ROMA Next Generation

Family Level Work – Discussion Guide

This guide is designed to assist in outreach to the CAA Network with the purpose of enhancing understanding of the elements of family level work. This enhanced understanding will hopefully increase the level of response during the initial comment period.

Contents

Resources and Feedback Method

NASCSP has a variety of resources available to 1) guide discussion, 2) provide support in accessing and understanding the intention and methodology of the proposed changes, and 3) collect feedback on the components of ROMA Next Generation and the proposed Annual Report.

We encourage you to review The ROMA Next Generation Overview Recording, which provides an introduction to ROMA Next Generation, the clearance process, and what to expect during the Initial Comment Period.

The following resources will support your review and understanding of the proposed material. It will also assist in presentations during webinars or face to face meetings.
- Baseline Participant Demographics and Characteristics: PDF and Excel reports
- All Participant Demographics and Characteristics: PDF and Excel reports
- Services List: PDF and Excel reports
- Individual/Family National Performance Indicators: List PDF and Excel reports

On March 17th, NASCSP hosted a webinar that provided context, background, and additional details on each of the Individual/Family Level components, as well as an opportunity for live questions and answers. We encourage you to review the webinar recording, and the slides of the presentation.

In addition to this discussion document, NASCSP has released surveys intended to collect feedback, gather comments, and guide survey respondents through each piece of the Individual/Family Level components to ensure that all the proposals are understood and evaluated. This survey has been posted live, as well as in Word and PDF format, which will allow respondents to review the survey questions in advance, collect responses, and collaborate with others to provide thoughtful and robust feedback. Community Action network staff at State Offices, State Associations, and local agencies can review and submit feedback on ROMA Next Generation as one entity, based on your understanding of the needs of the agencies you represent from a state or regional perspective, or collectively, by gathering multiple responses in an organized fashion (host a webinar, meeting or other virtual or face to face meeting) and create a single response to the surveys that represents the input of the different local agencies.

What We Know About Individual/Family-Level Work

- Individuals and families often come to Community Action Agencies (CAAs) for services to meet a critical, immediate need. We believe that we must help to stabilize them, at least for a short term period, before we can work to assist them in achieving economic security.
- Individuals and families often are experiencing needs that span multiple domains (food, housing, income, etc.)

- As individuals and families achieve outcomes in one or more domains, they are able to meet their family's basic needs (define) – thus demonstrating stability over a period of time.
- Movement toward success, i.e., accomplishment of one or more outcomes, is a measure of movement toward economic security.

What does the current Individual/Family NPI data tell us?

- A mix of outcomes and outputs are reported.
- Some individuals and families are receiving services to achieve outcomes in both current Goals One and Six (so there is some duplication in reporting).
- It may take many years to reach an outcome (like post secondary education), so the CAA's work isn't seen in every report period (just in the "last" one).

What do we need to better tell our story?

- To be able to describe simply the range and number of outcomes which are needed to achieve economic security.
- To be able to demonstrate in some meaningful way the outcomes CAAs help families and individuals achieve add up to stability, self-sufficiency or movement out of poverty.
- To be able to tell the story of the depth and breadth of services that are needed to support individual and family level movement toward economic security.
- Data that is easy to understand and allow some meaningful summary at the state and national levels.
- Data to help agencies and states analyze what is working and identify ways to improve interventions and impact.
    - A means of connecting people served, to services provided, to outcomes achieved (or movement toward outcomes) so that we can further analyze the value of our services.
    - What are the characteristics of those who achieved outcomes?
    - How do they differ from others served but who did not achieve?
    - What types of services were provided over a period of time, to whom, with what impact?

Changes to Individual/Family Level Reporting -- Proposed

Demographics and Characteristics

The goal is to be able to tell how many individual people are served. Therefore, unduplicated counts are expected. We are also proposing the following:

- A Baseline Characteristics Report
  - Information for this report would be taken at intake
- An All Characteristics Report
- New categories
  - The ROMA NG Workgroup reviewed and edited the demographics to ensure their relevance

Baseline Report

This report will collect data that will create a profile of participants <u>at the time they first engage</u> with the CAA. This will help us better tell the story of the level of need, and illustrate why many outcomes may take longer than the program year to achieve. This will provide context for outcomes and services provided. This will also provide data necessary to answer the following questions:

