



**DU PAGE COUNTY
CSBG ADVISORY BOARD
AGENDA**

October 25, 2017

Regular Meeting

8:30 AM

ROOM 3500B

**421 NORTH COUNTY FARM ROAD
WHEATON, IL 60187**

1. **CALL TO ORDER**
2. **PUBLIC COMMENTS AND CONCERNS**
3. **CSBG SCHOLARSHIP PROGRAM- Lisa Hamilton**
4. **APPROVAL OF MINUTES**
 - CSBG Advisory Board – Regular Meeting – July 12, 2017- Action Item
5. **REPORTS – GINA STRAFFORD-AHMED**
 - Third Quarter 2017–Handout
6. **BUDGET REVIEW – GINA STRAFFORD-AHMED/ MICHELLE TUNK- Handout.**
7. **FAMILY SELF SUFFICIENCY PROGRAM**
8. **OLD BUSINESS**
9. **NEW BUSINESS**
 - Board Self-Assessment
10. **FUTURE AGENDA ITEMS**
11. **BOARD MEMBER COMMENTS**
11. **INFORMATIONAL ITEMS**
12. **ADJOURNMENT – NEXT MEETING October 25, 2017**

2018 MEETING DATES:

January 10, 2018, April 11, 2018, July 11, 2018 and October 24, 2018

Please contact Jennifer Pitsenbarger at (630) 407-6421 or via email Jennifer.Pitsenbarger@dupageco.org by October 20th to confirm your attendance.



DUPAGE COUNTY
CSBG ADVISORY BOARD
DRAFT FINAL MINUTES

July 12, 2017

Regular Meeting

8:35 AM

ROOM 3500B
421 NORTH COUNTY FARM ROAD
WHEATON, IL 60187

1. CALL TO ORDER

Meeting was called to order by Kristin Sheffield at 8:35 AM.

2. ROLL CALL

PRESENT: Kristin Sheffield, LaTanya Gatewood, Millie Rodriguez, Christina LePage, Molly Howieson, Don Davia, Kathleen McNamara, Angela Bentsen and Laurel Bowen

ABSENT: Elizabeth Chaplin, Robert Larsen, Sam Tornatore, Amy Grant, Tonia Khouri, Gary Grasso and Jamie Pacis

3. PUBLIC COMMENTS AND CONCERNS

No public comments were received at this meeting.

4. APPROVAL OF MINUTES

Kristin Sheffield called for a motion to approve the April 12, 2017 meeting minutes. Laurel Bowen made a motion to approve the minutes, Don Davia seconded the motion, and all voted aye. The motion was carried.

5. REPORTS – GINA STRAFFORD-AHMED

Gina Strafford-Ahmed explained the 6th Quarter reports for the 2016 CSBG grant and the 2nd Quarter report for 2017. Gina Strafford-Ahmed explained the 2016 Grant ended June 30, 2017 and majority of the 2017 programs just started. Gina Strafford-Ahmed went over the 2016 and 2017 CSBG Services Report and detailed each programs goals, progress and accomplishments. Gina Strafford-Ahmed stated that the CSBG grant changed from a 15 month grant year to a 12 month grant year.

6. SCHOLARSHIP – LISA HAMILTON

Lisa Hamilton informed the board that we received 17 applications and 11 applicants were CSBG eligible. Lisa Hamilton stated that the grading committee will meet on July 21, 2017 at 8:30 to grade the applications and all scholarship award winners will be invited to the October's meeting.

7. BUDGET REVIEW – GINA STRAFFORD-AHMED

Gina Strafford-Ahmed reviewed the CSBG 2016 and 2017 Budget and Expenditure Report. Handouts provided. Gina Strafford-Ahmed explained that 2017 funds were just beginning to be spent in many areas.

8. CSBG COMMUNITY ACTION PLAN DISCUSSION:

Gina Strafford-Ahmed suggested that we continue with our current Community Action Plan for the 2017 grant year. 2018 will be our planning year for any significant funding strategy changes which would allow the Sub-Grantees to make other funding arrangements if necessary.

Kristin Sheffield called for a motion to approve the 2017 CSBG Modification. Laurel Bowen made the motion to approve the 2017 CSBG Modification, Molly Howieson seconded the motion, and all voted aye.

