federal, state, and local community action officials – the Monitoring and Assessment Task Force (MATF).

Based upon principles contained in the Government Performance and Results Act of 1993, ROMA provides a framework for continuous growth and improvement among more than 1000 local community action agencies and a basis for state leadership and assistance toward those ends.
Why ROMA?

Community
Agency Board of Directors
Funders
Agency Management and Staff

Want to See Results
Since 1994, the Community Services Network has been guided by six broad anti-poverty goals:

**The Six National Goals**

**Goal 1.** Low-income people become more self-sufficient. (Family)

**Goal 2.** The conditions in which low-income people live are improved. (Community)

**Goal 3.** Low-income people own a stake in their community. (Community)

**Goal 4.** Partnerships among supporters and providers of services to low-income people are achieved. (Agency)

**Goal 5.** Agencies increase their capacity to achieve results. (Agency)

**Goal 6.** Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. (Family)
To accomplish these goals the agency does the following:

- Identify needs and resources of the community.
- Develop priorities to address needs based on mission and vision.
- Identify outcomes and indicators that align with the agency community assessment.
- Develop services and activities based on the identified outcomes to be achieved.
Community Assessment Summary among 14 Counties in northeast Nebraska

<table>
<thead>
<tr>
<th>HEALTHCARE</th>
<th>TOP 3 HEALTH CARE ISSUES</th>
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<tbody>
<tr>
<td></td>
<td>1. 67% of respondents delayed medical care because of cost (State 67%)</td>
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<tr>
<td></td>
<td>2. Access to disability services for adults</td>
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<td></td>
<td>3. Access to mental health care</td>
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<table>
<thead>
<tr>
<th>HOUSING</th>
<th>TOP 3 BARRIERS TO HOMEOWNERSHIP</th>
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<tr>
<td></td>
<td>1. Unable to make down payment</td>
</tr>
<tr>
<td></td>
<td>2. No homebuyer assistance for 1st timers</td>
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<tr>
<td></td>
<td>3. Poor credit</td>
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Housing Cost: 42% vs. Household Income: less than $25,000
Housing Cost: 23% vs. Household Income: $35,000-$45,000
Housing Cost: 18% vs. Household Income: $60,000-80,000

<table>
<thead>
<tr>
<th>PERCEPTIONS OF POVERTY</th>
<th>TOP 3 PERCEPTIONS OF THE CAUSES OF POVERTY</th>
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<tr>
<td></td>
<td>Household income less than $25,000</td>
</tr>
<tr>
<td></td>
<td>1. Lack of training/education</td>
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<td></td>
<td>2. Single parent household</td>
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<td></td>
<td>3. Not enough jobs</td>
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<tr>
<td></td>
<td>Household income more than $80,000</td>
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<tr>
<td></td>
<td>1. Low motivation</td>
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<tr>
<td></td>
<td>2. Lack of training/education</td>
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<td>3. Drug abuse/addiction</td>
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<thead>
<tr>
<th>CHILD CARE</th>
<th>TOP 3 ISSUES &amp; NEEDS FOR CHILDREN</th>
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<tbody>
<tr>
<td></td>
<td>1. Cost of childcare - Top issue</td>
</tr>
<tr>
<td></td>
<td>2. Preschool services - Top need</td>
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<tr>
<td></td>
<td>3. Birth - age 3 childhood services - Top need</td>
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<td></td>
<td>TOP 3 AREAS OF CONCERN FOR TEENS</td>
</tr>
<tr>
<td></td>
<td>1. Activities: On the weekends</td>
</tr>
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<td></td>
<td>2. Activities: In the summer</td>
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<td></td>
<td>3. Activities: After school</td>
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<thead>
<tr>
<th>BASIC NEEDS</th>
<th>TOP 3 BASIC NEEDS IDENTIFIED AS A PROBLEM FOR THE RESPONDENT</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1. Affordable medical, dental and vision care for family</td>
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<td></td>
<td>2. Paying for utilities</td>
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<tr>
<td></td>
<td>3. Affordable clothing</td>
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<thead>
<tr>
<th>EMPLOYMENT</th>
<th>TOP 3 BARRIERS PREVENTING ADULTS FROM FINDING EMPLOYMENT:</th>
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<tbody>
<tr>
<td></td>
<td>1. Lack of available jobs</td>
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<tr>
<td></td>
<td>2. Health problems/disability</td>
</tr>
<tr>
<td></td>
<td>3. Lack of education</td>
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<table>
<thead>
<tr>
<th>INCOME AND FINANCES</th>
<th>ONE IN FOUR SAID THEY ARE WORSE OFF THAN LAST YEAR.</th>
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<tbody>
<tr>
<td></td>
<td>TOP 3 INCOME AND FINANCE BEHAVIORS</td>
</tr>
<tr>
<td></td>
<td>1. Withdrawal from savings</td>
</tr>
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<td></td>
<td>2. Money in savings</td>
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<td></td>
<td>3. Followed budget</td>
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Agency Mission Statement

