

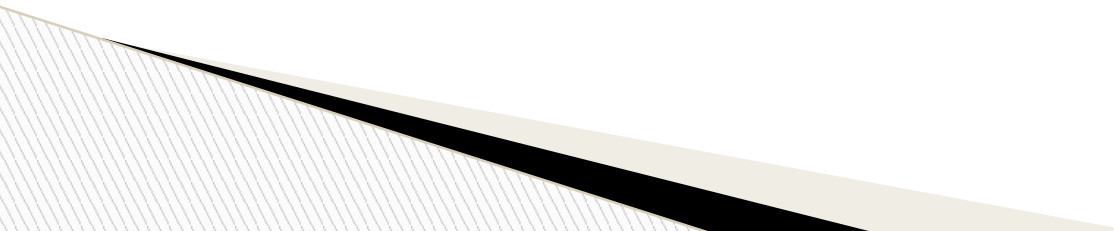


ROMA TRAINING

ROMA In a Nutshell

What is ROMA?

Results–Oriented Management & Accountability

- An accountability process used to report outcomes achieved
 - A conceptual framework for measuring the results of programs and services
 - A continuous process of assessment, planning, implementation and evaluation of results
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Why use ROMA?

- It's a Federal Requirement
- It's a State Requirement
- And it's a Best Practice Tool!

Can Help Your Agency See Results and Grow!



ROMA Cycle

Assessment

Needs and Resources



Evaluation

Analyze data,
compare with
benchmarks



Planning

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

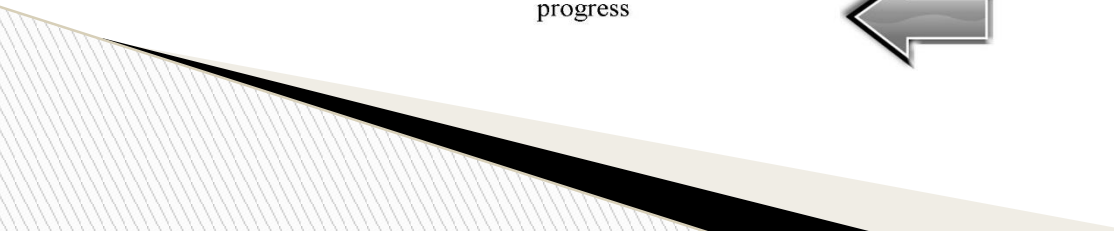


Achievement of Results

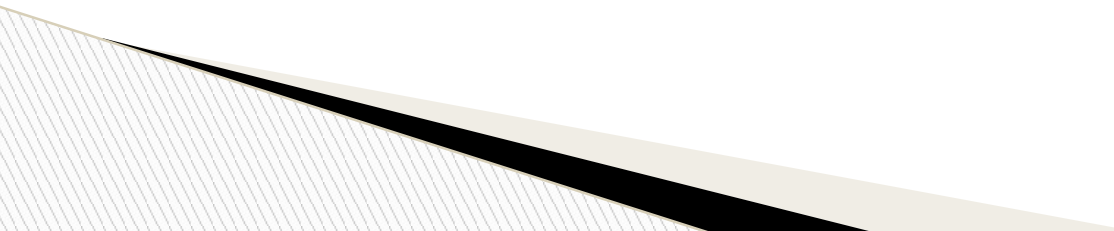
Observe and report
progress

Implementation

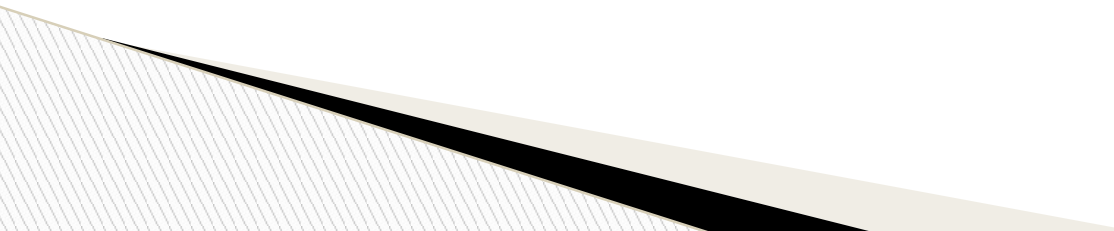
Strategies and
services



ROMA Cycle in Practice

- Agencies use the ROMA Cycle as a guiding process to determine what services/programs to offer and whether they are effective.
 - With a strong mission statement and Community Needs Assessment, agencies determine what the community's needs are and what services to offer. They plan the implementation of these services through a short term Community Action Plan and a long term strategic plan.
- 

What are Results?