Kristin Sheffield called for a motion to approve the tentative 2018 budget along with the CSBG Community Action Plan and will revisit the needs assessment next year. Angela Bentsen made the motion to approve the tentative 2018 budget along with the CSBG Community Action Plan and revisit the needs assessment next year, Molly Howieson seconded the motion, and all voted aye.

9. R.O.M.A TRAINING (Results Orientated Management and Accountability)

Immediately following the meeting training will be provided to the board by Gina Strafford-Ahmed, R.O.M.A. Certified Training. The training will focus on the principals of Result Orientated Management and Accountability (R.O.M.A.) and the integral part R.O.M.A. plays in all areas of the Community Services Block Grant (CSBG). Handouts provided.

10. FUTURE AGENDA ITEMS

Gina Strafford-Ahmed stated that the scholarship award winners will be invited to attend the October 25, 2017 meeting. Gina Strafford-Ahmed also reported that a representative from the Family Self Sufficiency program will be attending the October's meeting to discuss their program in detail.

The Board requested the Health Department come to January's meeting to go over the dental program. Molly Howieson requested either a client or staff member from WorkNet to present at the April or July meeting to explain the program or share a client success story.

11. BOARD MEMBER COMMENTS

Molly Howieson mention the need for after-hour child care for clients working nights or odd hour shifts. Wisconsin has a program which accommodates for extended child care. Gina Strafford-Ahmed stated this idea was something to explore to see how viable it would be.

12. ADJOURNMENT

Kristin Sheffield called for a motion to adjourn the meeting, Don Davia made the motion to adjourn, LaTanya Gatewood seconded the motion, and all voted aye. The motion was carried. There being no further business, the business meeting was adjourned at 9:10 AM. R.O.M.A. training ended at 10:40 AM.

2017 MEETING DATES:

OCTOBER 25, 2017



**DU PAGE COUNTY
CSBG ADVISORY BOARD
AGENDA**

July 12, 2017

Regular Meeting

8:30 AM

**ROOM 3500B
421 NORTH COUNTY FARM ROAD
WHEATON, IL 60187**

- 1. CALL TO ORDER**
- 2. PUBLIC COMMENTS AND CONCERNS**
- 3. APPROVAL OF MINUTES**
 - CSBG Advisory Board – Regular Meeting – April 12, 2017- Action Item
- 4. REPORTS – GINA STRAFFORD-AHMED**
 - Second Quarter 2017 and Sixth Quarter 2016 –Handout
 - CSBG Scholarship Update –Lisa Hamilton
- 5. BUDGET REVIEW – GINA STRAFFORD-AHMED/ MICHELLE TUNK**
 - Budget and Expenditure Report FY 2017 – Handout
 - 2018 Budget- Handout
- 6. CSBG Community Action Plan Discussion- Action Item**
- 7. OLD BUSINESS**
 - R.O.M.A Training (Results Oriented Management and Accountability)
- 8. NEW BUSINESS**
 - Board Self-Assessment
- 9. FUTURE AGENDA ITEMS**
- 10. BOARD MEMBER COMMENTS**
- 11. INFORMATIONAL ITEMS**
- 12. ADJOURNMENT – NEXT MEETING October 25, 2017**

**2017 MEETING DATES:
OCTOBER 25, 2017**

**Please contact Jennifer Pitsenbarger at (630) 407-6421 or via email
Jennifer.Pitsenbarger@dupageco.org by July 7th to confirm your attendance.**

