

Georgia Community Action Association, Inc.

Georgia ROMA Academy Outcomes Catalogue and Program Report

CONTENTS

Acknowledgements	ii
ROMA Outcomes Catalogue & Report	Section I
• Goal 1 Catalogue	
• Goal 2 Catalogue	
• Goal 3 Catalogue	
• Goal 4 Catalogue	
• Goal 5 Catalogue	
• Goal 6 Catalogue	
Outcomes Report Instructions	Section II
Programs and Services	Section III
Sample Worksheets	Section IV
Easy Track (To Be Added)	Section V

Acknowledgements

The Georgia Community Action Association (GCAA) in partnership with the Georgia Department of Human Resources, Community Services Section is pleased to present this handbook as the tool for reporting on outcomes achieved by CAAs in Georgia.

The Outcomes Catalogue and Program Report Handbook was prepared by the GCAA ROMA Academy Ad Hoc Committee with guidance from Fred Richmond, Executive Director of the Center for Applied Management Practices. The Committee worked diligently to help ensure that outcome reporting is linked to programs and services; and to the Easy Track client database and reporting system currently being used in Georgia. The Georgia Outcomes Report is useful for compliance with the annual Georgia NASCSP Report, and with OCS Information Memo 49, which focuses on client, community and agency change; in addition to programs and services; outcomes and outputs.

The Ad Hoc Committee wishes to thank and acknowledge the work of the Pennsylvania Department of Community and Economic Development and the Community Action Association of Pennsylvania for development of the original CSBG FACS Report, from which the Georgia Report was adapted.

Also, we want to give special recognition to Ninth District Opportunity and Brenda Dalin for the extraordinary work on the program and services worksheet in Section IV and applaud their willingness to share this tool with the Georgia network.

As our network continues to evolve and build capacity for achieving measurable outcomes, this handbook will also change to reflect our growth. Our quest for excellence will help ensure a meaningful future for Community Action and we encourage each agency to widen their circle of influence by involving both internal and external stakeholders in creating the ROMA environment.

Finally, our thanks to Georgia's CAA Executive Directors for supporting the Georgia ROMA Academy and continuing to champion our quest for excellence.

The GRA Ad Hoc Committee

Lorraine Daniels, Chair
Mary Ellen Brown
Brenda Dalin
Diane Rogers
Elizabeth Williams

Section 1

ROMA Outcomes Catalogue and Report

Georgia ROMA Academy Outcomes Report

Community Action Goal 1 (Family) – Low-Income People Become More Self-Sufficient

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 1: Low-Income People Become Self-Sufficient 1. Obtained Employment/Self-Employment for Unemployed Persons.(Employment) 2. Obtained Employment/Self-Employment for Employed Persons.(Self-Sufficiency) 3. Maintained Employment for at Least 90 days. (Self-Sufficiency) 4. Increased Earned Income from the Previous Reporting Period. (Self Sufficiency) 5. Increased Total Household Resources from Non-Employment Sources. (Self Sufficiency) 6. Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency. (Income Management) 7. Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing (Housing) 8. Eliminated/Reduced Barriers to Employment and Self-Sufficiency. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing Toward Outcome</u>	People at or below 125% of Poverty <u>Exited Program Prior to Achieving Outcome</u>	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
1) Obtained Employment/Self-Employment for Unemployed Persons.								
a) Obtained part-time employment – less than 30 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits.								
b) Obtained full-time employment equal to or greater than 30 hours; at least minimum wage, without benefits.								
c) Obtained full time employment, equal to or greater than 30 hours: above minimum wage, without benefits.								
d) Obtained full-time employment – equal to or greater than 30 hours, above minimum wage and includes benefits.								
e) Became self-employed – and earned the equivalent of at least part-time employment.								
2) Obtained Employment/Self-Employment for Under Employed Persons.								
a) Obtained or increased part-time employment – less than 30 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits.								
b) Obtained /retained full-time employment – equal to or greater than 30 hours; at least minimum wage, without benefits.								

Georgia ROMA Academy Outcomes Report

c) Increased hours or income to move family to above 125% of poverty without benefits.								
d) Obtained/retained full-time employment – equal to or greater than 30 hours: above minimum wage and includes benefits.								
e) Became self-employed – and earned the equivalent of at least full-time employment.								

Georgia ROMA Academy Outcomes Report

Community Action Goal 1 (Family) – Low-Income People Become More Self-Sufficient

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 1: Low-Income People Become Self-Sufficient 1. Obtained Employment/Self-Employment for Unemployed Persons.(Employment) 2. Obtained Employment/Self-Employment for Employed Persons.(Self Sufficiency) 3. Maintained Employment for at Least 90 days. (Self Sufficiency) 4. Increased Earned Income from the Previous Reporting Period. (Self Sufficiency) 5. Increased Total Household Resources from Non-Employment Sources.(Self Sufficiency) 6. Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency. (Income Management) 7. Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing (Housing) 8. Eliminated/Reduced Barriers to Employment and Self-sufficiency. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited Program</u> Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
3) Maintained Employment for at Least 90 days.								
4) Increased Earned Income from the Previous Reporting Period.								
5) Increased Total Household Resources from Non-Employment Sources.								
a) Obtained Federal Earned Income Tax Credit.								
b) Obtained Federal Child Tax Credit.								
c) Homeowners realize an increase in assessed value of their home as a result of rehabilitation.								
d) Obtained or increased Child Support Income								
e) Obtained Social Security Income								
f) Other; please provide outcome, indicator and a description in Narrative Comments below.								
6) Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency.								
a) Demonstrated ability to complete and maintain a budget for over 90 days.								
b) Opened IDA or other savings account and increased savings.								
c) Decreased debt and maintained budget and savings plans for over one year.								
d) Capitalized small business.								
e) Began post-secondary education due to accumulated savings.								

Georgia ROMA Academy Outcomes Report

f) Other; please provide outcome, indicator and a description in Narrative Comments below.								
7) Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing.								
a) Purchased home, mobile home or condominium.								
b) Obtained permanent rental housing of choice.								

Georgia ROMA Academy Outcomes Report

Community Action Goal 1 (Family) – Low-Income People Become More Self-Sufficient

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 1: Low-Income People Become Self-Sufficient 1. Obtained Employment/Self-Employment for Unemployed Persons.(Education) 2. Obtained Employment/Self-Employment for Employed Persons.(Self Sufficiency) 3. Maintained Employment for at Least 90 days. (Self Sufficiency) 4. Increased Earned Income from the Previous Reporting Period.(Self Sufficiency) 5. Increased Total Household Resources from Non-Employment Sources.(Self Sufficiency) 6. Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency.(Income management) 7. Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing (Housing) 8. Eliminated/Reduced Barriers to Employment and Self-Sufficiency. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited Program</u> Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
8) Eliminated/Reduced Barriers to Employment and Self-Sufficiency.								
a) Obtained work <i>in a non-paid status</i> and developed measurable identified skill(s).								
b) Demonstrated a measurable increase in identified skills/competencies required for employment								
c) Completed training program and received certificate or diploma required for employment.								
d) Completed ABE/GED and obtained certificate or diploma in order to acquire or maintain employment.								
e) Completed post-secondary education program, and obtained certificate or diploma in order to acquire or maintain employment.								
f) Enrolled children in “before/after” school program, in order to acquire/maintain employment.								
g) Obtained care for child or other dependant, in order to acquire/maintain employment.								
h) Obtained reliable transportation and/or driver’s license in order to acquire/maintain employment.								
i) Obtained identification required for employment.								
j) Moved toward self-sufficiency by “moving up” at least one step on an outcome scale. (Attach a copy of scale used.)								
k) Completed goals on their case management plan in order to move toward self-sufficiency.								

Georgia ROMA Academy Outcomes Report

Community Action Goal 1 (Family) – Low-Income People Become More Self-Sufficient

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 1: Low-Income People Become Self-Sufficient 1. Obtained Employment/Self-Employment for Unemployed Persons. (Employment) 2. Obtained Employment/Self-Employment for Employed Persons. (Self Sufficiency) 3. Maintained Employment for at Least 90 days.(Self Sufficiency) 4. Increased Earned Income from the Previous Reporting Period.(Self Sufficiency) 5. Increased Total Household Resources from Non-Employment Sources. (Self Sufficiency) 6. Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency. (Income Management) 7. Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing. (Housing) 8. Eliminated/Reduced Barriers to Employment and Self-Sufficiency. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited</u> Program Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
l) Maintained independence, etc. <i>You may define the nature of the increased stability, or identify the specific area of concern, such as "remain drug free", in narrative comment below. Also, you may break out individuals by age or other characteristics in the Narrative Comments.</i>								
m) Resolved other barrier to employment. Provide outcome, indicator and a description in Narrative Comments below.								

Definitions:

Increased Total Household Resources from Non-Employment Sources – this could refer to such things as: a move of a job to one closer to home which reduces travel costs; securing benefits such as tax credits, child support, SSI; or other increases which you may wish to define.

Completed goals on their case management plan in order to move toward self-sufficiency – this should refer specifically to the individual/family movement toward employment and self sufficiency, and not to their increased potential or to strengthen supportive systems.

Maintained independence – this could refer to a range of outcomes for individuals of various ages, characteristics, or circumstances. Outcomes associated with participation in treatment programs, alternatives to incarceration or institutionalization, Family Care Giver programs or other programs that enable families/individuals to achieve a measure of self-sufficiency should be reported here. Provide outcome, indicator and description in narrative comments.

Narrative Comments: *Please attach a separate sheet if necessary.*

Georgia ROMA Academy Outcomes Report

Community Action Goal 6 (Family) – Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 6: Low-Income People Especially Vulnerable Populations Achieve Their Potential by Strengthening Family and Other Supportive Systems 1. Increased Education and/or Skills. (Education) 2. Increased Families' Skills and Strengthened Families. (Youth & Family) 3. Increased Ability to Manage Income. (Income Management) 4. Obtained, Maintained, or Improved Housing Arrangements. (Housing) 5. Reduced or Eliminated an Emergency Need. (Emergency Assistance) 6. Improved or Maintained Nutrition. (Nutrition) 7. Obtained Access or Links to Services. (Self Sufficiency) 8. Improved or Maintained Physical or Behavioral Health. (Health) 9. Children and Youth Participate in Services that Support Their Growth and Development. (Youth & Family) 10. Seniors Participate in Services that Support Independent Living. (Self Sufficiency) 11. Increased Other Supports to Eliminate Causes of Poverty. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited</u> Program Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
1) Increased Education and/or Skills.								
a) Adults improve academic skills, and/or prepare to move on to other educational/training programs.								
b) Adults obtain ABE/GED certificate or diploma.								
c) Adults obtain or improve job skills.								
d) Youth demonstrate improved academic performance.								
e) Youth obtain ABE/GED certificate or diploma.								
f) Youth obtain job skills.								
g) Other; please provide outcome, indicator and a description in Narrative Comments below.								
2) Increased Families' Skills and Strengthened Families.								
a) Participants improve their behavior/family functioning as a result of counseling.								
b) Parents/caregivers improve family functioning as a result of classes or supportive services.								
c) Participants maintain family stability by accessing affordable care of minor child or other dependent.								
d) Child(ren) at-risk of DFCS placement remain with family due to improved family functioning.								
e) Non-custodial parents increase time spent with child.								

Georgia ROMA Academy Outcomes Report

f) Non-custodial parents who are behind in child support payments make payments against new payment schedule.									
---	--	--	--	--	--	--	--	--	--

Georgia ROMA Academy Outcomes Report

Community Action Goal 6 (Family) – *Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems*

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 6: Low-Income People Especially Vulnerable Populations Achieve Their Potential by Strengthening Family and Other Supportive Systems 1. Increased Education and/or Skills. (Education) 2. Increased Families Skills and Strengthened Families.(Youth &Family) 3. Increased Ability to Manage Income.(Income Management) 4. Obtained, Maintained, or Improved Housing Arrangements.(Housing) 5. Reduced or Eliminated an Emergency Need.(Emergency Assistance) 6. Improved or Maintained Nutrition.(Nutrition) 7. Obtained Access or Links to Services.(Self Sufficiency) 8. Improved or Maintained Physical or Behavioral Health.(Health) 9. Children and Youth Participate in Services that Support Their Growth and Development.(Youth & Family) 10. Seniors Participate in Services that Support Independent Living.(Self Sufficiency) 11. Increased Other Supports to Eliminate Causes of Poverty.(Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited Program</u> Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
g) Other; please provide outcome, indicator and a description in Narrative Comments below.								
3) Increased Ability to Manage Income.								
a) Operate within established budget for at least 90 days.								
b) Households/individuals decrease energy usage <i>by using Weatherization services and/or energy conservation tips.</i>								
c) Households/individuals decrease debt.								
d) Other; please provide outcome, indicator and a description in Narrative Comments below.								