- Results are also called outcomes
 - Outcomes are different from just providing a single service (also known as an output). Although providing a service is necessary to achieving an outcome.
 - For example, if you give a client emergency food supplies, that is providing a service. However, the outcome being achieved is reducing hunger.
 - Often many services might be required to achieve one outcome
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Outcome vs Output

- Outcome = result or change in a client
- Output = service

Community Action has National Goals

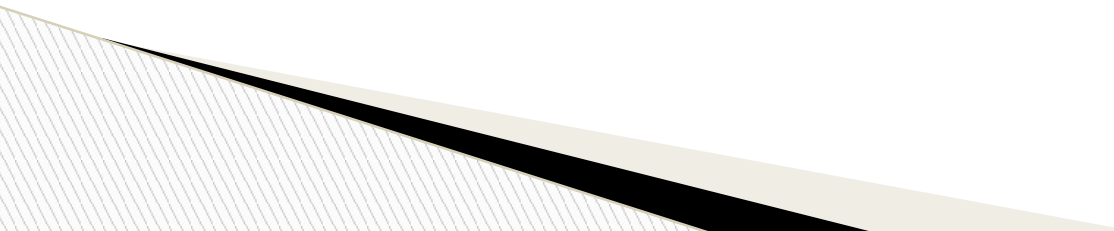
Community action is expected to work on improving both family status and community conditions.

- Families with low incomes move toward self sufficiency.
- Conditions in low income communities are improved.

The agencies have to be well run to do this:

- Agencies improve capacity to achieve results.

Why Should I Care?

- You play an important role in the ROMA cycle!
 - You are a part of the Implementation and Achievement of Results!
 - Remember that while you might be providing a service, you are also helping the client to achieve an outcome or result, such as increased self-sufficiency
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ROMA was defined as:

“a sound management practice that incorporates the use of outcomes or results into the administration, management, and operation of community action agencies.”

1998, CSBG Act



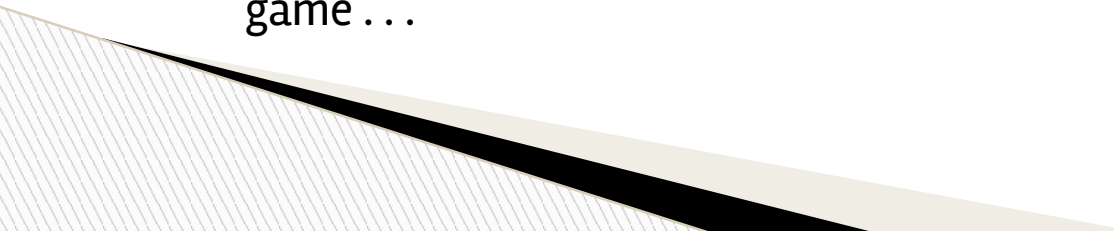
Take Me Out to the Ballgame:

Baseball Case Study



Situation:

The team finished last in the prior season.

- To boost dwindling attendance, the team promotes that:
 - Outfielders ran three times more laps during spring training.
 - Pitchers threw twice as many pitches during spring training.
 - Batters took four times as much hitting practice during spring training.
 - The team hired two new coaches and invested \$100,000 in a state-of-the-art communications system to enable the Manager to talk with them so they can give real-time perspectives on each play from their strategic vantage points in the stands during the games.
 - By the All-Star break, the team is taking an average of 17 more swings at pitches per game . . .
- 

And the fans say,

“So what?”

because they’re still in last
place,

without a single player
who deserves to be on
the All-Star Team.

The fans don't care
about the process,

if they don't get

the results.

What they care about

is

winning!