CSBG 16/17/18 Budgets

	FY 16	FY 17	FY 17 MOD	FY 18
	BUDGET	BUDGET	BUDGET	Budget
Total Grant Projection	\$ 1,041,242	\$ 1,041,242	\$ 1,041,242	\$ 1,043,742
PROGRAM SUPPORT				
SALARY & FRINGE BENEFIT	\$ 490,265	\$ 538,057	\$ 292,881	\$ 549,320
OFFICE SUPPLIES & EQUIPMENT	\$ 6,454	\$ 3,050	\$ 21,831	\$ 500
FURNITURE	\$ 7,736	\$ -	\$ -	\$ -
TRAVEL	\$ 8,707	\$ 7,500	\$ 7,500	\$ 7,300
DUES	\$ 9,427	\$ 6,744	\$ 6,744	\$ 7,900
SEMINARS	\$ 7,840	\$ 6,000	\$ 6,000	\$ 4,800
TELECOMMUNICATIONS	\$ 1,533	\$ 1,750	\$ 1,750	\$ 1,700
PRINTING	\$ 90	\$ -	\$ -	\$ -
REPEAT BOUTIQUE	\$ 4,500	\$ 4,500	\$ 4,500	\$ 4,500
MIDWEST SHELTER	\$ 20,000	\$ 20,000	\$ 43,000	\$ 20,000
FINANCIAL COUNSELING PROGRAM	\$ 44,885	\$ 39,885	\$ 19,943	\$ 39,885
360 YOUTH SERVICES	\$ 25,000	\$ 25,000	\$ 45,725	\$ 25,000
PRAIRIE STATE LEGAL	\$ 20,000	\$ 20,000	\$ 10,000	\$ 20,000
EMERGENCY SHELTER	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000
DUPAGE FEDERATION-OPEN DOOR	\$ 10,000	\$ 15,000	\$ 15,000	\$ 15,000
FOOD PANTRIES	\$ 30,000	\$ 30,000	\$ 46,000	\$ 30,000
MEDICAL SUPPLIES	\$ 17,043	\$ 12,000	\$ 13,306	\$ 12,000
WEST SUB CAR SEAT PROGRAM	\$ 3,000	\$ -	\$ 4,000	\$ -
MEDICAL FEES	\$ 79,631	\$ 47,694	\$ 60,000	\$ 49,544
TOTAL PROGRAM SUPPORT	\$ 836,111	\$ 827,180	\$ 648,180	\$ 837,449
DIRECT CLIENT ASSISTANCE				
HOUSING ASSISTANCE	\$ 15,370	\$ 25,000	\$ 25,000	\$ 20,000
FAMILY SELF-SUFFICIENCY	\$ 22,131	\$ 12,500	\$ 12,500	\$ 12,500
FURNITURE VOUCHER	\$ 250	\$ 1,250	\$ 1,250	\$ 1,250
PRESCRIPTIONS	\$ 379	\$ 3,000	\$ 694	\$ 500
HIGH TECH SCHOLAR	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
TOTAL DIRECT CLIENT ASSISTANCE	\$ 48,130	\$ 51,750	\$ 49,444	\$ 44,250
ADMINISTRATION				
DIRECT COST	\$ 31,714	\$ 31,735	\$ 31,735	\$ 33,700
MEETING EXPENSES	\$ 265	\$ 265	\$ 265	\$ 300
POSTAGE	\$ 21	\$ -	\$ -	\$ -
TOTAL ADMINISTRATION	\$ 32,000	\$ 32,000	\$ 32,000	\$ 34,000
ECONOMIC DEVL/T&TA				
WIOA	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000
OUTREACH CM	\$ 45,000	\$ 45,000	\$ 22,500	\$ 45,000
T&TA	\$ 5,000	\$ 10,312	\$ 10,312	\$ 8,043
TOTAL ECONOMIC DEVL/T&TA	\$ 125,000	\$ 130,312	\$ 107,812	\$ 128,043
TOTAL	\$ 1,041,242	\$ 1,041,242	\$ 837,436	\$ 1,043,742