Georgia ROMA Academy Outcomes Report

4) Obtained, Maintained or Improved Housing Arrangements.								
a) Households/individuals in temporary or transitional housing arrangements obtain safe, stable housing.								
b) Households/individuals maintain safe/stable housing for at least 90 days.								
c) Households have home safety hazards ameliorated. *								
d) Households improve home environmental safety thru installation of new heating and/or air conditioning system+								
e) Households complete steps toward their first home purchase.								
f) Homeowners realize an increase in assessed value of their home as a result of rehabilitation.								
g) Other; please provide outcome, indicator and a description in Narrative Comments below.								

Georgia ROMA Academy Outcomes Report

Community Action Goal 6 (Family) – Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 6: Low-Income People Especially Vulnerable Populations Achieve Their Potential by Strengthening Family and Other Supportive Systems 1. Increased Education and/or Skills. (Education) 2. Increased Families Skills and Strengthened Families.(Youth & Family) 3. Increased Ability to Manage Income.(Income Management) 4. Obtained, Maintained, or Improved Housing Arrangements.(Housing) 5. Reduced or Eliminated an Emergency Need.(Emergency Assistance) 6. Improved or Maintained Nutrition.(Nutrition) 7. Obtained Access or Links to Services.(Self Sufficiency) 8. Improved or Maintained Physical or Behavioral Health.(Health) 9. Children and Youth Participate in Services that Support Their Growth and Development.(Youth & Family) 10. Seniors Participate in Services that Support Independent Living.(Self Sufficiency) 11. Increased Other Supports to Eliminate Causes of Poverty.(Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited</u> Program Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
5) Reduced or Eliminated an Emergency Need.								
a) Receive emergency/supplemental food from food pantry. (Proxy)								
b) Receive emergency/supplemental food by receipt of voucher								
c) Receive personal/household items. (Proxy)								
d) Receive emergency shelter.								
e) Avoid utility termination or fuel crisis through agency payment.								
f) Avoid eviction (due to rental non-payment or mortgage foreclosure) for at least 120 days through mediation.								
g) Avoid eviction (due to rental non-payment or mortgage foreclosure) through mediation for at least 360 days								
h) Avoid loss of shelter through agency payment of rent or mortgage.								
i) Receive assistance because of a natural disaster								
j) Other; please provide outcome, indicator and a description in Narrative Comments below.								

Georgia ROMA Academy Outcomes Report

6) Improved or Maintained Nutrition.								
a) Adult congregate meal programs. (Proxy) (seniors, homeless)								
b) Home Delivered Meals. (Proxy)								
c) Children congregate meal programs. (Head Start, child care, after school, proxy)								
d) Receive food vouchers								
e) Commodity distribution								
f) Access nutritional assistance programs (food stamps, WIC, etc)								
g) Improved or maintained Nutritional level (proxy)								

Georgia ROMA Academy Outcomes Report

Community Action Goal 6 (Family) – Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 6: Low-Income People Especially Vulnerable Populations Achieve Their Potential by Strengthening Family and Other Supportive Systems 1. Increased Education and/or Skills. (Education) 2. Increased Families Skills and Strengthened Families.(Youth & Family) 3. Increased Ability to Manage Income.(Income Management) 4. Obtained, Maintained, or Improved Housing Arrangements.(Housing) 5. Reduced or Eliminated an Emergency Need. (Emergency Assistance) 6. Improved or Maintained Nutrition.(Nutrition) 7. Obtained Access or Links to Services.(Self Sufficiency) 8. Improved or Maintained Physical or Behavioral Health. (Health) 9. Children and Youth Participate in Services that Support Their Growth and Development.(Youth & Family) 10. Seniors Participate in Services that Support Independent Living.(Self Sufficiency) 11. Increased Other Supports to Eliminate Causes of Poverty. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited Program</u> Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
h) Other; please provide outcome, indicator and a description in Narrative Comments below.								
7) Obtained Access or Links to Services.								
a) Obtained services/benefits due to translation assistance.								
b) Report ability to access services independently.								
c) Obtained or maintained necessary services with assistance.								
d) Other								
8) Improved or Maintained Physical or Behavioral Health.								
a) Obtained access to needed health care/prescription drugs.								
b) Maintained health, independence and self-sufficiency.								
c) Improved and/or maintained desired health status behavior for at least three months.								
d) Demonstrated increased knowledge regarding how to avoid at-risk behavior.								
e) Avoided at-risk behavior for at least six months.								
f) Remained drug and alcohol free for at least six months.								
g) Other; please provide outcome, indicator and a description in Narrative Comments below.								

Georgia ROMA Academy Outcomes Report

Community Action Goal 6 (Family) – Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 6: Low-Income People Especially Vulnerable Populations Achieve Their Potential by Strengthening Family and Other Supportive Systems 1. Increased Education and/or Skills. (Education) 2. Increased Families Skills and Strengthened Families. (Youth & Family) 3. Increased Ability to Manage Income. (Income Management) 4. Obtained, Maintained, or Improved Housing. (Housing Assistance) 5. Reduced or Eliminated an Emergency Need. (Emergency Assistance) 6. Improved or Maintained Nutrition. (Nutrition) 7. Obtained Access or Links to Services. (Self Sufficiency) 8. Improved or Maintained Physical or Behavioral Health. (Health) 9. Children and Youth Participate in Services that Support Their Growth and Development. (Youth & Family) 10. Seniors Participate in Services that Support Independent Living. (Self Sufficiency) 11. Increased Other Supports to Eliminate Causes of Poverty. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing</u> Toward Outcome	People at or below 125% of Poverty <u>Exited Program</u> Prior to Achieving Outcome	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
9) Children and Youth Participate in Services that Support Their Growth and Development.								
a) Youth improve physical health and development.								
b) Youth improve social/emotional development.								
c) Youth avoid at-risk behavior for at least three months.								
d) Youth have reduced involvement with criminal justice system.								
e) Youth increase academic, athletic or social skills for school success.								
f) Children obtain age appropriate immunizations, medical and dental care.								
g) Children participate in pre-school activities to develop school readiness skills.								
h) Children who participate in pre-school activities are developmentally ready to enter Kindergarten.								
i) Other; please provide outcome, indicator and a description in Narrative Comments below.								

Georgia ROMA Academy Outcomes Report

Community Action Goal 6 (Family) – Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems

1 – CAA Outcomes Catalog	2	3	4	5	6	7	8	9
Goal 6: Low-Income People Especially Vulnerable Populations Achieve Their Potential by Strengthening Family and Other Supportive Systems 1. Increased Education and/or Skills. (Education) 2. Increased Families Skills and Strengthened Families.(Youth & Family) 3. Increased Ability to Manage Income. (Income Management) 4. Obtained, Maintained, or Improved Housing Arrangements.(Housing) 5. Reduced or Eliminated an Emergency Need. (Emergency Assistance) 6. Improved or Maintained Nutrition. (Nutrition) 7. Obtained Access or Links to Services. (Self Sufficiency) 8. Improved or Maintained Physical or Behavioral Health. (Health) 9. Children and Youth Participate in Services that Support Their Growth and Development. (Youth & Family) 10. Seniors Participate in Services that Support Independent Living. (Self Sufficiency) 11. Increased Other Supports to Eliminate Causes of Poverty. (Self Sufficiency)	People at or below 125% of Poverty <u>Receiving Services</u>	People at or below 125% of Poverty <u>Achieving Outcome</u>	People at or below 125% of Poverty <u>Still Progressing Toward Outcome</u>	People at or below 125% of Poverty <u>Exited Program Prior to Achieving Outcome</u>	People Above 125% of Poverty <u>Receiving Services</u>	People Above 125% of Poverty <u>Achieving Outcome</u>	\$ Value of Outcome	\$ Return-On-Investment
Outcomes with Indicators								
10) Seniors Participate in Services that Support Active, Independent Living.								
a) Senior Citizens remain active in their communities by participating in community-oriented programs (include Senior Centers, RSVP, Senior Employment, Foster Grandparent etc.)								
b) Senior Citizens maintain independent living status for 90 days through support services (including home health or homemaker services, etc.).								
c) Senior Citizens avoid institutionalization through support services for at least six months after receiving services.								
d) Other; please provide outcome, indicator and a description in Narrative Comments below.								
11) Increased Other Supports to Eliminate Causes of Poverty. --Define any other outcomes and indicators in narrative comment below. Also, break out clients by age or other characteristics.								

Narrative Comments: Please attach a separate sheet if necessary.

*Includes Smoke detector/carbon monoxide detector in use.

+Includes lead paint abatement, asbestos removal

“Avoid at-risk behavior” includes entering and completing substance abuse programs, etc.

10-d. – Includes referrals for Nursing Home or Assisted Living

Prepared by the Georgia ROMA Academy, August 2003. Adapted from the Pennsylvania Department of Community and Economic Development and the Community Action Association of 14 Pennsylvania CAA CSBG FACS Reporting System. Developed in conjunction with The Center for Applied Management Practices, Harrisburg, PA. Used with permission.

Georgia ROMA Academy Outcomes Report

Community Action Goal 2 (Community) – The Conditions in Which Low-Income People Live Are Improved

1 – CAA Outcomes Catalog	2	3	4	5	6
Goal 2: The Conditions in Which Low-Income People Are Improved 1. Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity. (Economic Development) 2. The Supply of Jobs, Adequate and Affordable Housing, Community Facilities, Capital and Lending Programs or Essential Services is Increased. (Economic Development) 3. CAA Resources Expand Capacity of Other Agencies to Serve Low-Income People. (Linkages) 4. The Quality of Life in Low-Income Neighborhoods is Improved. (Economic Development)	Efforts Maintained from Previous Reporting Period.	Efforts That are New this Reporting Period.	Estimated Number of People Benefiting From the Outcome	Estimated \$ Value of Outcome	\$ ROI
Outcomes with Indicators	Enter # 1 for Achievement of Outcome	Enter # 1 for Achievement of Outcome			
1) Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity.					
a) Access to jobs/employment is increased. <i>Describe in Narrative Comments below. (Include transportation, micro-enterprise, or job development efforts.)</i>					
b) Access to adequate and affordable housing is increased. <i>Describe in Narrative Comments below. (Include increases in Section 8, public housing, housing placement programs and security deposit programs.)</i>					
c) Access to services is improved. <i>Describe in Narrative Comments below. (Pull out data on new community-wide referral, new service coordination, etc.)</i>					
d) Services are available in languages other than English to low-income residents in the community. <i>Describe in Narrative Comments below. (Pull out data on services such as child care, health clinics, substance abuse, homeless shelters, etc.)</i>					
e) Access to capital is increased. (savings, ability to purchase, etc.)					
f) Other; please provide outcome, indicator and description in Narrative Comments.					
2) The Supply of Jobs, Adequate and Affordable Housing, Community Facilities, Capital and Lending Programs or Essential Services Is Increased.					
a) The number of jobs available to low income people has increased.					
b) The number of housing units available to low income people has increased.					
c) The number of childcare slots available to low-income families has increased.					
d) Bank loans are available to low-income people.					
e) Public/Private financing to support economic development in communities of low-income people has increased.					
f) Federal Earned Income and Child Tax Credit receipts into the state have increased. (Proxy)					
g) Investment in community resources and facilities has increased. <i>(Include specific types such as childcare, health clinics, recreation centers, substance abuse, homeless shelters, etc.)</i>					
h) Other					

Prepared by the Georgia ROMA Academy – August 2003. Adapted from the Pennsylvania Department of Community and Economic Development and the Community Action Association of Pennsylvania CAA CSBG FACS Reporting System. Developed in conjunction with The Center for Applied Management Practices, Harrisburg, PA. Used with permission.

Georgia ROMA Academy Outcomes Report

Community Action Goal 2 (Community) – The Conditions in Which Low-Income People Live Are Improved

1 – CAA Outcomes Catalog	2	3	4	5	6
Goal 2: The Conditions in Which Low-Income People Are Improved	Efforts Maintained from Previous Reporting Period.	Efforts That are New this Reporting Period.	Estimated Number of People Benefiting From the Outcome	Estimated \$ Value of Outcome	\$ ROI
<ol style="list-style-type: none"> 1. Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity. (Economic Development) 2. The Supply of Jobs, Adequate and Affordable Housing, Community Facilities, Capital and Lending Programs or Essential Services is Increased. (Economic Development) 3. CAA Resources Expand Capacity of Other Agencies to Serve Low-Income People. (Linkages) 4. The Quality of Life in Low-Income Neighborhoods is Improved. (Economic Development) 					
Outcomes with Indicators	Enter # 1 for Achievement of Outcome	Enter # 1 for Achievement of Outcome			
3) CAA Resources Expand Capacity of Other Agencies to Serve Low-Income People.					
a) CAA provides in-kind office space, services and other resources to agencies serving low-income people.					
b) CAA receives in kind office space, services, and other resources from agencies to assist in serving low-income people.					
c) Other					
4) The Quality of Life in Low-Income Neighborhoods is Improved.					
a) The assessed value of homes in the community has increased as a result of rehabilitation projects.					
b) The number of homes in the community that are weatherized for energy efficiency is increased.					
c) The number of homes or rental units in the community that meet building codes or standards of quality is increased.					
d) Access to community facilities (schools, libraries, community centers) is increased through expanded hours and programming.					
e) Early childhood and childcare centers that are available to low-income residents receive accreditation.					
f) Safety in low-income neighborhoods is increased.					
g) Other; please provide outcome, indicator and description in the Narrative Comments.					