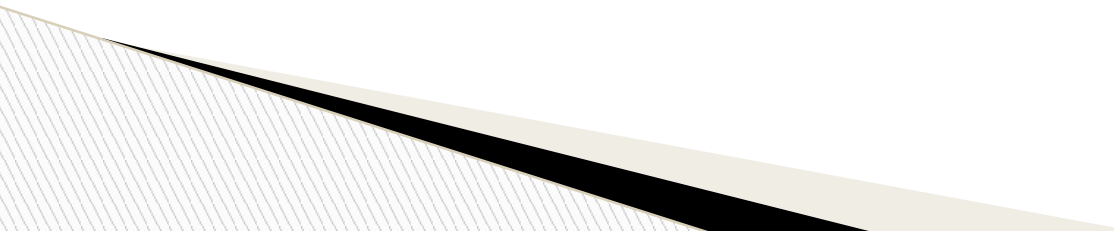


Playing Ball with Community Action

The Board of Directors is like the Owner of a ball team.

The Executive Director is like the Manager.

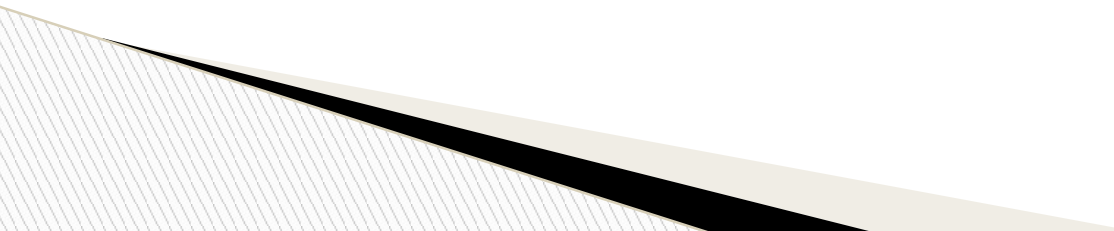
The funders, community, and clients are like the fans who want to see results.



For Community Action Agencies,

changing lives
and
improving communities

is how we
score runs
and win games.



If this is all we tell the community

(who are our fans),

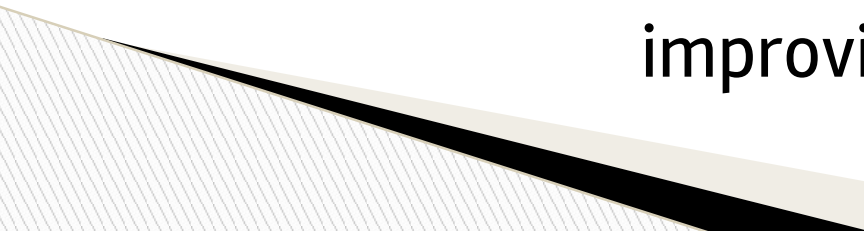
they may say

“so what?”



Community members, just like the
fans,
don't care about the process,
if they don't see that we get the
results.

What they care about, too, is
winning ...
changing lives
and
improving communities!

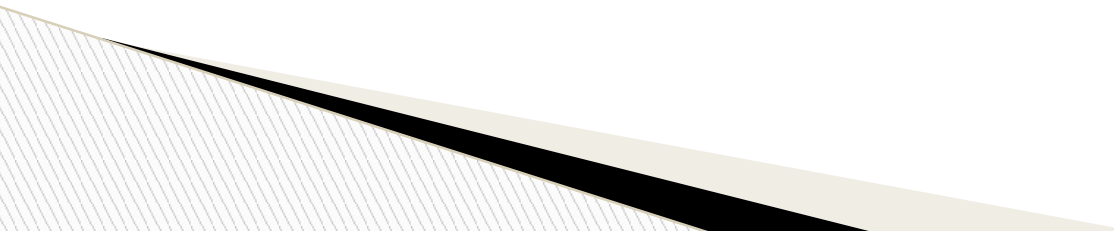


Just like the baseball team
that must hit the ball to score runs and win,
Community Action won't change lives without
delivering services efficiently,
compassionately, and intelligently.

But....



Documenting
the achievement of results is how
we prove
that we are a winning team.



Remember:
our results are
changing lives and
improving
communities.