CSBG FY16
BUDGET AND EXPENDITURE REPORT

	FY16 BUDGET	FY16 MODIFIED	FY16 YTD EXPEND	FY16 UNSPENT
PROGRAM SUPPORT				
SALARY & FRINGE BENEFIT	527,009.00	490,265.99	490,265.99	0.00
OFFICE SUPPLIES	1,500.00	6,454.07	6,454.07	0.00
TRAVEL	7,500.00	8,707.15	8,707.15	0.00
DUES	6,000.00	9,427.10	9,427.10	0.00
SEMINARS	6,000.00	7,840.00	7,840.00	0.00
TELECOMMUNICATIONS	1,750.00	1,532.57	1,532.57	0.00
PRINTING	0.00	90.00	90.00	0.00
FURNITURE PURCHASE	0.00	7,736.33	7,736.33	0.00
REPEAT BOUTIQUE	4,500.00	4,500.00	4,500.00	0.00
MIDWEST SHELTER FOR HOMELESS VETERANS	20,000.00	20,000.00	20,000.00	0.00
FINANCIAL COUNSELING	44,885.00	44,885.00	44,885.00	0.00
360 YOUTH	25,000.00	25,000.00	25,000.00	0.00
PRAIRIE STATE LEGAL	20,000.00	20,000.00	20,000.00	0.00
EMERGENCY SHELTER HOPE HOUSE	50,000.00	50,000.00	50,000.00	0.00
DUPAGE FEDERATION-OPEN DOOR	10,000.00	10,000.00	10,000.00	0.00
FOOD PANTIRES	30,000.00	30,000.00	30,000.00	0.00
WEST SUBURBAN CAR SEAT PROGRAM	0.00	3,000.00	3,000.00	0.00
MEDICAL SUPPLIES	10,000.00	17,042.95	17,042.95	0.00
MEDICAL FEES	38,000.00	79,630.35	79,630.35	0.00
TOTAL PROGRAM SUPPORT	802,144.00	836,111.51	836,111.51	0.00
DIRECT CLIENT ASSISTANCE				
HOUSING ASSISTANCE	25,000.00	15,369.96	15,369.96	0.00
FAMILY SELF-SUFFICIENCY	12,500.00	22,131.09	22,131.09	0.00
PRESCRIPTION DRUGS	3,000.00	379.44	379.44	0.00
BASIC NEEDS/EMER SERV FURN ASST	0.00	250.00	250.00	0.00
DUPAGE FEDERATION-OPEN DOOR	0.00	0.00	0.00	0.00
HIGH TECH SCHOLARSHIPS	5,000.00	10,000.00	10,000.00	0.00
TOTAL DIRECT CLIENT ASSISTANCE	45,500.00	48,130.49	48,130.49	0.00
ADMINISTRATION				
AUDIT	7,000.00	0.00	0.00	0.00
INDIRECT COST	25,000.00	31,714.30	31,714.30	0.00
MEETING EXPENSES	0.00	264.97	264.97	0.00
POSTAGE	0.00	20.73	20.73	0.00
TOTAL ADMINISTRATION	32,000.00	32,000.00	32,000.00	0.00
SPECIAL-ALTERNATE USE				
JOB TRAINING/DUPAGE WORKNET	97,183.00	75,000.00	75,000.00	0.00
Outreach Community Services	0.00	45,000.00	33,750.00	11,250.00
T & TA	5,000.00	5,000.00	5,000.00	0.00
TOTAL SPECIAL-ALTERNATE USE	102,183.00	125,000.00	113,750.00	11,250.00
TOTAL	981,827.00	1,041,242.00	1,029,992.00	11,250.00

Services Report

Agency	Work Program	Service Program	Proposed Served	Percent Complete	Persons Served	Complete	In Progress	Failed	Drop Out	Roll Over
DCDH	WP-1.2- Outreach		20	5.00%	21	1	6	0	3	11
	Community Services									
	S-1.2-1 Employment Counseling/Case Management		6	16.67%	9	1	3	0	1	4
	S-1.7-2 Transportation for employment		5	0.00%	7	0	2	0	2	3
	S-1.7-7 Child Care for Employment		5	0.00%	2	0	0	0	0	2
	S-2.2-1 Education Counseling		4	0.00%	3	0	1	0	0	2
	WP-1.6- WIOA/WorkNet	S-1.6-1 Job training in high-demand fields	5	40.00%	16	2	13	0	0	1
	WP-10.1- Training and Technical Assistance provided for Agency	S-10.1-1 Training and Technical Assistance provided for agency development.	2	100.00%	2	2	0	0	0	0
	WP-2.2- 360 Youth Services		28	132.14%	69	37	22	0	1	11
	S-1.2-1 Employment Counseling/Case Management		5	220.00%	22	11	8	0	0	3
	S-2.2-1 Education Counseling		18	88.89%	29	16	9	0	1	5
	S-2.2-2 Tutoring		5	200.00%	18	10	5	0	0	3
	WP-2.7- Scholarships	S-2.7-1 Scholarships	10	90.00%	10	9	0	0	1	0
	WP-3.7- DHOC/H.O.M.E.	S-3.7-1 Income Management Projects	19	736.84%	140	140	0	0	0	0
	WP-5.2- Basic Needs Rental/Mortgage Program		450	149.56%	673	673	0	0	0	0
		S-5.2-16 Emergency Clothing	200	146.00%	292	292	0	0	0	0
		S-5.2-17 Other Emergency Assistance	200	163.50%	327	327	0	0	0	0
		S-5.2-3 Rental Assistance	50	108.00%	54	54	0	0	0	0
	WP-5.4- Open Door	S-5.4-1 Case Management	200	80.50%	161	161	0	0	0	0
	WP-5.6- Prairie State Legal Services	S-5.6-1 Miscellaneous Emergency Services (i.e., legal, funeral, etc.)	25	136.00%	34	34	0	0	0	0
	WP-5.7- Homeless Aid		88	129.55%	114	114	0	0	0	0
		S-5.7-1- Hope House	80	126.25%	101	101	0	0	0	0
		S-5.7-2- Midwest Shelter	8	162.50%	13	13	0	0	0	0
	WP-6.3- Food Pantries		2600	100.00%	2600	2600	0	0	0	0
	WP-7.1- I&R	S-7.1-1 Referred to or from other sources	4800	99.46%	4774	4774	0	0	0	0
	WP-8.5- FSS	S-8.5-1 Intensive case management	87	70.11%	162	61	56	8	23	54
	WP-9.2- Medical or Dental Programs		247	124.29%	307	307	0	0	0	0
		S-9.2-1 Dental Assistance	200	137.50%	275	275	0	0	0	0
		S-9.2-2 Prescription Assistance	5	80.00%	4	4	0	0	0	0
		S-9.2-3 Medical/Medical Supply Assistance	30	6.67%	2	2	0	0	0	0
		S-9.2-4 Eyeglass/Vision Assistance	2	0.00%	0	0	0	0	0	0
		S-9.2-5 Denture Assistance	10	260.00%	26	26	0	0	0	0