- *What do our participants look like when they come to us – before they receive service from a CAA?*
- *What is the level of need?*

ALL Characteristics Report

This report will collect data on <u>all participants at the end of the program year</u> to provide a snapshot of all participants served by the CAA in a reporting year. This provides a necessary answer to questions such as:

- *How many unduplicated individuals and families' lives were impacted by CAAs?*
- *Who does a CAA serve in a program year?*

Categories:
Individual Level Characteristics
- Gender
- Age
- Education Level (ages 14-24)
- Education Level (ages 25+)
- Disconnected Youth
- Ethnicity/Race
- Military Status
- Other Characteristics
- Disabling Condition
- Health Insurance Source
- Work Status (individuals 18+)

Household Level Characteristics
- Household Type

- Household Size
- Housing
- Level of Household Income
- Source of Household Income
- Income Source
- Non-Cash Benefits

Individual/Family Services List

The proposed Annual Report updates provide a new listing of the services we deliver to individuals and families. Services (outputs) and Results/NPIs (outcomes) have been separated so that we can better tell the story of what services are being provided by Community Action to achieve what results for individuals and families. For example, we know that often there is a many-to-one ratio between services and outcomes, with multiple services provided to achieve a single outcome. The inclusion of the Services enables us to showcase the range and variety of services that are provided in response to the needs in the community in order to achieve results.

Categories:

- Employment
- Education and Cognitive Development
- Income and Asset Building
- Housing
- Health and Social/Behavioral Development
- Support Services
    - Services provided to support agency efforts in the employment, education, income/asset building, housing and health domains
    - Services that support efforts/activities in multiple domains
- Civic Engagement and Community Involvement

Proposed Services List - Employment Example:

- Apprenticeships/Internships
    - Youth Summer Work Placements
- Skills Training
    - Vocational Training Classes
    - On-the-Job Skills Training Sessions
    - Self-Employment Skills Training Sessions
    - Soft-skills Training Classes (Communication, Problem-solving, Teamwork, etc.)
    - Dress-for-Success Classes
- Career Counseling
    - Workshops
    - Coaching Sessions
    - Transitional Employment Placements

- Job Search
    - Resume Development Sessions
    - Interview Skills Training Sessions
    - Job Fairs
    - Job Referrals
    - Job Placements
    - Employment Supplies

Services List Report Form

The Local Agency Data Entry Form is intended to provide an unduplicated count by line of the number of individuals receiving specific services. At the state and national level, each line will be aggregated to show the total number served. At no point will all the services be added to together, since the same person may be recorded as receiving multiple services.

LOCAL AGENCY Employment Services Data Entry Form - Example		
Name of Agency Reporting:	Agency XYZ	
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.		
This table indicate the unduplicated number of individuals who received services within an agency. For example, an agency reports 14 Youth Summer Work Placements for 14 individuals.		
Employment Services	**Unduplicated Number of Individuals Served**	
Apprenticeships/Internships		
Youth Summer Work Placements	14	individuals
Skills Training		
Vocational Training Classes	4	individuals
On-the-Job Skills Training Sessions	10	individuals
Self-Employment Skills Training Sessions	4	individuals
Soft-skills Training Classes (Communication, Problem-solving, Teamwork, etc.)	10	individuals
Dress-for-Success Classes	10	individuals

Individual/Family Level National Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 3: People with low-incomes are engaged and active in building opportunities in communities.

The national Individual/Family-Level indicators provide a means to measure across the network achievement of, or movement towards, the long-term national goals. As always, these represent a menu of outcomes upon which to report and no agency is required to report on all outcomes. The national Individual/Family-Level indicators document the number of people who received services and the number of those who achieved outcomes. Taken together, the Individual/Family-Level NPIs provide data for the following types of analysis:

- What change was expected?
- What change happened?
- How does the actual change compare with the expected change?
    - How accurate were the projections? We can calculate the % of planning accuracy from the numbers provided in the above.
- What percent of people served achieved the outcome?
    - We can calculate the % of performance success from the numbers provided in first bullet above.

Individual/Family-Level NPIs

The proposed Annual Report updates feature significant revisions from prior NPIs. Individual/Family NPIs are organized in seven domains. The domains are the things that Community Action believes matters most in people's lives. Twenty-seven (27) indicators, plus a Stability Measure, are proposed to measure Goal One performance. Two indicators measure Goal Three performance.