Narrative Comments:

1.b – Includes Rural Development, Habitat for Humanity, etc.

3.a, 3b – Services and programs for clients such as legal aid, etc. Resources include paper, copies, etc.

Georgia ROMA Academy Outcomes Report

Community Action Goal 3 (Community) – Low-Income People Own a Stake in their Community

1 – CAA Outcomes Catalog	2	3	4	5	6
Goal 3 – Low-Income People Own a Stake in Their Community	Efforts Maintained from Previous Reporting Period.	Efforts That are New this Reporting Period.	People Participating in the Activity	\$ Value of Outcome	\$ ROI.
<ol style="list-style-type: none"> 1. Low-Income People Participate in Formal Community Organizations, Government, Boards or Councils that Provide Input to Decision-Making and Policy Setting Through CAA Efforts. (Resident Participation) 2. Low-Income People Participate in Advocacy Activities. (Resident Participation) 3. Low-Income People Participate in Social or Volunteer Activities. (Resident Participation) 4. Low-Income People Own Businesses or Homes in Their Communities. (Economic Development) 					
Outcomes with Indicators	Number of Units	Number of Units	Number of Low-Income People		
1) Low-Income People Participate in Formal Community Organizations, Government, Boards or Councils that Provide Input to Decision-Making and Policy Setting Through CAA Efforts.					
a) Low-income people serve on the CAA Board of Directors.					
b) Low-income people serve on Head Start Policy Councils.					
c) Low-income people serve on Family Center/ Parent Councils.					
d) Low-income people serve on senior citizen councils.					
e) Low-income people serve on school boards.					
f) Low-income people serve on housing tenant groups.					
g) Low-income people serve on non-profit agency and/or community organization boards.					
h) Low-income people serve on other local governmental Boards and Commissions (such as Planning and Zoning, Economic Development, Enterprise Zones, etc.).					
i) Other; please provide description in the Narrative Comments.					
2) Low-Income People Participate in Advocacy Activities.					
a) Low-income people attend meetings of governmental policy makers and make their views known.					
b) Low-income people participate in the establishment/maintenance of "grass-roots"/community led organizations.					
c) Other					

Georgia ROMA Academy Outcomes Report

Community Action Goal 3 (Community) – *Low-Income People Own a Stake in their Community*

1 – CAA Outcomes Catalog	2	3	4	5	6
Goal 3 – Low-Income People Own a Stake in Their Community	Efforts Maintained from Previous Reporting Period.	Efforts That are New this Reporting Period.	People Participating in the Activity	\$ Value of Outcome	\$ ROI
1. Low-Income People Participate in Formal Community Organizations, Government, Boards or Councils that Provide Input to Decision-Making and Policy Setting Through CAA Efforts. (Resident Participation) 2. Low-Income People Participate in Advocacy Activities. (Resident Participation) 3. Low-Income People Participate in Social or Volunteer Activities. (Resident Participation) 4. Low-Income People Own Businesses or Homes in Their Communities. (Economic Development)					
Outcomes with Indicators	Number of Units	Number of Units	Number of Low-Income People		
3) Low-Income People Participate in Social or Volunteer Activities.					
a) Low-income people participate in recreational, cultural, or socialization activities.					
b) Low-income people volunteer their services to help others through community agencies or community-oriented activities.					
c) Low-income seniors volunteer their services to help others through community-oriented programs.					
d) Other; please provide description in Narrative Comments.					
4) Low-Income People Own Businesses or Homes in Their Communities.					
a) Business ownership increased from previous period.					
b) Home ownership increased from previous period.					
c) Other; please provide description in the Narrative Comments.					

Narrative Comments:

- 1c – Head Start Centers, After school programs, family connection programs, school PTAs.**
- 2a – Transporting seniors to city council meetings, etc.**

Georgia ROMA Academy Outcomes Report

Community Action Goal 4 (Agency) – Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved

1 – CAA Outcomes Catalog	2	3	4
Goal 4: Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved <i>(A partnership or collaboration is defined as a formal relationship documented by a written agreement such as a Memorandum of Understanding or formal membership in an organization.)</i>	Efforts Maintained from Previous Reporting Period	Efforts New This Reporting Period	Type of Partnership or Collaboration
1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services. (Linkages)			
2. Partnerships or Collaborations to Improve Community Planning. (Linkages)			
3. Partnerships or Collaborations to Achieve Specific Family Outcomes. (Linkages)			
4. Other Types of Partnerships or Collaborations. (Linkages)			
1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services.			
a) Non-Profit			
b) Faith Based			
c) Local Government			
d) State Government Entity			
e) Federal Government Entity			
f) For-Profit Business or Corporation			
g) Coalition or collaborative (3 or more groups)			
2. Partnerships or Collaborations to Improve Community Planning.			
a) Non-Profit			
b) Faith Based			
c) Local Government			
d) State Government Entity			
e) Federal Government Entity			
f) For-Profit Business or Corporation			
g) Coalition or collaborative (3 or more groups)			
3. Partnerships or Collaborations to Achieve Specific Family Outcomes (please identify family outcomes in the Narrative Comments).			
a) Non-Profit			
b) Faith Based			
c) Local Government			
d) State Government Entity			
e) Federal Government Entity			
f) For-Profit Business or Corporation			
g) Coalition or collaborative (3 or more groups)			

Georgia ROMA Academy Outcomes Report

Community Action Goal 4 (Agency) – Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved

1 – CAA Outcomes Catalog	2	3	4
<p>Goal 4: Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved <i>(A partnership or collaboration is defined as a formal relationship documented by a written agreement such as a Memorandum of Understanding or formal membership in an organization.)</i></p> <ol style="list-style-type: none"> 1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services.(Linkages) 2. Partnerships or Collaborations to Improve Community Planning.(Linkages) 3. Partnerships or Collaborations to Achieve Specific Family Outcomes.(Linkages) 4. Other Types of Partnerships or Collaborations.(Linkages) <p>4. Other Types of Partnerships or Collaborations (please identify in the Narrative Comments).</p> <ol style="list-style-type: none"> a) Non-Profit b) Faith Based c) Local Government d) State Government Entity e) Federal Government Entity f) For-Profit Business or Corporation g) Coalition or collaborative (3 or more groups) 	<p>Efforts Maintained from Previous Reporting Period.</p>	<p>Efforts New This Reporting Period.</p>	<p>Type of Partnership or Collaboration</p>

Instructions:

- Columns 2 and 3: Enter the number of partnerships or collaborations achieved.
 - Column 4: Identify the type of organization with whom you partnered or collaborated from the list below. You may identify more than one type of organization.
1. One-Stop Centers, WIA Boards, Georgia DOL, and other Employment Services agencies
 2. Community Development Corporations.
 3. Economic development agencies.
 4. Education/training providers.
 5. Family Service Agencies/Family Centers, including DFCS, Domestic Violence shelters, Substance Abuse programs/Children and Youth Services (DJJ)
 6. Food bank, pantries or other food and nutrition agencies.
 7. Health care service agencies.
 8. Housing.
 9. Public libraries.
 10. School districts.
 11. Transportation service agencies.

Narrative Comments:

Georgia ROMA Academy Outcomes Report

Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

1 – CAA Outcomes Catalog	2	3	4
Goal 5 – Agencies Increase their Capacity to achieve Results 1. Agency has the Capacity to Report Client Progress Towards Self-Sufficiency. 2. Agency has Provided Results-Oriented Management and Accountability Training. 3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards. 4. Agency Obtained a Level of Excellence in Organizational Quality.			
Funding Sources	Number in Current Year	Number in Previous Year	Dollars in Current Year
a) CSBG			
b) Federal Government – non-CSBG. <ul style="list-style-type: none"> • Weatherization (DOE, include oil overcharge dollars) • LIHEAP – Fuel Assistance (HHS), include oil overcharge dollars • LIHEAP – Weatherization (HHS) • Head Start (HHS) • Early Head Start (HHS) • Older Americans Act (HHS) • SSBG (HHS) • Medicare/Medicaid (HHS) • Community Food and Nutrition (HHS) • Temporary Assistance to Needy Families (TANF) • Child Care Development Block Grant (CCDBG) • WIC (USDA) • All USDA Non Food Programs (e.g. Rural development) • All other USDA Food Programs (including TEFAP) • CDBG • Housing Programs – Section 8 (HUD) • Housing Programs – Section 202 (HUD) • All other HUD including homeless programs • Employment and Training Programs (USDOL) • Corporation for National Services (CNS) programs • FEMA • Transportation (US DOT) • Other 			
c) State Government (includes federal dollars passed through a state agency) non-CSBG.			
d) Other Government entity (municipality, etc.).			
e) Local (list source).			

Prepared by the Connecticut Association For Community Action and the Connecticut Outcomes Work Group – November 29, 2002. Adapted from the Pennsylvania Department of Community and Economic Development and the Community Action Association of Pennsylvania CAA CSBG FACS Reporting System. Developed in conjunction with The Center for Applied Management Practices, Harrisburg, PA. Used with permission.

Georgia ROMA Academy Outcomes Report

f) Private (list source).			
g) Cash donors			
h) Other (please identify).			
Totals (lines a-h)			
Total Agency Budget (if different please explain in Narrative Comments below)			

Narrative Comments:

Georgia ROMA Academy Outcomes Report

Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

1 – CAA Outcomes Catalog	2	3	4
1. Agencies leverage external in-kind and donated resources to increase their capacity to serve low-income people	Estimated Number of Hours	Estimated Average Value of Single Hour	Total Estimated Value
a. Volunteer or donated hours			Enter Column 2 x Column 3 Below
a) In your agency or agency supported activities from the <i>general public</i> .			
b) In your agency or agency supported activities from your <i>clients</i> .			
c) In your agency or agency supported activities from your <i>board members</i> .			
d) In your agency or agency supported activities from <i>other non-profit or government agencies</i> .			
e) In your agency or agency supported activities from the <i>business community</i> .			
f) Other (please identify).			
Total a:			
b. Donated or In-Kind Space	Estimated Number of Square Feet	Estimated Value Per Square Foot	Total Estimated Value
a) Space in the community for CAA supported programs, services or activities.			
b) Other (please identify).			
Total b:			
c. Other Non-Cash Donations	# of Donors		Total Estimated Value
a) Equipment.			
b) Materials and supplies.			
c) Food (vouchers from churches, etc)			
d) Other (please identify).			
Total c:			
Total of In-Kind and Donated Resources (Column 4: Sum of Total 1, Total 2, Total 3)			

Narrative Comments: Volunteer or Donated Staff Hours

Narrative Comments: Donated or In-Kind Space

Narrative Comments: Other Non-Cash Donations

Georgia ROMA Academy Outcomes Report

Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

1 – CAA Outcomes Catalog	2
Goal 5 – Agencies Increase their Capacity to achieve Results 1. Agency has the Capacity to Report Client Progress Towards Self-Sufficiency. 2. Agency has Provided Results-Oriented Management and Accountability Training. 3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards. 4. Agency Obtained a Level of Excellence in Organizational Quality.	Identification of Factors Influencing the Management Model Employed in the CAA.
Outcomes with Indicators	
1. Agency has the Capacity to Measure Client/Customer Progress Towards Self-Sufficiency.	
a) CAAs are organized in different ways depending on their configuration of programs and services. Please identify the <u>one</u> statement below that <u>best</u> describes how your CAA is organized:	
1.1a A common in-take process and common ID# is used for <u>all</u> clients of the CAA.	
1.2a A common in-take process and common ID# is used for <u>some</u> clients of the CAA.	
1.3a A separate in-take process and/or separate ID# is used for <u>each</u> program administered by the CAA.	
b) CAAs are organized in different ways depending on their configuration of programs and services: Please identify the <u>one</u> statement below that <u>best</u> describes how your CAA is organized:	
1.1b Agency utilizes a relational database for <u>all</u> clients of the agency for use in intake and assessment and provision of services.	
1.2b Agency utilizes a relational database for <u>some</u> clients of the agency for use in intake and assessment and provision of services.	
1.3b Agency utilizes a relational database for <u>all</u> clients of the agency for use in intake, assessment, provision of services and measurement of outcomes.	
1.4b Agency utilizes a relational database for <u>some</u> clients of the agency for use in intake, assessment, provision of services and measurement of outcomes.	

Instructions:

For question 1a) first select the statement that best represents your CAA: 1.1a, 1.2a, 1.3a. Go to the list below for Column 2 and identify one or more of the responses (1, 2, 3, and 4) that characterizes your CAA and enter in Column 2. Repeat this for question 1b) by selecting the statement that best represents your CAA: 1.1b, 1.2b, 1.3b, 1.4b. Enter the appropriate numbers in Column 2 from the list below.