Date Range of Report: 1/1/2016 to 6/30/2017

Grant Number: 16-231028

Services No Characteristics Report

Agency	Work Program	Service Program	Proposed Served	Percent Complete	Persons Served	Total Hours	Total Partnerships
DCDH	WP-10.1- Training and Technical Assistance provided for Agency	S-10.1.1-1 Training and Technical Assistance provided for agency development.	2	100.00%	2	0	1
	WP-6.3- Food Pantries	S-6.3-1 Food Bank	2600	100.00%	2600	0	0
	WP-7.1- I&R	S-7.1-1 Referred to or from other sources	4800	811.40%	38947	0	0

**CSBG FY17
BUDGET AND EXPENDITURE REPORT**

	PY17 BUDGET	PY17 MODIFICATION	PY17 MODIFIED	PY17 YTD EXPEND	PY17 UNSPENT
PROGRAM SUPPORT					
SALARY & FRINGE BENEFIT	538,057.00	0.00	519,276.00	0.00	519,276.00
OFFICE SUPPLIES & EQUIPMENT	3,050.00	0.00	21,831.00	17,051.44	4,779.56
TRAVEL	7,500.00	0.00	7,500.00	930.92	6,569.08
DUES	6,744.00	0.00	6,744.00	1,082.50	5,661.50
SEMINARS	6,000.00	0.00	6,000.00	2,355.00	3,645.00
TELECOMMUNICATIONS	1,750.00	0.00	1,750.00	240.32	1,509.68
REPEAT BOUTIQUE	4,500.00	0.00	4,500.00	4,500.00	0.00
MIDWEST SHELTER FOR HOMELESS VETERANS	20,000.00	0.00	20,000.00	5,000.00	15,000.00
FINANCIAL COUNSELING	19,942.50	0.00	19,942.50	0.00	19,942.50
360 YOUTH	25,000.00	0.00	25,000.00	6,250.00	18,750.00
PRAIRIE STATE LEGAL	10,000.00	0.00	10,000.00	0.00	10,000.00
EMERGENCY SHELTER HOPE HOUSE	50,000.00	0.00	50,000.00	20,625.00	29,375.00
DUPAGE FEDERATION-OPEN DOOR	15,000.00	0.00	15,000.00	4,780.68	10,219.32
FOOD PANTIRES	30,000.00	0.00	30,000.00	30,000.00	0.00
MEDICAL SUPPLIES	0.00	0.00	0.00	0.00	0.00
MEDICAL FEES	62,000.00	0.00	62,000.00	6,122.12	55,877.88
OTHER CONTRACTUAL SERVICES	29,942.50	0.00	29,942.50	0.00	29,942.50
TOTAL PROGRAM SUPPORT	829,486.00	0.00	829,486.00	98,917.98	730,568.02
DIRECT CLIENT ASSISTANCE					
HOUSING ASSISTANCE	25,000.00	0.00	25,000.00	967.74	24,032.26
FAMILY SELF-SUFFICIENCY	12,500.00	0.00	12,500.00	327.37	12,172.63
PRESCRIPTION DRUGS	694.00	0.00	694.00	500.49	193.51
BASIC NEEDS/EMER SERV FURN ASST	1,250.00	0.00	1,250.00	350.00	900.00
HIGH TECH SCHOLARSHIPS	10,000.00	0.00	10,000.00	0.00	10,000.00
TOTAL DIRECT CLIENT ASSISTANCE	49,444.00	0.00	49,444.00	2,145.60	47,298.40
ADMINISTRATION					
DIRECT ADMINISTRATION	32,000.00	0.00	32,000.00	11,891.26	20,108.74
TOTAL ADMINISTRATION	32,000.00	0.00	32,000.00	11,891.26	20,108.74
SPECIAL-ALTERNATE USE					
JOB TRAINING/DUPAGE WORKNET	97,500.00	0.00	97,500.00	9,149.82	88,350.18
Outreach Community Services	22,500.00	0.00	22,500.00	0.00	22,500.00
T & TA	10,312.00	0.00	10,312.00	0.00	10,312.00
TOTAL SPECIAL-ALTERNATE USE	130,312.00	0.00	130,312.00	9,149.82	121,162.18
TOTAL	1,041,242.00	0.00	1,041,242.00	122,104.66	919,137.34