The Seven domains of the Individual/Family NPIs include:

- Stability
- Employment
- Education and Cognitive Development
- Income and Asset Building
- Housing
- Health and Social/Behavioral Development
- Civic Engagement and Community Involvement

    Employment Individual/Family-Level NPI Examples:

- Job Attainment: The number and percent of unemployed individuals who:

- o Obtain employment (up to a living wage).
    - Become self-employed as a result of CAA services (up to a living wage)
    - Maintain existing employment for at least 90 days (up to a living wage)
    - Maintain existing employment for at least 180 days (up to a living wage)
- Job Attainment: The number and percent of unemployed individuals who:
    - o Obtain employment with a living wage or higher
        - Become self-employed (with a living wage or higher)
        - Maintain existing employment for at least 90 days (with a living wage or higher)
        - Maintain existing employment for at least 180 days (with a living wage or higher)

Individual/Family-Level NPIs Report Form

At the local level, agencies will report the number of participants served in the program, the number of participants expected to achieve an outcome, and the number of participants who actually achieved an outcome. The final two columns showcase the percent of participants who achieved an outcome based on the total number served in the program, as well as the agency's success in setting performance targets. This planning accuracy is the familiar performance targeting between 80-120% of the expected over actual.

At the state and national level, the data are aggregated to show the total number expected to achieve, the total number of participants who actually achieved an outcome, and the count of agencies reporting outcomes per domain and NPI, as well as the agencies that succeeded in meeting their performance projections.

Agency Level Data Entry Form for Employment Outcomes
Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of Agency Reporting:			Agency XYZ		
Employment NPI Note: All individuals obtaining employment should be counted in EITHER indicator 1 or indicator 2. AND indicators 1.a-c OR 2.a-2.c if applicable.					
	Served	Targeted	Achieved	% Achieved	% Planning
Job Attainment (up to a living wage)- The number and percent of unemployed individuals who:	I.) Number of Participants Served in Program(s) (#)	II.) Number of Participants Expected to Achieve Outcome in Reporting Period (Target) (#)	III.) Number of Participants Achieving Outcome in Reporting Period (Actual) (#)	IV.) Percentage Achieving Outcome in Reporting Period [III / I = IV] (%)	V.) Planning accuracy (in percent) (III/II = V] (%)
1. Obtain employment (up to a living wage).	145	56	61	42%	109%
1a. Become self-employed as a result of CAA services (up to a living wage).	145	5	5	3%	100%
1b. Maintain existing employment for at least 90 days (up to a living wage).	145	69	71	49%	103%
1c. Maintain existing employment for at least 180 days (up to a living wage).	145	32	28	19%	88%

Stability Indicator Options

We often here from various investors, funders, legislators and others that they want to know "how many families CAAs make self-sufficient" or "how many families did you move out of poverty". We all know that these are very difficult results to measure, take time and are nearly often results achieved when high-quality intensive services are combined for an extended period.

In an effort to help answer some of the questions above the proposed Individual/Family NPI propose new methods for CAAs to measure and report on the large number of individuals and families helped to achieve stability. Stability is a critical element of the work that we do. We have proposed three options for measuring stability as an outcome. We know that many services are provided to ensure that individuals and families become stable and maintain it, and that movement toward economic security generally can only occur after an individual or family is no longer in crisis. Our intent is to seek feedback from the network on the best way to capture the number of people who achieve stability as a result of the services and support provided by Community Action. It is our hope to include a stability measure that would be functional and applicable to a wide range of CAA efforts so that we might be able to capture positive results across a large number of individuals and families. This indicator would become an overarching indicator that reflects the impact of CAA services.

Option 1

The #/% of individuals who achieve one or more outcomes as identified by the NPIs in various domains.

Defined: Stability is the unduplicated number of people who achieve one or more positive outcomes as identified by the NPIs across all domains.

How to Measure: This would <u>not</u> be aggregated by adding the numbers from the NPIs together, as that would result in a double counting of people who achieved more than one outcome. Instead, this would require agencies to keep an unduplicated count of people who achieved one or more outcomes reported in the NPIs. The network could also consider further breaking down the number of people that achieved two or three outcomes.

Option 2

SUSTAINED IMPACT MEASURE: The number and percent of individuals engaged with the Community Action Agency who achieved and maintained the ability to meet basic needs for six months.