Column 2 List:

1. The CAA administers programs that do not require separate intake, assessment or reporting forms or use of proprietary software.
2. The CAA administers programs that require separate intake, assessment or reporting forms or use of proprietary software resulting in barriers to a common intake, assessment or ID#. The CAA would have to double enter client data in order to manage a common in-take and assessment process and use a common ID# for all clients of the CAA.
3. The CAA administers programs that require separate intake, assessment or reporting forms or use of proprietary software. The CAA double enters client data in order to transcend the barriers to a common in-take and assessment process and a use of a common ID# for all clients of the CAA.
4. The CAA is able to group together various programs that do not have required separate intake, assessment or reporting forms or use of proprietary software resulting in a common in-take and assessment process and use of a common ID# for some clients of the CAA.

Georgia ROMA Academy Outcomes Report

Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

1 – CAA Outcomes Catalog	2	3
Goal 5: Agencies Increase Their Capacity to Achieve Results	Agency Has Achieved Implementation of Activity	Agency Is in Process of Implementation
<ol style="list-style-type: none"> 1. Agency has the Capacity to Report Client Progress Towards Self-Sufficiency.(2. Agency has Provided Results-Oriented Management and Accountability Training. 3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards. 4. Agency Obtained a Level of Excellence in Organizational Quality. 		
Outcomes with Indicators		
1. Agency has the Capacity to Report Client/Customer Progress Towards Self-Sufficiency. (Choose all that apply.)	Enter "1" Only	Enter "1" Only
a) Agency can report outcomes that measure progress towards self-sufficiency without use of an outcome scale.		
b) Agency utilizes outcome scales to measure client movement toward self-sufficiency.		
c) Agency has capacity to derive unit cost statistics for efficiency: cost per service delivered or cost of service per client.		
d) Agency has capacity to derive unit cost statistics for effectiveness: cost per outcome delivered.		
2. Agency has Provided Results-Oriented Management and Accountability Training. (Choose all that apply.) Show timeline and steps to achieve		
a) Introductory training provided to new staff at all levels.		
b) Development of ROMA Plan.		
c) Implementation of ROMA Plan.		
d) Full Implementation of ROMA Plan.		
3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards.	# of Sites Accredited	# Working Toward Accreditation
a. Early childhood care and education sites receive NAEYC or other recognized form of accreditation.		
b. Programs achieve other form of recognized accreditation. (Please describe in the Narrative Comments below.)		
4. Agency Demonstrates a Level of Excellence in Organizational Quality through receipt of accreditation and/or recognition. (Please describe in Narrative Comments.)		
a) Board and Governance		
b) Operational Management & Organizational Structure		
c) Planning, Marketing, Fundraising, Community Investment		
d) Information Technology		
e) Human Resources		
f) Finance and Budget		

Narrative Comments:

Georgia ROMA Academy Outcomes Report

Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

1 – CAA Outcomes Catalog	2	3	4
Outcomes with Indicators			
1. Agency Staff Obtained Credentials That Improve Their Capacity to Achieve Results.			
a) Staff who work with families obtain the Family Development Specialist credential.			
b) Staff who work with children obtain the Child Development Associate credential or higher form of credential/degree.			
c) Staff obtain G.E.D.			
d) Staff who received CCAP credentials.			
e) Staff who received Associates Degree.			
f) Staff who received Bachelors Degree.			
g) Staff who received Masters Degree.			
h) Staff who received Doctorate Degree.			
i) Agency staff obtained other credentials that increase their capacity to achieve results. (Please describe in the Narrative Comments below.)			
j) Board members receive credentials			

Narrative Comments:

Section II

Outcomes Report Instructions

Instructions for the Georgia Community Action Network Outcome Reporting System: The Georgia ROMA Academy (GRA) Outcomes Report

Table of Contents

Background and CSBG Program Information Memorandum Transmittal No. 49	2
The GRA Outcomes Report	4
General Operating Principles – Musts	5
Definitions – Family Goals 1 and 6	6
Instructions for Reporting Family Outcomes and Indicators for Goal 1	6
Instructions for Reporting Family Outcomes and Indicators for Goal 6	11
Definitions – Community Goals 2 and 3	13
Instructions for Reporting Community Outcomes and Indicators for Goal 2	13
Instructions for Reporting Community Outcomes and Indicators for Goal 3	16
Definitions – Agency Goals 4 and 5	18
Instructions for Reporting Agency Outcomes and Indicators for Goal 4	18
Instructions for Reporting Agency Outcomes and Indicators for Goal 5	20

Background and CSBG Program Information Memorandum Transmittal No. 49

In the 1994 re-authorization of the CSBG, states were asked to secure plans from all CAAs that included “a description of outcome measures to be used to monitor success in promoting self-sufficiency, family stability and community revitalization.” These factors and the growing demand for accountability resulted in the creation of the Monitoring and Assessment Task Force (MATF), a joint effort of the federal Office of Community Services (OCS), the National Association for State Community Services Programs (NASCS) and the National Association of Community Action Agencies (NACAA) now called the Community Action Partnership (CAP). The MATF was established to enhance and improve the capacity of the Community Services Network to deliver programs and services to low-income and special needs populations. In this context, the MATF created six national CSBG goals to be carried out by the Community Action Network:

Level	National CSBG Goals	Goal Statements
Family	Goal 1	Low-income people become more self-sufficient.
Family	Goal 6	Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.
Community	Goal 2	The conditions in which low-income people live are improved.
Community	Goal 3	Low-income people own a stake in their community.
Agency	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.

In order to ensure that CAAs would have a management framework and the necessary tools for implementing the six national goals, the MATF developed ROMA or Results-Oriented Management and Accountability. ROMA is a sound management practice that integrates outcomes or results into the CAA’s administration, management, and delivery of programs and services. A CAA can use ROMA practices to demonstrate results and accountability to its Board and staff, to funders, the public, government and other community based organizations.

In 2001, the federal Office of Community Services issued Information Memo 49 – Program Challenges, Responsibilities and Strategies – FY 2001-2003. The information memo identified three central concepts that have become the cornerstone for ROMA implementation. These concepts transcend CSBG as a stand-alone program for addressing the six national CSBG goals and convey the unique strengths that the broader concept of Community Action brings to the nation’s anti-poverty efforts:

- Focusing our efforts on client/community/organizational change, not particular programs or services. As such, the goals provide a basis for results-oriented, not process-based or program-specific plans, activities, and reports.

CSBG Program Information Memorandum
Transmittal No. 49, February 21, 2001

Establishes a client focus on reporting outcomes in addition to program outcomes or results.

- Understanding the interdependence of programs, clients and communities. The (six national) goals recognize that client improvements aggregate to, and reinforce, community improvements, and that strong and well-administered programs underpin both.

CSBG Program Information Memorandum
Transmittal No. 49, February 21, 2001

Establishes the interdependence of clients and their communities and that CSBG funded community activities are essential to supporting families in their progress towards self-sufficiency. Helps distinguish the impact of Community Action from other human service agencies. Establishes ROMA as a method to ensure strong and well-administered programs

- Recognizing that CSBG does not succeed as an individual program. The goals presume that community action is most successful when activities supported by a number of funding sources are organized around client and community outcomes, both within an agency and with other service providers.

CSBG Program Information Memorandum
Transmittal No. 49, February 21, 2001

Establishes that CSBG funded activities work best in an environment of partnership and collaboration at the client and community level, that CSBG funds are used to leverage other agency and community resources, and that all these activities whether directly or indirectly funded by CSBG are reportable outcomes.

In 2003, to further advance the implementation of ROMA in Georgia, an Academy of CAAs and CSS staff, supported by GCAA and CSS and convened by the Georgia Association For Community Action (GCAA), drafted the Georgia Community Action Network Outcome Reporting System consisting of the GRA Outcomes Report

The GRA Outcomes Report provides for the status, frequency and populations for which family, agency and community outcomes are reported, as well as contains an inventory of all possible outcomes and indicators that can be achieved within the Georgia Community Action Network.

The GRA Outcomes Report was developed in consultation with The Center for Applied Management Practices, Harrisburg, PA and is a derivative of a model developed by the Community Action Association of Pennsylvania and the Pennsylvania Department of Community and Economic Development, the state's CSBG office.

The GRA Outcomes Report

The Georgia CAA Outcomes Catalog contained in the GRA Outcomes Report is an inventory of outcomes and indicators that CAAs use to identify and measure client, agency and community impact as conveyed in the six national CSBG goals. The Catalog is Column 1 of the GRA Outcomes Report. It recognizes and supports the individuality of each CAA and allows for data to be uniformly aggregated across the Georgia Community Action Network.

For the purpose of reporting, outcomes are more broadly defined measures of impact or success and indicators are more specific measures of impact or success. A CAA is expected to report on both outcomes and indicators, unless specifically noted in the instructions:

- **Outcomes** – Positive benefits and behaviors accruing to individuals, families and communities that result from a program or service intervention; a result achieved and a change in condition, functioning or problem of an individual, group or community. Outcomes are identified by numbers, e.g. 1,2,3, etc.
- **Indicator** – Specific items of information to track or monitor success on accomplishing an outcome. Indicators are numerical measures characterizing the results or impact of a program activity, service or intervention and are used to measure performance. Indicators are identified by letters, e.g. a, b, c, etc.

For the purpose of clarity, these instructions will sometimes use the term outcome to refer to both outcomes and indicators.

When referring to any time period or fiscal year, the actual dates for reporting are October 1 to September 30.

For the purpose of consistency, these instructions will use the word client rather than other common descriptors, e.g. customers, consumers, families, participants, individuals, etc., when referring to the beneficiary of services.

Please include Head Start families in the reporting of Family, Agency and Community Goals.

General Operating Principles – Musts

Each CAA in Georgia is required to report on each of the six national goals:

- For Family Goals 1 and 6, the CAA is to report outcomes and indicators for which it has direct responsibility or has subcontracted out for service. The only mandatory reporting under Goals 1 and 6 is the first three employment outcomes in Goal 1.
- For Community Goals 2 and 3, and Agency Goals 4 and 5, the CAA's management should address all applicable outcomes and indicators.

Additionally, in accordance with Memorandum Transmittal 49 CAAs are encouraged to

- report client outcomes and indicators for all programs and services, not only those supported by CSBG.
- report client outcomes and indicators for all subcontracted programs and services that support low-income people and special populations.
- report only on outcomes and indicators identified in the Catalog unless otherwise negotiated with Georgia CSS. CAAs will have the opportunity to regularly petition the Catalog Task Force to make changes to the Catalog.

Definitions – Family Goals 1 and 6

Family outcomes are reportable under Goals 1 and 6. A family is defined as one or more individuals living in a household (or homeless). A single person is a one-person family.

Reporting under **Goal 1** indicates that the family (client) outcome was accomplished in the transition towards or achievement of self-sufficiency.

Reporting under **Goal 6** indicates that the family (client) outcome was accomplished in the context of providing a service or support to the family (client).

Achievement of an outcome is a single event and can be reported only once.

A family can achieve more than one outcome, but each outcome is reportable as a single event. In this manner a CAA can report an unduplicated count of clients achieving outcomes.

The CAA must determine whether to report the family outcome under Goal 1 or Goal 6. A family achieving more than one outcome could report these outcomes under either or both Goals 1 or 6.

In general, the CAA is not required to submit documentation for reporting under Goals 1 and 6 unless specifically directed. The CAA should maintain documentation to support the numbers reported in the GRA Outcomes Report.

Instructions for Reporting Family Outcomes and Indicators for Goal 1

- **Goal 1 – Low-Income People Become More Self-Sufficient**

Outcomes reported under **Goal 1** must relate to the achievement of or transition towards self-sufficiency. There are eight outcomes:

1. Obtained Employment/Self-Employment for Unemployed Persons.
2. Obtained Employment/Self-Employment for Employed Persons.
3. Maintained Employment for at Least 90 days.
4. Increased Earned Income From Previous Reporting Period.
5. Increased Total Household Resources from Non-Employment Sources.
6. Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency.
7. Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing.
8. Eliminated/Reduced Barriers to Employment and Self-Sufficiency.

Self-sufficiency is measured by outcomes in addition to the traditional measures of employment. For example, obtaining permanent housing, accumulation and use of assets, eliminating barriers (decrease in dependency), and maintenance of independence are also measures of self-sufficiency.

Several outcomes (indicators) under Goal 1 may also be found under Goal 6. For example, if a client earned a GED as a condition or requirement to obtain or maintain employment, it would be a self-sufficiency outcome reportable under Goal 1. If the award of the GED were to improve a client's educational status independent of employment, it would be reportable under Goal 6, strengthening family.

Specific instructions for reporting outcomes for Goal 1:

- All GA CAAs must report outcome employment statistics for outcomes 1, 2 and 3.
- Do not report numbers in shaded areas of the forms.

Column 1 – This is the GA CAA Outcomes Catalog, the inventory of self-sufficiency outcomes and indicators for Goal 1. The CAA must use this list exclusively when reporting outcomes for Goal 1.

The CAA must report an unduplicated count of employment outcomes #1, #2 and #3. If the CAA is not able to unduplicate its employment count, please indicate in Narrative Section.