Date Range of Report: 1/1/2017 to 6/30/2017

Grant Number: 17-231028

Services Report

Agency	Work Program	Service Program	Proposed Served	Percent Complete	Persons Served	Complete	In Progress	Failed	Drop Out	Roll Over
DCDH	WP-1.2- Outreach		17	0.00%	11	0	11	0	0	0
	Community Services									
	S-1.2-1 Employment Counseling/Case Management		6	0.00%	4	0	4	0	0	0
	S-1.7-2 Transportation for employment		5	0.00%	3	0	3	0	0	0
	S-1.7-7 Child Care for Employment		2	0.00%	2	0	2	0	0	0
	S-2.2-1 Education Counseling		4	0.00%	2	0	2	0	0	0
	S-1.6-1 Job training in high-demand fields		5	0.00%	1	0	1	0	0	0
	WP-1.6- WIOA/WorkNet									
	WP-10.1- Training and Technical Assistance									
	S-10.1-1 Training and Technical Assistance provided for agency development.		2	0.00%	0	0	0	0	0	0
	WP-2.2- 360 Youth Services		24	0.00%	11	0	11	0	0	0
	S-1.2-1 Employment Counseling/Case Management		5	0.00%	3	0	3	0	0	0
	S-2.2-1 Education Counseling		14	0.00%	5	0	5	0	0	0
	S-2.2-2 Tutoring		5	0.00%	3	0	3	0	0	0
	S-2.7-1 Scholarships		10	0.00%	0	0	0	0	0	0
	S-3.7-1 Income Management Projects		19	0.00%	0	0	0	0	0	0
	S-5.2-16 Emergency Clothing		425	49.88%	212	212	0	0	0	0
	S-5.2-17 Other Emergency Assistance		200	50.00%	100	100	0	0	0	0
	S-5.2-3 Rental Assistance		200	56.00%	112	112	0	0	0	0
	S-5.4-1 Case Management		25	0.00%	0	0	0	0	0	0
	S-5.2-11 Legal Assistance		200	35.50%	71	71	0	0	0	0
	S-5.7-1- Hope House		25	0.00%	0	0	0	0	0	0
	S-5.7-2- Midwest Shelter		8	50.00%	4	4	0	0	0	0
	S-6.3-1 Food Bank		2600	61.54%	1600	1600	0	0	0	0
	S-7.1-1 Referred to or from other sources		4800	39.13%	1878	1878	0	0	0	0
	S-8.5-1 Intensive case management		78	0.00%	55	0	55	0	0	0
	S-9.2-1 Dental Assistance		225	18.22%	41	41	0	0	0	0
	S-9.2-2 Prescription Assistance		185	21.62%	40	40	0	0	0	0
	S-9.2-3 Medical/Medical Supply Assistance		5	20.00%	1	1	0	0	0	0
	S-9.2-5 Denture Assistance		30	0.00%	0	0	0	0	0	0
			5	0.00%	0	0	0	0	0	0