People helping people, improving lives in Northeast Nebraska.
Agency Vision Statement

- Imagine...
  Being an agency that empowers communities and families.
- Imagine...
  Communities inspired with confidence and trust to support the agency.
- Imagine...
  Building strong family foundations through education, empowerment and support.
- Imagine...
  Every person understanding and living a healthy lifestyle.
- Imagine...
  Unlimited access to quality healthcare.
- Imagine...
  Needs of every culture, ethnicity, race and gender is understood and met in an ever changing population.
- Imagine...
  Safe and affordable housing available for all.
- Imagine...
  An agency developing and nurturing partnerships that provide seamless services.

Northeast Nebraska Community Action Partnership, Inc. (effective July 1, 2011)
Agency priorities are Family, Community and Agency. The agency priorities address the following broad areas:

- Employment
- Education
- Income Management
- Housing
- Emergency Services
- Nutrition
- Linkages
- Self-sufficiency
- Health
- Other Programs

ROMA helps us track and report data under the broad areas listed above.
Family Priority

ROMA Goal 1: LOW INCOME PEOPLE BECOME SELF-SUFFICIENT.
R.O.M.A. helps us collect and track the following data that addresses the Family Priority.

Direct ROMA Measures:

- Number of clients that participated in agency employment initiatives.
- Number of clients that were unemployed and obtained a job.
- Number of clients that were employed and maintained a job for at least 90 days.
- Number of clients that were employed and obtained an increase in employment income and/or benefits.
- Number of clients who achieved "living wage" employment and/or benefits.
- Number of families that reduced reliance on public assistance through obtaining a job or increase in employment income.
- Number of clients that obtained skills/competencies required for employment (Employment Supports).
- Number of clients that completed ABE/GED and received certificate or diploma (Employment Supports).

This is a partial list of Direct ROMA Measures.
Family Priority Continued...

ROMA Goal 6: LOW INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS, ACHIEVE THEIR POTENTIAL BY STRENGTHENING FAMILY AND SUPPORTIVE SYSTEMS.

R.O.M.A. helps us collect and track the following data that addresses the Family Priority.

Direct ROMA Measures:

- The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services.

- Number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided:
  - Emergency Food
  - Emergency Rent or Mortgage Assistance
  - Emergency Temporary Shelter
  - Emergency Medical Care
  - Emergency Transportation
  - Child Restraints

- The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs who achieve program goals, as measured by one or more of the following:
  - Infants and children obtain age-appropriate immunizations, medical, and dental care
  - Infant and child health and physical development are improved as a result of adequate nutrition
  - Children participate in pre-school activities to develop school readiness skills
  - Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st
  - Youth improve health and physical development
  - Youth improve social/emotional development
  - Parents and other adults learn and exhibit improved parenting
  - Parents and other adults learn and exhibit improved family functioning skills
Community Priority

- **ROMA GOAL 2: THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED.**

- **Direct ROMA Measures:**
  - Number of accessible "living wage" jobs created, or saved, from reduction or elimination in the community.
  - Number of safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by Community Action activity or advocacy.
  - Number of increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets.
  - Number of special events that distribute donations.
  - Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives.
  - Number of volunteer hours donated to the agency (This will be ALL volunteer hours).
Community Priority Continued...