1) Obtained Employment/Self-Employment For Unemployed Persons – This is a count of clients who achieved an employment outcome who were unemployed at the time of service. Please include any unemployed clients who obtained childcare and then became employed. (Please note that the childcare outcome will be reported under Goal 1, Outcome 8g.)

2) Obtained Employment/Self-Employment For Employed Persons – This is a count of clients who achieved an employment outcome who were employed at the time of service.

Please note: When reporting the outcomes/indicators for 1 and 2, a), b), c), d), report the total number of jobs even if a client held more than one job during the time period.

3) Maintained Employment for at Least 90 days – Report all jobs held at least 90 days even if a client held more than one job during the time period.

Outcomes and Indicators: 4 – 8

The CAA should report on other self-sufficiency outcomes and indicators achieved by their clients described in outcomes 4-8. Reported outcomes are those achieved while the individual or family is an active client of the CAA and receives services directly by the CAA or through a subcontractor or referral. **Only report on outcomes for which the CAA directly provides the service, makes a referral or subcontracts out.**

4) Increased Earned Income From Previous Reporting Period. The time period is the federal fiscal year, October 1 through September 30 of the previous year.

5) a-f: Increased Total Household Resources from Non-Employment Sources. In addition to the indicators a-c, other examples of increasing total household resources could refer to such things as: a move of a job closer to home which reduces travel costs; TANF, child care credits, EITC, child support, SSI, Weatherization services reducing utility bills or other increases you may choose to define. This does not include increased income from employment.

6) a-e: Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency. Most of the indicators refer to use of an IDA or other savings account and/or budget and credit counseling. The terms household and individual are used synonymously. An individual is considered a one-person household. If reporting other under 6f, please provide documentation under Narrative Comments.

7) a-b: Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing. Report on unsubsidized housing only.

8) Eliminated/Reduced Barriers to Employment and Self-Sufficiency.

- **a-i** – no additional comments.
- **j** – Use of an outcome scale must include a copy of the scale used. Reporting this indicator identifies use and documentation of an outcome scale and not the specific outcome achieved. **The specific outcome achieved and measured by use of the scale must be reported elsewhere in Goal 1.**
- **k** – This should only be used if case-management was employed in the pursuit of a self-sufficiency goal and not towards increased potential or strengthened supportive systems.
- **l** – This could refer to a range of outcomes for individuals of various ages, characteristics, or circumstances. Outcomes associated with participation in treatment programs, alternatives to incarceration or institutionalization, Family Caregiver programs or other programs that enable families/individuals to achieve a measure of self-sufficiency should be reported here with accompanying narrative comments.
- **m** – If reporting Other, provide documentation in the Narrative Comments.

The headers in Columns 2-7 use the term people, which in the GRA Outcomes Report is synonymous with clients or individuals. (This section is under construction in conjunction with Easytrak.)

--See example following description of Column 7 below.

Column 2 – People at or below 125% of Poverty Receiving Services.

Enter the total number of people at or below 125% of poverty receiving services for all eight outcomes.

Column 3 – People at or below 125% of Poverty Achieving Outcome. Enter the number of people at or below 125% of poverty achieving the outcome/indicator represented by a), b), c), d), etc.

Column 4 – People at or below 125% of Poverty Still Progressing Towards Outcome. Enter the number of people at or below 125% of poverty still progressing towards the outcome. This is an unduplicated count of all people in the CAA that are enrolled and active in a program, but have not yet achieved the expected outcome.

Column 5 – People at or below 125% of Poverty Exited Program Prior to Achieving Outcome. Enter the number of people at or below 125% of poverty who left the CAA or subcontractor and did not achieve the expected outcome. This is an unduplicated count and should include dropouts, no-shows and closed cases for reasons other than achievement of self-sufficiency.

Column 6 – People Above 125% of Poverty Receiving Services. Enter the number of people above 125% of poverty receiving services for all eight outcomes.

Column 7 – People Above 125% of Poverty Achieving Outcome. Enter the number of people above 125% of poverty achieving the outcome/indicator represented by a), b), c), d), etc.

Example:

1 – CAA Outcomes Catalog	2	3	4	5
Goal 1: Low-Income People Become More Self-Sufficient 1. Obtained Employment/Self-Employment for Unemployed Persons. 2. Obtained Employment/Self-Employment for Employed Persons. 3. Maintained Employment for at Least 90 days. 4. Increased Earned Income from the Previous Reporting Period. 5. Increased Total Household Resources from Non-Employment Sources. 6. Increased Ability to Manage Income and Use Assets to Achieve Self-Sufficiency. 7. Obtained Adequate, Safe, Affordable, Unsubsidized, Permanent Housing. 8. Eliminated/Reduced Barriers to Employment and Self-Sufficiency.	People at or below 125% of Poverty Receiving Services	People at or below 125% of Poverty Achieving Outcome	People at or below 125% of Poverty Still Progressing Toward Outcome	People at or below 125% of Poverty Exited Program Prior to Achieving Outcome
Outcomes with Indicators				
1) Obtained Employment/Self-Employment For Unemployed Persons.	205	145	22	38
a) Obtained part-time employment – less than 25 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits.		41		
b) Obtained part-time employment – equal to or greater than 25 hours per week, at minimum wage or above (or its equivalent if employment includes tips/etc.), w/o health insurance benefits.		24		
c) Obtained full-time employment – number of hours as defined by employer; at minimum wage, without benefits.		75		
d) Obtained full-time employment – number of hours as defined by employer; above minimum wage and could include benefits.		23		

In the above example, there are 205 people receiving employment services. The status of the 205 people receiving employment services is: 145 achieved the outcome (obtained a form of employment), 22 are still progressing towards the outcome (receiving services but have not yet achieved employment) and 38 exited the employment program prior to

achieving the outcome. The sum of Columns 3, 4 and 5 should always equal Column 2, an unduplicated count of people. The number 145 is an unduplicated count of all people who obtained the employment outcome. However, the sum of all employment obtained by clients, a), b), c) and d) or 41, 24, 75 and 23 equals 163, which is a duplicated count of people who obtained employment since some of these people held more than one job during the time period.

In general, the sum of Columns 3, 4 and 5 should always equal Column 2, but the sum of the indicators, a), b) etc., for any given outcome, 1), 2) etc., may not always equal the outcome number. In the above example, 145 unduplicated people obtained employment, but when counting by specific measures of employment using the indicators, 163 duplicated people obtained employment.

In the Introduction to ROMA course offered by GRA, the # of people receiving services (205 in this example) is the denominator from which to calculate performance measures. The statistic, *How many clients are you serving?* is found in Module 7, the Reginald Carter Methodology: Seven Management Questions for Integrating Outcomes into Your Agency's Operation – Foundation for Relational Data Base, MIS and Return-On-Investment.

Column 8 – \$ Value of Outcome. Not a required column. In order to calculate return-on-investment (ROI), a value must first be established for the outcome. If you are developing ROI calculations, please indicate in the Narrative Comments your current activity or attach supporting material showing your ROI analysis.

Column 9 – \$ ROI Return-on-Investment. Not a required column. The ROI is a comparison of the value of the outcome to the cost of producing the outcome. If you are developing these ROI calculations, please indicate in the Narrative Comments your current activity or attach supporting material showing your ROI analysis.

Instructions for Reporting Family Outcomes and Indicators for Goal 6

- **Goal 6 – Low-Income People Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems**

Outcomes and indicators reported under **Goal 6** must relate to activities that strengthen family and other supportive systems. There are eleven outcomes:

1. Increased Education and/or Skills.
2. Increased Families Skills and Strengthened Families.
3. Increased Ability to Manage Income.
4. Obtained, Maintained, or Improved Housing Arrangements.
5. Reduced or Eliminated an Emergency Need.
6. Improved or Maintained Nutrition (Proxy).
7. Obtained Access or Links to Services.
8. Improved or Maintained Physical or Behavioral Health
9. Children and Youth Participate in Services that Support Their Growth and Development.
10. Seniors Participate in Services that Support Independent Living.
11. Increased Other Supports to Eliminate Causes of Poverty

Outcomes and indicators that are related to the provision of emergency services, housing, education, counseling and other supportive services are to be reported under Goal 6 if they are administered as services outside the context of employment and/or self-sufficiency.

Specific instructions for reporting outcomes for Goal 6:

- Only report on outcomes for which the CAA directly provides the service, subcontracts out, or in certain situations where a referral is made through case-management.
- Do not report numbers in shaded areas of the forms.

Column 1 – This is the CAA outcomes catalog, the inventory of outcomes and indicators. The CAA must use this list exclusively when reporting outcomes for Goal 6.

Report outcomes and indicators for all clients achieving potential and strengthening family and other supportive systems, Outcomes 1-11. Reported outcomes are those achieved while the individual or family is an active client of the CAA and receives services directly, through a subcontractor or through a referral.

- 1) **a-g: Increased Education and/or Skills.** Distinguish between adults and youth.
- 2) **a-g: Increased Families' Skills and Strengthened Families.** Improved behavior or family functioning may be measured by observation or a formal evaluation.
- 3) **a-d: Increased Ability to Manage Income.** The CAA should determine the term financially stable. Suggestions include: on-time payment of bills, reduction or elimination of arrearages, establishing credit, obtaining a credit card, having discretionary income after all expenses are met.
- 4) **a-g: Obtain, Maintained or Improved Housing Arrangements.**
- 5) **a-j: Reduced or Eliminated an Emergency Need.** Report as indicated. Several of the indicators are proxies. For example, report 5a as the number of people receiving food.
- 6) **a-g: Improved or Maintained Nutrition.** The reporting of nutrition is a proxy outcome. A proxy outcome is a surrogate or stand-in for the actual outcome and is used to estimate impact when it is not practical to measure certain key program outcomes, it is not yet certain what the specific outcome is, or that it is the best that can be undertaken until better data collection procedures can be developed. Simply stated, a proxy outcome is when the reported outcome is also the output or the service itself. For example, the provision of a hot lunch in a senior center is a proxy outcome for nutrition since it may be the only nutritionally balanced hot meal available to many seniors. While the hot lunch meets nutrition needs; measuring the impact of nutrition would involve physical measurement such as blood work and other physical tests, not a practical procedure. Therefore, the provision of the meal (the output or service) that ensures adequate nutrition is also the outcome. The CAA would report the number of people receiving meals as the proxy outcome.
- 7) **a-d: Obtained Access or Links to Services.** Report the number of people achieving the outcome.
- 8) **a-h: Improved or Maintained Physical or Behavioral Health.** Report the number of people achieving the outcome.
- 9) **a-i: Children and Youth Participate in Services that Support Their Growth and Development.** Report the number of children and youth achieving the outcome.
- 10) **a-d: Seniors Participate in Services that Support Active, Independent Living.** Report the number of seniors achieving the outcome.
- 11) **Increased Other Supports to Eliminate Causes of Poverty.** If reporting this indicator, identify other services and outcomes and the population served. Provide documentation in the Narrative Comments.

Columns 2-9: Reporting in these columns follows the same format and procedure described for Goal 1. Refer to the previous description and example for reporting under Goal 1. (This section is under construction in conjunction with Easytrak.)

Definitions – Community Goals 2 and 3

The impact of Community Action is documented through direct services to clients (Goals 1 and 6) and the impact it has in the community to bring about changes that benefit low-income and special populations, Goals 2 and 3. These community goals are:

- **Goal 2 – The Conditions in Which Low-Income People Live Are Improved.**
- **Goal 3 – Low-Income People Own a Stake in Their Community.**

A good description of the community mission can be found in the original OEO Instruction 6320-1, November 16, 1970,

“To stimulate a better focusing of all available, local, state, private, and Federal resources upon the goal of enabling low-income families, and low-income individuals of all ages in rural and urban areas, to attain the skills, knowledge, and motivations and secure the opportunities needed for them to become self-sufficient.”

“The Act thus gives the CAA a primarily catalytic mission: to make the entire community more responsive to the needs and interests of the poor by mobilizing resources and bringing about greater institutional sensitivity. A CAA’s effectiveness, therefore, is measured not only by the services which it directly provides but, more importantly, by the improvements and changes it achieves in the community’s attitudes and practices toward the poor and in the allocation and focusing of public and private resources for antipoverty purposes.”

Without the emphasis on “community”, there is little to distinguish Community Action from the numerous human service agencies providing services to low-income and special populations. The allocation of CSBG funds specifically for CAAs recognizes the distinction between Community Action and the larger human services system. Reporting the impact in the “community” under Goals 2 and 3 allows Community Action to tell a better story and tell the story better.

Instructions for Reporting Community Outcomes and Indicators for Goal 2

- **Goal 2 – The Conditions in Which Low-Income People Live Are Improved**

There are four outcomes for Goal 2:

1. Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity.
2. The Supply of Jobs, Adequate and Affordable Housing, Community Facilities, Capital and Lending Programs or Essential Services is Increased.
3. CAA Resources Expand Capacity of Other Agencies to Serve Low-Income People.
4. The Quality of Life in Low-Income Neighborhoods is Improved.

Specific instructions for reporting outcomes for Goal 2:

- Only report on outcomes for which the CAA or its clients are actively engaged. See example on the next page.
- Do not report numbers in shaded areas of the forms.