Date Range of Report: 1/1/2017 to 6/30/2017

Grant Number: 17-231028

Services No Characteristics Report

Agency	Work Program	Service Program	Proposed Served	Percent Complete	Persons Served	Total Hours	Total Partnerships
DCDH	WP-6.3- Food Pantries	S-6.3-1 Food Bank	2600	61.54%	1600	0	0
	WP-7.1- I&R	S-7.1-1 Referred to or from other sources	4800	396.85%	19049	0	0

Introduction to ROMA

*Results-Oriented Management
and Accountability*



What is ROMA?

Results Oriented Management and Accountability

- This means that agencies should be “**results oriented**” (that is focused on the changes they will make)
- And that orientation should be an integral part of all of the **management activities** throughout the agency.
- And that there should be processes in place to assure **accountability at all levels.**

What is ROMA?

- ROMA is a **complete** management and accountability **process** that is focused on the results achieved because of what your agency does.
 - In the early days of ROMA, people thought about “the ROMA report” which was the report sent by each state to demonstrate the results of the local agencies.
 - But it has always been an approach to all aspects of management as well as the reporting!
- **It has been the national system of identifying what our network does for over two decades.**

Key Legislation

- 1964 – Economic Opportunity Act
 - 1967 – Green Amendment
 - 1967 – Quie Amendment
- 1974 – Community Service Act (Ford)
- 1981 – Community Service Block Grant Act (Reagan)
- 1993 – Government Performance and Results Act/GPRA (Clinton)
- 1998 – CSBG Reauthorization (Clinton)

CAA Network responds to GPRA

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.

1994 Six National Goals

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

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

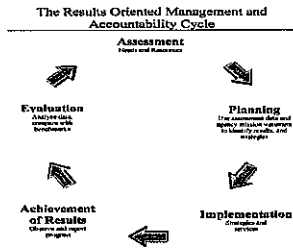
Goal 3. Low-income people own a stake in their community (Community)

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)

These activities are all a part of the ROMA Cycle



Cycle graphic created by B. Mooney and J. Jagers from the Core Activities Identified in OCS Information Memo 46, 2011

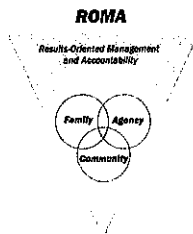
ROMA and the Organizational Standards

- As of January 2016, the Community Action Organizational Standards became a part of the new Performance Management Framework presented to the CSBG network by the US Office of Community Services.
- All of the ROMA principles and practices are embedded in the Organizational Standards
- Many of the Org Standards are directed at the actions of the CAA Board of Directors.
- Through the Org Standards, the ROMA principles are reinforced and they are expected to be supported and promoted by the Board.

What is ROMA Next Gen?

It's Still ROMA

A complete management and accountability process that is focused on the results achieved as a result of local Community Action Agency activities, designed to preserve the **anti-poverty focus** of community action and to promote **greater effectiveness** of Community Services Block Grant (CSBG) funds.



Community Action Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Pursue positive individual, family and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal and community resources
- Advocate for systemic change

Core Principles

Performance Management

How Well Does the Network Operate?

Network Excellence

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

What Difference Does the Network Make?

Robust Results

- National Performance Indicators for Individuals and Families
- National Performance Indicators for Communities

Accountability

"A national network of over 1,000 high-performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty."

A national network of over 1,000 high-performing Community Action Agencies, State Associations, State offices and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

Foundation

ROMA Next Gen

- A new Annual Report.
- Revised Performance Indicators to report Outcomes.
- A renewed focus on Community Impacts for the network.
- Three National Goals
- Theory of Change

A brief introduction to WHY

- It is important for the Board to understand why a “results orientation” is the focus of the new Performance Management climate.



Results – not just Services

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





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

Community Action Agencies are unique!