ROMA GOAL 3: LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY

Direct ROMA measures:
- Total number of volunteer hours donated by low-income individuals to Community Action.
- Number of low-income people participating informal community organizations, government, boards or councils that provide input to decision-making and policy-setting through Community Action efforts.
Agency Priority

- ROMA GOAL 4: PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICES TO LOW-INCOME PEOPLE ARE ACHIEVED.

Direct ROMA measures:
- Number of partnerships established and/or maintained with other public and private entities to mobilize.
- Number of presentations to the public.
Agency Priority Continued...

ROMA GOAL 5: AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS.

Direct ROMA measures:

- Number of Family Development Trainers
- Number of Child Development Trainers
- Number of staff attending trainings
- Number of board members attending trainings
- Hours of staff in trainings
- Hours of board members in trainings
Top Strategic Plan Results/Opportunities and Committees

Chair: Dusti Storm, RN
Committee Members: Jan Donner, Melinda Graham, Nancy Rice

Priority: Family

ROMA Goal 1: Low-income people become more self-sufficient.
- Provide Bilingual/Multilingual services including Interpreters for all languages (2012/2013 activity).
- A Point System that would hold clients accountable.
- More interagency collaboration

ROMA Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.
- Partnering w/ community resources to offer: parenting skills, ESL classes, Breast feeding support, teen pregnancy/prenatal care, computer skills, etc. (2012/2013 activity)
- Case Manager to help organize benefits & follow clients through the system – eliminate duplication, faster service, consistency, they would also provide education/intervention
- Education and training for clients and staff (scholarships, group services, relationship services)
Top Strategic Plan Results/Opportunities and Committees

Chair: Peggy Mlady
Committee Members: Michael Heavrin, Clarence Tichota, LeRoy Kerkman, Sally Snowe

Priority: Community

ROMA Goal 2: The conditions in which low income people live are improved.
- Reach out to churches/schools and have them come up with a list of people who can provide services to elderly/disabled at no cost or no cost of labor. (Directory) (2012/2013 activity)
- Minor home repair assistance before situations become worse (EX=toilet/shower head)
- Make sure there is a contact person for each community in the service area.

ROMA Goal 3: Low-income people own a stake in their community.
- Provide job skill programs that include job shadowing for clients. (2012/2013 activity)
- Train community leaders about the agency and increase community awareness (especially what Community Action is and what we provide across the life span)
- Create a mentoring program for adults and children
Top Strategic Plan Results/Opportunities and Committees

Chair: Rita Eichelberger
Committee Members: Krista Heineman, Jerry Weatherholt, Elsie Lund, Tom Welsh, Pat Gross

Priority: Agency

ROMA Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.
- Increase NENCAP’s partners’ knowledge of programs and services provided to them (2012/2013 activity)
- Build relationships w/ partner programs to expand opportunities
- Utilize staff – know which staff are trained in what area – directory

ROMA Goal 5: Agencies increase their capacity to achieve results.
- Scholarship opportunities for staff (2012/2013 activity)
- Integrate paperwork between programs – so clients have less to fill out and streamlining within NENCAP (BIF once done, shared with other programs)
- Revamp the process between programs when we are all under one roof
Did you know?

Did you know that between October 1, 2011 through March 31, 2012 agency staff held 77 presentations with 929 attendees across the service area?

You can document your community presentations and other advocacy efforts on the Advocacy Form in the Agency tab under Forms on the agency’s intranet.
Please click on the link or copy and paste the link into your internet browser to complete a quiz that will complete your ROMA training.

http://www.surveymonkey.com/s/ROMAquiz

KEEP THIS DOCUMENT OPEN. It will help look up the answers!

This training was adapted from www.roma1.org
This website contains information concerning Results Oriented Management and Accountability, or ROMA, a performance-based initiative designed to preserve the anti-poverty focus of community action and to promote greater effectiveness among state and local agencies receiving Community Services Block Grant (CSBG) funds.

For more information visit the ROMA website @ www.roma1.org