Column 1 – is the CAA outcomes catalog, the inventory of outcomes and indicators. The CAA must use this list exclusively when reporting outcomes for Goal 2 and should only report community outcomes that were achieved.

1) a-f: Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity. Provide documentation in the Narrative Comments where indicated. Access is defined as CAA efforts for advocacy, changes in policy, or new services that provide clients with access to existing resources.

2) a-h: The Supply of Jobs, Adequate and Affordable Housing, Community Facilities, Capital and Lending Programs or Essential Services is Increased. For 2g, please provide a description of “other investment in the community” in the Narrative Comments. Only report on efforts where the CAA directly increased the physical supply of these resources in the community.

3) a-c: CAA Resources Expand Capacity of Other Agencies to Serve Low-Income People. Provide documentation in the Narrative Comments where indicated. Please include space or in-kind resources donated by the CAA to community agencies, or programs such as Senior Aides that provides volunteers for community agencies.

4) a-g: The Quality of Life in Low-Income Neighborhoods is Improved. These are broad indicators. Provide documentation in the Narrative Comments to support the specific outcomes achieved.

Column 2 – Efforts Maintained from Previous Reporting Period. Please enter the # 1 indicating “yes” for achievement of the outcome. (This section is under construction in conjunction with Easytrak.)

Column 3 – Efforts That Are New this Reporting Period. Please enter the # 1 indicating “yes” for achievement of the outcome. (This section is under construction in conjunction with Easytrak.)

Column 4 – Estimated Number of People Benefiting From the Outcome. Record the number of people benefiting from achievement of the outcome/indicator in column 4. The number of people benefiting are from activities identified in both columns 2 and 3. Consideration should be given to reporting all people who directly and indirectly benefit from the activity. Where possible report a specific number. For broad outcomes, report an estimated number but provide documentation in the Narrative Comments as to the method or assumptions used to derive the estimate. Be conservative in estimating and be able to support any large numbers.

Column 5 – \$ Value of Outcome. CSBG funds are intended to be a leveraging agent. Part of the community mission is to leverage CSBG funds to expand other programs and services to low-income people. Where possible, establish a monetary value for the outcome/indicator achieved and provide documentation in the Narrative Comments explaining how the monetary value was derived. The establishment of a monetary value is necessary to conduct any future return-on-investment analysis.

Column 6 – \$ ROI (Return-On-Investment). Not a required column. The ROI is a comparison of the value of the outcome to the cost of producing the outcome. If you are developing ROI calculations, please indicate in the Narrative Comments your current activity or attach supporting material showing your ROI analysis.

Example:

1 – CAA Outcomes Catalog	2	3	4	5	6
Goal 2 – The Conditions in Which Low-Income People Are Improved 1. Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity. 2. The Supply of Jobs, Adequate and Affordable Housing, Community Facilities, Capital and Lending Programs or Essential Services is Increased. 3. CAA Resources Expand Capacity of Other Agencies to Serve Low-Income People. 4. The Quality of Life in Low-Income Neighborhoods is Improved.	Efforts Maintained from Previous Reporting Period	Efforts That are New this Reporting Period	Estimated Number of People Benefiting From the Outcome	Estimated \$ Value of Outcome	\$ ROI
Outcomes with Indicators	Enter # 1 for Achievement of Outcome	Enter # 1 for Achievement of Outcome			
1) Low-Income People Have Improved Access to Employment, Housing, Capital, and Essential Services Due to Expanded Capacity.					
a) Access to jobs/employment is increased. Describe in narrative comments below. (Include transportation, micro-enterprise, or job development efforts.)		1	50	\$ 750,000	
b) Access to adequate and affordable housing is increased. Describe in narrative comments below. (Include increases in Section 8, T-RAP, RAP, housing placement programs and security deposit programs.)	1		15	\$ 15,000	
c) Access to services is improved. Describe in narrative comments below. (Pull out data on new community-wide referral, new service coordination, etc.)		1	30	\$ 210,000	

Narrative Comments:

1a) The CAA worked with the transit authority to establish a new bus route that provides service to a new technology park. As a result, 50 people were able to obtain employment that they would otherwise not be able to access. The average job pays \$15,000 for a total of \$750,000.

1b) The number of Section 8 vouchers increased the previous year. Fifteen (15) tenants are maintaining their vouchers in the current year at a value of \$1,000 each for a total of \$15,000.

1c) A new child care facility is opened in a low-income neighborhood through the efforts of the CAA. As a result 30 families now receive childcare services valued at \$7,000 per child for a total of \$210,000 where previously there was no available childcare.

Instructions for Reporting Outcomes and Indicators for Goal 3

- **Goal 3 – Low-Income People Own a Stake in Their Community**

There are four outcomes for Goal 3:

1. **Low-Income People Participate in Formal Community Organizations, Government, Boards or Councils that Provide Input to Decision-Making and Policy Setting Through CAA Efforts.**
2. **Low-Income People Participate in Advocacy Activities.**
3. **Low-Income People Participate in Social or Volunteer Activities.**
4. **Low-Income People Own Businesses and Homes in Their Communities.**

Specific instructions for reporting outcomes for Goal 3:

- Only report on outcomes for which the CAA or its clients are actively engaged.
- Do not report numbers in shaded areas of the forms.

Column 1 – is the CAA outcomes catalog, the inventory of outcomes and indicators. The CAA must use this list exclusively when reporting outcomes for Goal 3 and should only report community outcomes that were achieved.

1) a-j: Low-Income People Participate in Formal Community Organizations, Government, Boards or Councils that Provide Input to Decision-Making and Policy Setting Through CAA Efforts. Provide brief documentation in the Narrative Comments if reporting indicators identifying the name and type of organization or advisory committee(s).

2) a-c: Low-Income People Participate in Advocacy Activities. Provide brief documentation in the Narrative Comments describing the type and purpose of the activity.

3) a-d: Low-Income People Participate in Social or Volunteer Activities. Provide brief documentation in the Narrative Comments describing the type of activity or the type of agencies where volunteer activity is conducted.

4) a-c: Low-Income People Own Businesses or Homes in Their Communities. Provide brief documentation in the Narrative Comments describing the types of businesses created.

(These sections are under construction in conjunction with Easytrak.)

Column 2 – Efforts Maintained from Previous Reporting Period. Enter the # of units (activities, efforts, organizations) in which low-income people participate. For example, the # of units for a Head Start Policy Council or a CAA Board is 1. In other situations, the number of units will vary according to your agency. For example, you should report two (2) Family Center Councils, if your CAA serves two different communities, and you should report three (3) Tenant Groups if you work with three different Housing Projects. Only report those activities that are on-going from a previous fiscal year. See example under description of Column 4 below.

Column 3 – Efforts That Are New this Reporting Period. Only report those activities that are new in the current reporting period. **Follow the above instructions for Column 2 reporting.** See example under description of Column 4 below.

Column 4 – People Participating in the Activity. Record the number of low-income people participating/serving in the community activity in Column 4. Consideration should be given to reporting all people who directly and indirectly participate in the activity. This can be an estimate but provide documentation in the Narrative Comments as to the method or assumptions used to derive the estimate. Be conservative in estimating and be able to support any large numbers. See example under description of Column 4 below.

Example:

1 – CAA Outcomes Catalog	2	3	4	5	6
Goal 3 – Outcomes for Low-Income People Own a Stake in Their Community 1. Low-Income People Participate in Formal Community Organizations, Government, Boards or Councils 2. Low-Income People Participate in Advocacy Activities. 3. Low-Income People Participate in Social or Volunteer Activities. 4. Low-Income People Own Businesses and Homes in Their Communities.	Efforts Maintained from Previous Reporting Period	Efforts That are New this Reporting Period	People Participating in the Activity	\$ Value of Outcome	\$ ROI
Outcomes with Indicators	Enter the Number of Units	Enter the Number of Units	Number of Low-Income People		
1) Low-Income Participate in Formal Community Organizations and/or Boards or Councils that Provide Input to Decision-Making and Policy Setting Through CAA Efforts.					
a) Low-income people serve on the CAA Board of Directors.	1		4		
b) Low-income people serve on Head Start Policy Councils.	1		15		
c) Low-income people serve on Family Center/ Parent Councils.		3	8		

Column 5 – \$ Value of Outcome. Not a required column. In order to calculate return-on-investment (ROI), a value must first be established for the outcome. If you are developing ROI calculations, please indicate in the Narrative Comments your current activity or attach supporting material showing your ROI analysis.

Column 6 – \$ ROI (Return-On-Investment). Not a required column. The ROI is a comparison of the value of the outcome to the cost of producing the outcome. If you are developing ROI calculations, please indicate in the Narrative Comments your current activity or attach supporting material showing your ROI analysis.

Definitions – Agency Goals 4 and 5

The impact of Community Action is documented through direct services to clients (Goals 1 and 6) and the impact it has in the community to bring about changes that benefit low-income and special populations, Goals 2 and 3. In addition, it is necessary for CAAs to communicate that they have the on-going capacity to manage efficiently and effectively, are accountable and produce outcomes or results, and accomplish this through partnership and collaboration. The agency goals are:

- **Goal 4 – Partnerships Among Supporter and Providers of Services to Low-Income People are Achieved**
- **Goal 5 – Agencies Increase Their Capacity to Achieve Results**

Instructions for Reporting Outcomes and Indicators for Goal 4

- **Goal 4 – Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved**

A good description of agency responsibilities can be found in the original OEO Instruction 6320-1, November 16, 1970, “

“To stimulate a better focusing of all available, local, state, private, and Federal resources upon the goal of enabling low-income families, and low-income individuals of all ages in rural and urban areas, to attain the skills, knowledge, and motivations and secure the opportunities needed for them to become self-sufficient.”

As Peter Drucker states in the preface to The Drucker Foundation Self-Assessment Tool – Participant Workbook, 1999,

“Social sector organizations with vision and new mind-sets will forge relationships crossing the private, public and social sectors to build partnerships and community. They will welcome the challenge of accountability, define and achieve meaningful results, and articulate their accomplishments in a way that draws interest, energy, and support their mission. They will change lives.”

It is in this context that CAAs are asked to document the role of their agency in developing and sustaining collaborative efforts and how CAAs maintain and increase their capacity to achieve results. The reportable outcomes in Goal 4 are the existence and type of partnership or collaboration engaged in by the CAA. A partnership or collaboration is a formal relationship documented by a written agreement. This includes but is not limited to such things as: a formal contract (in which you receive funding to provide a service for another partner, or in which another partner receives funding from you to provide a service), an agreement that identifies the partner roles, an agreement or a

letter of confirmation that allows you to use space at no cost. You may have formal arrangements which are multi-year, or which do not expire in a given reporting period.

Specific instructions for reporting outcomes for Goal 4:

Column 1 – is the CAA outcomes catalog, the inventory of outcomes and indicators. There are four types of partnerships or collaborations identified in Goal 4:

1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services.
2. Partnerships or Collaborations to Improve Community Planning.
3. Partnerships or Collaborations to Achieve Specific Family Outcomes.
4. Other Types of Partnerships or Collaborations.

CAAs are to identify the type of organization that they are in partnership with or have a collaborative arrangement. From the list under each of the above outcomes, identify the type of organization that is in partnership or collaboration when completing Columns 2, 3 and 4. CAAs can use “Other” if the partnerships or collaborations are not identified in 1-3 above. See example under description of Column 4 below.

Column 2 – Efforts Maintained From Previous Reporting Period. In this column, report the number of partnerships or collaborative agreements made in prior reporting periods and currently active. If the activity is no longer on going, leave blank. See example under description of Column 4 below.

Column 3 – Efforts New This Reporting Period. In this column, report the number of active new partnerships or collaborative agreements made in the current reporting year. See example under description of Column 4 below.

Column 4 – Type of Partnership or Collaboration. Please enter one or more of the letters from the list below to identify the type(s) of collaboration or partnerships for any of the above categories: non-profit, faith based, local, state, federal government, for profit business or corporation. See example below.

- a. One-Stop Centers, WIA Boards, GA DOL and other employment services agencies and other Career Link operating partnerships.
- b. Community Development Corporations
- c. Economic development agencies.
- d. Education/training providers.
- e. Family Service Agencies/Family Centers, including DFCS, Domestic Violence shelters, Substance Abuse programs/Children and Youth Services (DJJ)
- f. Food bank pantries or other food and nutrition agencies.
- g. Health care service agencies.
- h. Housing
- i. Public libraries.
- j. School districts.
- k. Transportation service agencies.
- l. Other; Please identify in the Narrative Comments.