CAAs are change agents

- not simply service providers --
- and the "change" we focus on is the "transition to self sufficiency" or "movement out of poverty" or even "achieving stability"



CAAs have historically measured things like:

- the number of food baskets distributed
- the number of Meals-on-Wheels delivered
- the number of children attending Head Start centers
- the number of families receiving WIC services
- the number of adults attending GED classes
- the number of clients served per day

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

What changed because of these interventions?



Take Me Out to the Ballgame:



Baseball Case Study

Playing Ball with
Community Action

The **County Board & Advisory Board**
are like the **Owner and General Manager** of a ball team.

The **Director & CSBG Coordinator**
are like the **Coaches**

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 all we tell the community is how much
service we provided,

Is it no wonder that our "fans"
may also say:

"so what?"

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**

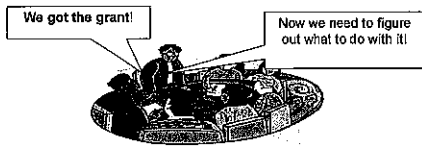
**changing lives
and improving communities.**

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

Is this good management?



How do CAAs know what services to provide?

- They review their mission statement.
- They do a community assessment to identify needs and resources.
- They get input from clients, partners, staff and supporters.
- They consider the results they want to achieve.
- **Only then** do they identify the strategies would enable them to get these results.

How do CAAs know **what strategies** will lead to the results they identify?

I think we have to add some more detail to our plan!



CAA PLAN
Outcome:
Reduce poverty!
Steps:
1. Get funds
2. Abracadabra
3. Presto

Don't rely on magic to accomplish your goals!

Part of the Planning Process



Identifying Realistic Results

As a CAA Advisory Board Member, you are the General Manager of the "team."

You will take a leadership role in helping staff identify what results are expected for the families and communities you serve.

What we have learned from Baseball

- Clearly defined the performance indicator (hit and get on base) related to the outcome (winning games)
- Observed performance and kept records
- Analyzed the data
- Developed a benchmark of excellence based on the analysis
- Publicized what they have learned (so the public knows that 30% is excellent)

Keep in mind:

while we are not expected to “hit the ball” every
time we are “up,”
we need to eventually
“win games”
(help families and communities achieve results)
to show our “fans” we are worthy of their support.

**As CAAs collect and analyze results data
over time,**

We will have the documentation (the evidence)
to support our projections of the kinds of results
we expect for families and communities.

We will document the movement of families from
poverty to self sufficiency and the positive
changes in communities.

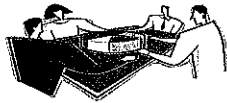
Performance and Analysis of Results

After the service is provided and the results documented, your agency will complete a report for the state office. In the NPI report (your state may call it something different but it contains the NPIs), you will compare the actual performance data to that you projected in your work plan.

This is a way to evaluate both an agency's performance rate and also its ability to make projections about performance.

As a Board Member, you should review your agency's data **before it is submitted to the state office.**

Focus on Accountability



Establishing Measures and Indicators

New National Performance Indicators

- Since 2004, the network has had a standard set of "indicators" of success that we have reported on annually. These included set descriptions of what has changed for individuals, families and communities.
- As a part of the new CSBG Annual Report, the indicators of success at the community and family level have been revised.
 - Some data collection processes and systems may need to be revised to assure maximum accountability.

What does our organization measure?



How do the **services** your agency delivers help move families to self sufficiency and improve communities?

How will you know?

How does getting a food basket, Meals on Wheels or WIC **help strengthen vulnerable populations?**

How do Head Start services impact families?

How does helping adults to get a GED or improve job skills really impact on their family self sufficiency?



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

You need to establish reliable measurement tools for those results you are trying to achieve, and processes that enable you to observe and document the indicators.

As an Advisory Board Member,

you will help staff identify measures and processes that will let you know when you have “hit a home run” and when you have “won a game.”



Remember:

- The public perception of human service agencies is not always positive.
- Demonstrating success will win public support and improve public image.
- The individual human-interest story is not a substitute for overall agency impact. It is a way to demonstrate the kinds of results that are being achieved.
- Nothing is as powerful as documentation of how lives and communities have been positively impacted by association with your CAA.

Implementing ROMA in our agency



What are the steps you need to take to assure that ROMA is integrated into the operation of our agency?

Power Point presentation prepared by

The Association of Nationally Certified Trainers (ANCRT)
&
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