> a. The number and percent of individuals engaged with the Community Action Agency who achieved and maintained the ability to meet basic needs for six months, <u>during the initial contact year</u>.

b. The number and percent of individuals engaged with the Community Action Agency who achieved and maintained the ability to meet basic needs for six months, <u>in subsequent contact years two through five</u>.

 Defined: **"Engaged with"** means having multiple program-related contacts with the CAA (say, a minimum of 5 or 10 per year.) **"Individuals"** would include both program participants, and all members of the household of program participants. This allows for a more accurate assessment of total impact. To provide a way to investigate the effects of service intensity, outcomes can be cross-tabulated with numbers of service contacts (e.g. 5-20 contacts/ year, 21-50, 51-100 and so on).

How to Measure: Measuring the "ability to meet basic needs" could be the existing, well-validated food, housing, and energy insecurity scales.

Option 3

The number and percentage of individuals engaged with the Community Action Agency who report improved financial well-being.

How to Measure: This would require agencies to keep an unduplicated count of people who report improved financial well-being based on responses to the [CFPB Financial Well Being Scale](). The [CFPB Financial Well-Being Scale questionnaire]() includes the following questions:

This statement describes me:
1. I can handle a major unexpected expense
2. I am securing my financial future
3. Because of my money situation, I feel like I will never have the things I want in life
4. I can enjoy life because of the way I'm managing my money
5. I am just getting by financially
6. I am concerned that the money I have or will save won't last

This statement applies to me:
7. Giving a gift for a wedding, birthday or other occasion would put a strain on my finances for the month
8. I have money left over at the end of the month
9. I am behind with my finances
10. My finances control my life

Civic Engagement and Community Involvement

Outcomes in this domain have the additional opportunity of being the basis of national Community Action Goal Three. For reporting, just like in the other family level indicators, the agency will be looking at its own participants (customers). At this level, participants are gaining

some skills, knowledge, resources that will enable them to be more successful in achieving the goal. So outcomes related to leadership development training, instructions in board roles and responsibilities, and increased social networks will all have outcomes related to the individual involved in these services.

Goal Three NPIs include:
- The number of Community Action program participants who increase skills, knowledge, ability, resources to enable them to work with Community Action to improve conditions in the community.
    - o Of the above, the number and percent of Community Action program participants who improve leadership skills.
    - o Of the above, the number and percent of Community Action program participants who become engaged in a leadership role.
    - o Of the above, the number of Community Action program participants who improve their social networks.
    - o Of the above, the number of Community Action program participants who improve other skills (specify) to improve their ability to engage.

Discussion Prompts

We encourage you to host meetings, and serve as a facilitator during the Initial Comment Period, and during the Formal OMB Comment Periods. We hope the webinar slides we have posted online can serve as an example for framing and moving through a full comprehension of the various components at the Individual and Family Level. Additionally, we encourage you to use the following questions as a method to spark discussion and encourage thoughtful review of the components.
- *Characteristics and Demographics*
    - o How well does each report allow you to describe the population your agency works with?
    - o Does the baseline report allow you to assess the level of need demonstrated by participants when they come to your agency?
    - o Are you able to say with certainty how many total individuals and families your agency worked with? Do you see how the total participants served show a different aspect of the Community Action story than the baseline report?
    - o How well do the characteristics and demographics documents showcase the families and individuals with whom you work?
    - o How well does the portrait of the population your agency works with connect to the types of services you are providing and the outcomes participants are achieving?
- *Services*
    - o How well does the list of services in each domain or section allow you to describe all that you provide to ensure individuals and families with low-incomes are stable and achieve economic security?
    - o Would you be able to achieve an unduplicated count of the individuals receiving services?

- o Would you be able to track the types of services a single person receives from your agency?
- o How do the types of services provided connect to the proposed NPIs?
- o Are you able to indicate how many services were needed to achieve a single outcome?
- o What types of services were provided over a period of time, to whom, with what impact?

- *National Performance Indicators*
  - o How well do the indicators in each domain allow you to capture the impact of the work you do to ensure individuals and families with low incomes are stable and achieve economic security?
  - o Are there indicators that are missing from the NPI list?
  - o Which stability indicator best allows us to capture the number of people who become and achieve stability as a result of the services and support provided by Community Action?
  - o How well do you think the civic engagement indicator captures the work you do to connect individuals and families to their community?