Example:

1 – CAA Outcomes Catalog	2	3	4
<p>Goal 4: Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved <i>(A partnership or collaboration is defined as a formal relationship documented by a written agreement such as a Memorandum of Understanding or formal membership in an organization.)</i></p> <ol style="list-style-type: none"> 1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services. 2. Partnerships or Collaborations to Improve Community Planning. 3. Partnerships or Collaborations to Achieve Specific Family Outcomes. 4. Other Types of Partnerships or Collaborations. 	<p>Efforts Maintained from Previous Reporting Period</p>	<p>Efforts New This Reporting Period</p>	<p>Type of Partnership or Collaboration</p>
<p>1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services.</p>			
<p>a) Non-Profit</p>	2	10	d, f, h
<p>b) Faith Based</p>		2	f
<p>c) Local Government</p>	1		e
<p>d) State Government Entity</p>			
<p>e) Federal Government Entity</p>			
<p>f) For-Profit Business or Corporation</p>			
<p>g) Coalition or collaborative (3 or more groups)</p>	1		c, h

Instructions for Reporting Outcomes and Indicators for Goal 5

- **Goal 5 – Agencies Increase Their Capacity to Achieve Results**

It is necessary for CAAs to communicate that they have the on-going capacity to manage efficiently and effectively, are accountable and produce outcomes or results, and accomplish this through partnership and collaboration.

A good description of increasing the capacity to achieve results can be found in the original OEO Instruction 6320-1, November 16, 1970:

“In developing its strategy and plans, the CAA shall take into account the area of greatest community need, the availability of resources, and its own strengths and limitations. It should establish realistic, attainable objectives, consistent with the basic mission established in this Instruction, and expressed in concrete terms which permit the measurement of results. Given the size of the poverty problem and its own limited resources, the CAA should concentrate its efforts on one or two major objectives where it can have the greatest impact.”

As Peter Drucker states in the preface to The Drucker Foundation Self-Assessment Tool – Participant Workbook, 1999:

“Social sector organizations (CAAs) have to think through very clearly what results are for their programs and services. They must demonstrate both commitment and competence in a highly demanding environment. People are no longer interested to know, “Is it a good cause?” Instead, they ask, “What is being achieved? Is this a responsible organization worthy of my investment? What difference is being made in society, in this community, in the life of individuals?” The successful social sector organization will hold itself accountable for performance inside the organization – for effective marketing, exemplary

management of human and financial resources, for contributions in all areas – but always with the central focus on its bottom line: changed lives.”

It is in this context that CAAs are asked to document their capacity to achieve results.

Specific instructions for reporting outcomes for Goal 5:

Reporting under Goal 5 is accomplished using five tables:

- Table 1: Agencies Leverage External Resources to Increase Their Capacity to Serve Low-Income People, volunteers, etc..
- Table 2: Agencies Leverage External In-Kind and Donated Resources to Increase Their Capacity to Serve Low-Income People.
- Table 3: Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes.
- Table 4: Agency Staff Obtains Credentials that Improve their Capacity to Achieve Results.

Table 1: Agencies Leverage External Resources to Increase Their Capacity to Serve Low-Income People:

Column 1 –Funding Sources: Identifies the sources of funding for your CAA, i.e., individual funding stream. It is recommended that you use the same information that is detailed in your federal audit regarding funding source.

Column 2 – Number in Current Year: In this column enter the number, (not the dollar amount) of funding sources identified in Column 1 for the current year to date.

Column 3 – Number in Previous Year. In this column enter the number, (not the dollar amount) of funding sources identified in Column 1 for the previous year.

Column 4 – Dollars. In this column enter the dollar amount from funding sources identified in Column 1 for the current year.

Use the Narrative Comments under Table 1 for additional comments or explanations.

Example:

Table 1 – Agencies Leverage External Resources to Increase Their Capacity to Serve Low-Income People			
1 – CAA Outcomes Catalog Funding Sources	2 Number In Current year	3 Number in Previous Year	4 Dollars in Current Year
a) CSBG.	1	1	\$750,000
b) Federal Government – non-CSBG.	6	5	\$10,500,000
c) State Government (includes federal dollars passed through a state agency) non-CSBG.	8	8	\$7,400,000
d) Other Government entity (municipality, etc.).	2	0	\$550,000
e) Local (list source).	1	1	62,000
f) Private (list source).	1	0	275,000
g) Cash donors.	50	37	4,900
h) Other (please identify).			
Total (lines a-h)			19,541,900
Total Agency Budget (if different please explain in the Narrative Comments below)			20,450,000

Narrative Comments:

- e) United Way
- f) Community Foundation

Difference in budget results from a carryover of \$908,100 from the previous fiscal year.

Table 2: Agencies Leverage External In-Kind and Donated Resources to Increase Their Capacity to Serve Low-Income People:

- Do not use the shaded areas for reporting.

Column 1 – Sources of In-Kind and Donated Resources identifies the sources of in-kind and donated resources made to your agency. If your agency receives an in-kind or donated resource not listed in Column 1, or is unable to provide the detail requested, please use “other” and enter in the nature of the in-kind or donated resource in the Narrative Comments section. Also use the Narrative Comments section if additional details are needed for any types of in-kind and donated resources; Volunteer or Donated Staff Hours, Donated or In-Kind Space, Other Non-Cash Donations.

Column 2 – Estimated Number of Hours or Square Feet. Where indicated, enter the estimated number of hours or the number of square feet for in-kind or donated resources. Add the numbers on each line and total. For the number of hours, please use the IRS or other established guidelines. Use the commercial value of real estate when making these estimates.

Column 3 – Estimated Average Value of Single Hour or Square Foot. Where indicated, enter the estimated dollar value of a single hour or the value of a square foot for in-kind or donated resources. Use the Narrative Comments section if additional details are needed to support the value given to an hour of volunteer time and the value given to a square foot of space. For the value of hours, please use the IRS or other established guidelines. Use the commercial value of real estate when making these estimates.

Column 4 – Total Estimated Value. For Volunteer Staff Hours and Donated Space, multiply the number in Column 2 by the dollar amount in Column 3 and enter the total in Column 4. Enter the total amount in Column 4 where indicated. For Other Donations enter the total estimated value.

Table 3: Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes:

- Do not use the shaded areas for reporting.

Tables 3 is used to assess the outcome regarding the CAAs capacity to measure client progress towards self-sufficiency consistent with implementation of HHS/OCS IM 49 and the OCS Implementation Survey conducted in April 2001.

For reporting on questions 1a) and 1b) follow the instructions below the example.

Example:

Table 3 – Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes	
1 – CAA Outcomes Catalog	2
Goal 5: Agencies Increase Their Capacity to Achieve Results	Identification of Factors Influencing the Management Model Employed in the CAA
1. Agency has the Capacity to Measure Client Progress Towards Self-Sufficiency.	
Outcomes with Indicators	
1. Agency has the Capacity to Measure Client/Customer Progress Towards Self-Sufficiency.	
a) CAAs are organized in different ways depending on their configuration of programs and services. Please identify the one statement below that best describes how your CAA is organized:	
1.1a A common in-take process and common ID# is used for <u>all</u> clients of the CAA.	
1.2a A common in-take process and common ID# is used for <u>some</u> of the CAA	2
1.3a A common in-take process and/or separate ID# is used for <u>each</u> program administered by the CAA.	
b) CAAs are organized in different ways depending on their configuration of programs and services. Please identify the one statement below that best describes how your CAA is organized:	
1.1b Agency utilizes a relational database for <u>all</u> clients of the agency for use in intake and assessment and provision of services.	
1.2b Agency utilizes a relational database for <u>some</u> clients of the agency for use in intake and assessment and provision of services.	2, 4
1.3b Agency utilizes a relational database for <u>all</u> clients of the agency for use in intake and assessment and provision of services and measurement of outcomes.	
1.4b Agency utilizes a relational database for <u>some</u> clients of the agency for use in intake and assessment and provision of services and measurement of outcomes.	

Instructions:

For question 1a) first select the statement that best represents your CAA: 1.1a, 1.2a, 1.3a. Go to the list below for Column 2 and identify one or more of the responses (1, 2, 3, and 4) that characterizes your CAA and enter in Column 2. Repeat this for question 1b) by selecting the statement that best represents your CAA: 1.1b, 1.2b, 1.3b, 1.4b. Enter the appropriate numbers in Column 2 from the list below.

Column 2 List:

1. The CAA administers programs that do not require separate intake, assessment or reporting forms or use of proprietary software.
2. The CAA administers programs that require separate intake, assessment or reporting forms or use of proprietary software resulting in barriers to a common intake, assessment or ID#. The CAA would have to double enter client data in order to manage a common in-take and assessment process and use a common ID# for all clients of the CAA.
3. The CAA administers programs that require separate intake, assessment or reporting forms or use of proprietary software. The CAA double enters client data in order to transcend the barriers to a common in-take and assessment process and a use of a common ID# for all clients of the CAA.
4. The CAA is able to group together various programs that do not have required separate intake, assessment or reporting forms or use of proprietary software resulting in a common in-take and assessment process and use of a common ID# for some clients of the CAA.

**Table 4: Agency Organizes and Operates its Programs, Services, and Activities
Toward Accomplishing Family and Community Outcomes**

Table 4 is used to assess outcomes regarding the CAAs capacity to report client progress towards self-sufficiency, provide for ROMA training and other measures of capacity building consistent with implementation of HHS/OCS IM 49 and the OCS Implementation Survey conducted in April 2001

There are four outcomes in Column 1:

1. Agency has the Capacity to Report Client/ Customer Progress Towards Self-Sufficiency.
2. Agency has Provided Results-Oriented Management and Accountability Training.
3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards.
4. Agency Obtained a Level of Excellence in Organizational Quality.

CAAs are required to report on 1, 2, and 3. Outcome 4 is for future use and refers to the QCAS Self-Assessment, a self-accreditation tool that CAAs may have available at a future date to assess the overall quality of service delivery.

Column 2: Use this column to indicate achievement of the activity. For outcomes 1 and 2, choose all that apply. Please enter the # 1 indicating "yes" for achievement of the activity. For outcome 3, enter the number of accredited sites. There is no reporting for outcome 4.

Column 3: Use this column to indicate that the CAA is currently implementing the activity. For outcomes 1 and 2, choose all that apply. Please enter the # 1 indicating "yes" for implementation of the activity. For outcome 3, enter the number of sites working towards accreditation. There is no reporting for outcome 4.

Please note: The CAA can report in both Columns 2 and 3 if appropriate.

Example:

Table 4 – Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes		
1 – CAA Outcomes Catalog	2	3
1. Agency has the Capacity to Report Client/Customer Progress Towards Self-Sufficiency.	Agency Has Achieved Implementation of Activity	Agency is in Process of Implementation
2. Agency has Provided Results-Oriented Management and Accountability Training.		
3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards.		
4. Agency Obtained a Level of Excellence in Organizational Quality.		
Outcomes with Indicators		
1. Agency has the Capacity to Report Client/Customer Progress Towards Self-Sufficiency. (Choose all that apply)	Enter "1" Only	Enter "1" Only
a) Agency can report outcomes that measure progress towards self-sufficiency without use of an outcome scale.	1	
b) Agency utilizes outcomes scales to measure client movement towards self-sufficiency.		1
c) Agency has capacity to derive unit cost statistics for efficiency: cost per service delivered or cost of service per client.	1	
d) Agency has capacity to derive unit cost statistics for effectiveness: cost per outcome delivered.		1
2. Agency has Provided Results-Oriented Management and Accountability Training. (Choose all that apply)		
a) Agency Board has received Introduction to ROMA training.		1
b) Agency management staff has received Introduction to ROMA training.	1	
c) Agency supervisory staff has received Introduction to ROMA training.	1	
d) Agency line staff has received Introduction to ROMA training.		1

Table 5: Agency Staff Obtains Credentials that Improve their Capacity to Achieve Results

Column 1: The list of outcomes with indicators for Agency Staff Obtained Credentials That Improve their Capacity to Achieve Results.

Column 2: Enter the number of staff that has credentials.

Column 3: Enter the number of staff that received credentials during the reporting period.

Column 4: Enter the number of staff that is working towards achieving credentials.

Section III

Programs and Services (OCS Assurances)

Services and Activities

1. Self Sufficiency	
a. Case Management	
b. Referral to home, health and other services	
c. Counseling Services	Family development, personal, other
d. Child Care Assistance	Locator, placement
e. Obtain identification	
f. Before/After school care	
g. Career Development Activities	Training, Underemployed
h. Translation	ESL, Hearing, Visually Impaired
i. Transportation	Any type – direct, indirect
j. Independent Living Activities	Skills training
k. In Home care	Adult, child
l. Senior day care services	
m. Referral to senior programs	RSVP, FGP, Senior Center
n. Assistance with obtaining other benefits	EITC, Child Support, SSI, RSDI, child care credit, TANF
o. Participate in education/skills training activities to eliminate barriers to work	
p. Ineligible but served	

2. Employment/Economic Development	
a. Participate in micro enterprise activities	
b. Assistance in business development	
c. Job Readiness training	On-line search, referral to vocational rehabilitation
d. Job placement	On-line search, referral to DOL
e. Job counseling	Ex-offenders, other
f. Job fair/club	
g. Incidental support services	Uniforms, testing, financial, any placements that keeps them employed
h. Ineligible but served	

3. Community Economic Development (Any activity the agency is involved in which improves community development)	
a. Assist in business capitalization	
b. Home improvement activities	
c. Micro-enterprise activities	
d. Homes weatherized	
e. Participate in Economic Development activities	
f. Improved access/availability to child care	
g. Participate in dialogue on poverty	
h. Participate in housing collaborative/initiatives	
i. Participate in multi-cultural/diversity activities	
j. Employment Initiatives	WIA, etc
k. Participate in safety initiatives	Neighborhood watch,

4. Education	
a. Education counseling	
b. GED/ABD classes	
c. Referral to school readiness activities	
d. ESL	
e. Life Skills training	Behavior, basic, living skills
f. Other	College fairs
g. Post secondary training	DTAE, college
h. Participate in literacy activities	Reading labs, reading activities
i. Education/skills training	Computer, clerical
j. Tutorial services	Improved performance
k. Ineligible but served	

5. Income management	
a. Budget counseling	Training, budget development, etc.
b. Establish IDA, other savings	
c. Establish other banking services	Checking
d. Assist with income tax preparation	
e. Credit counseling	Debt management
f. Assistance with small business capitalization	
g. Ineligible but served	

6. Housing	
a. Relocation services	
b. Housing Advocacy	
c. Home hazard prevention	Smoke detector, carbon monoxide, minor home repairs
d. Environmental safety	Lead based paint, asbestos
e. Home ownership counseling	Mortgage counseling
f. First time buyers assistance	
g. Assist with security deposits	
h. Minor home repairs	
i. Rental assistance	
j. Receive temporary shelter	Domestic violence, homeless, vouchers for motels
k. Transitional living	
l. Weatherization activities	
L. Ineligible but served	

7. Nutrition	
a. Food baskets	
b. Congregate meals	
c. Garden projects	
d. Home delivered meals	
e. Meals on Wheels	
f. Nutritional counseling	
g. Food vouchers	
h. Commodity programs	
i. CFN assistance	
j. Referral to food stamp	
k. Referral to WIC	
L. Ineligible but served	

8. Health	
a. Assistance with prescription drugs	
b. Immunization services	
c. Health screening	Medical, mental, dental
d. Referral for health services	Treatment, MH/MR/SA
e. Wellness activities	Health education, brochures
f. Health fair	
g. Referral to Alcohol, tobacco, other drug (ATOD) programs and services.	
h. Ineligible but served	

9. Emergency Assistance	
a. Emergency cash assistance	
b. Crisis counseling	
c. Utility payment	
d. Disaster relief	
e. Rent/mortgage payment	
f. Personal/household items	
g. Emergency Assistance referral	
h. Food pantry	
i. Ombudsman	
j. Ineligible but served	

10. Energy Assistance (Non-LiHeap)	
a. Supplemental energy service provided during intake.	Weatherization, conservation tips, counseling, advocacy, any services not directly related to taking the application

11. Youth and Family Development	
a. Youth Counseling	Includes personal development
b. Family counseling	
c. Youth employment activities	Summer jobs, internships
d. Youth recreation programs	
e. Participation in rehabilitation programs	Ex. Offender, DUI, Substance abuse
f. Participation in parent involvement activities	Parenting classes, fatherhood, etc.
g. Youth mentoring	
h. Teen councils	
i. Leadership programs	
j. Victims rights	
k. Domestic violence assistance	
L. Ineligible but served	

12. Community Participation	
a. Safe neighborhood programs	
b. Tenant Associations	
c. Head Start	
d. Home Owners Associations	
e. PTA/School	
f. Board participation	
g. Advisory councils	
h.. Civic Activities	
i. Dialogue on poverty participation	
j. Community volunteer activities	
k. Agency program volunteer	
l. Neighborhood Improvement programs	
m. Needs assessment, surveys, etc	
n. Other	

13. Linkages

a. Staff participate in case conferences with other services providers	
b. Staff participate in immigrant/refugee assistance	
c. Staff participate in interagency councils	
f. Agency hosts meeting concerning community issues	
g. Other	

14. Other Negotiated Services

a. Individual program approved by Community Services Section	
--	--

Section IV

Programs and
Services

Sample Worksheet

SAMPLE
Services and Activities Guide 2004

1. Self Sufficiency					
CM	A. Case Management	Include # of hours spent on providing services.		ALL OR ANY OUTCOME ASSOCIATED WITH CM ACTIVITIES	
REF	B. Referral to Home, Health/Other Services	Individual clients, list as a service. For Group Counts, use Community Network.	6.10B	Senior Citizens maintain independent living status for 90 days through support services (including home health or homemaker services, etc.).	
			6.10C	Senior Citizens avoid institutionalization through support services for at least 6 months.	
CM	C. Counseling Services	Family development, personal, other counseling provided to the client.	6.2A	Participants improve their <u>behavior/family functioning</u> as a result of counseling.	
			6.2B	Caregivers improve family functioning as a result of classes or supportive services.	
			6.2D	Child(ren) at-risk of DFCS placement remain with family due to improved family functioning.	
REF	D. Child Care Assistance	Locator, placement activities.	1.8F	Enrolled children in "before/after" school program, in order to acquire/maintain employment.	
			1.8G	Obtained care for child or other dependant, in order to acquire/maintain employment.	
			6.2C	Participants maintain family stability by accessing affordable care of minor child or other dependent.	
REF	G. Career Development Activities	Training, Underemployed	All	1.2 1.3 1.4	
GEN	H. Translation	ESL, Hearing, Visually Impaired	6.7A	Obtained services/benefits due to translation assistance.	
			6.7B	Report ability to access services independently.	
			6.7C	Obtained or maintained necessary <u>services</u> with assistance.	
FIN GEN	I. Transportation	A. Financial if token/payment General if arranged	B.	1.8H	Obtained reliable transportation and/or driver's license in order to acquire/maintain employment.
GEN	J. Independent Living Activities	Senior work, volunteer and health related activities. Can be directly related to direct services or a referral to another source. (include Senior Centers, RSVP, Senior Employment, Foster Grandparent etc.)	6.10A	Senior Citizens remain active in their communities by participating in community-oriented programs	
			6.10B	Senior Citizens maintain independent living status for 90 days through support services (including home health or homemaker services, etc.).	
			6.10C	Senior Citizens avoid institutionalization through support services for at least 6months.	
REF	M. Referral to Senior Programs	RSVP, FGP, Senior Center	6.10	A B C	
GEN	N. Assistance w Obtaining Benefits	EITC, Child Support, SSI, RSDI, child care credit, TANF	1.5	A B C D E	
REF	O. Education/Skills Training Activities	to Eliminate Barriers to Work	1.8	ALL	

2. Employment/Economic Development (client based)				1.1	1.2	1.3	1.4
GEN	c. Job Readiness Training	Referral to vo-rehab/other programs.	1.8C				
GEN	d. Job Placement	On-line search, referral to DOL		1.1	1.2	1.3	1.4
CM	e. Job Counseling	Ex-offenders, other					
GEN	f. Job Fairs/Club	# Exhibits per month	1.8	A	B	C	D E
GEN	g. Incidental Support Services	List all \$ assistance provided for employment clients and or keeps them employed	1.8				
3. Community Economic Development (Any activity the agency is involved in which improves community development) Agency							
GEN	b. Home Improvement Activities	Rehab Projects	1.5C	Homeowners realize an increase in assessed value of their home as a result of rehabilitation.			
GEN	h. Housing Collaborative Initiatives	Partnerships/Habitat for Humanity, etc.	1.5C	Homeowners realize an increase in assessed value of their home as a result of rehabilitation.			
4. Education							
CM	a. Education Counseling	Include all educational activities.	6.1A	Adults improve academic skills, and/or prepare to move on to other educational/training programs.			
REF	b. GED/ABD Classes	1.8 b	6.1A	Adults improve academic skills, and/or prepare to move on to other educational/training programs.			
REF	c. Referral to School Readiness Activities	1.8 b c d e	6.1B	Adults obtain ABE/GED certificate or diploma.			
REF	d. ESL	1.8 b 6.1 a 6.1 d					
REF	e. Life Skills Training	Behavior, basic, living skills.	6.2A	Participants improve their <u>behavior/family functioning</u> as a result of counseling.			
			6.2B	Caregivers improve family functioning as a result of classes or supportive services.			
REF	g. Post Secondary Training	DTAE, college	1.8C	Completed training program and received certificate or diploma required for employment.			
REF	h. Participate in Literacy Activities	Reading labs, reading activities		1.8 b	6.1 d		
REF	i. Education/Skills Training	Computer, Clerical Training		1.8 c	6.1 a	6.1 c	
5. Income management							
BUD	a. Budget Counseling Use the budget portion (time permitting)	A budget is normally created when you complete the financial part of application.	1.6A	Demonstrated ability to complete and maintain a budget for over 90 days.			
			6.3A	Operate within established budget for at least 90 days.			
			1.6C	Decreased debt and maintained budget and savings plans for over one year.			
CM	d. Assist with Income Tax Preparation		1.5A	Obtained Federal Earned Income Tax Credit.			
			1.5B	Obtained Federal Child Tax Credit.			
REF	e Credit Counseling	Debt management	1.6C	Decreased debt and maintained budget and savings plans for over one year.			
			6.3C	Households/individuals decrease debt.			

6. Housing

GEN	a. Relocation Services		1.7B	Obtained <u>permanent rental</u> housing of choice.
			6.4A	Households/individuals in temporary or transitional housing arrangements obtain safe, stable housing.
CM	b. Housing Advocacy	1.7 B	6.4B	Households/individuals maintain safe/stable housing for at least 90 days.
GEN	c. Home Hazard Prevention	Smoke Detector, Carbon Monoxide, WX, Minor Home Repairs (COUNT EACH APP)	6.4C	Households have home safety hazards ameliorated. *
GEN	d. Environmental Safety	Heater Replacements (ONLY), WX FIND OUT WHO GOT HEATERS	6.4D	Households improve home environmental safety thru installation of new heating and/or air conditioning system
CM	e. Home Ownership Counseling	Mortgage counseling	1.7A	Purchased home, mobile home or condominium.
CM	f. First Time Buyers Assistance		1.7A	Purchased home, mobile home or condominium.
			6.4E	Households complete steps toward their first home purchase.
REF	g. Assist with Security Deposits		1.7B	Obtained <u>permanent rental</u> housing of choice.
GEN	h. Minor Home Repairs	Arranging for Rehab Project, 504 Grants, etc.	1.5C	Homeowners realize an increase in assessed value of their home as a result of rehabilitation.
F \$/R	i-A Rental Assistance	PAYMENT-other fund source (leave \$0 amount under this service, then add \$ under appropriate fund source.)	1.7B	Obtained <u>permanent rental</u> housing of choice.
	i-B Rental Assistance Referral	REFERRAL (list value of service) 90 day follow up 120 day follow up	6.4A	Households/individuals in temporary or transitional housing arrangements obtain safe, stable housing.
			6.4B	Households/individuals maintain safe/stable housing for at least 90 days.
			6.5F	Avoid eviction (due to rental non-payment or mortgage foreclosure) for at least 120 days through mediation.
		6.5H	Avoid loss of shelter through agency payment of <u>rent</u> or mortgage.	
R/F \$	j-A Referral for Temporary Shelter j-B Voucher for Temporary Shelter	Domestic violence/ homeless referrals Vouchers for motels, etc.	6.5D	Receive emergency shelter.
GEN	k. Transitional Living Facilities		6.5D	Receive emergency shelter.
A & E	I. Weatherization Activities	(LIST THE \$ AMOUNT UNDER #400 not here)	6.3C	Households/individuals decrease debt.
			6.4F	Homeowners realize an increase in assessed value of their home as a result of rehabilitation.

7. Nutrition

GEN	a. Food Baskets	Include all special/holiday activities	6.6F	Access nutritional assistance programs (food stamps, WIC, etc)
REF	b. Congregate Meals	Head Start counts to be collected @ C/O	6.6A	<u>Adult</u> congregate meal programs. (Proxy) (seniors, homeless)
			6.6C	Children congregate meal programs. (Head Start, child care, after school, proxy)

A & E	c. Garden Projects	Garden Vouchers Only	6.6F	Access nutritional assistance programs (food stamps, WIC, etc)
REF	d. Home Delivered Meals	MEALS ON WHEELS	6.6B	Home Delivered Meals. (Proxy)
CM	f. Nutritional Counseling		6.6F	Access nutritional assistance programs (food stamps, WIC, etc)
F \$	g. Food Vouchers	LIST ALL FOOD VOUCHERS ISSUED HERE	6.6D	Receive <u>food vouchers</u> (Proxy)
REF	j. Referral to Food Stamps		6.6F	Access nutritional assistance programs (food stamps, WIC, etc)
REF	k. Referral to WIC		6.6F	Access nutritional assistance programs (food stamps, WIC, etc)

8. Health

F \$	A-A Assistance with Prescription Drugs	Purchase of RX	6.8A	Obtained access to needed health care/prescription drugs.
CM	A-B MEDS	Count all Meds Applications Here (COSTS SAVINGS UNDER 1563)	6.8B	Maintained health, independence and self-sufficiency.
			6.8C	Improved and/or maintained desired <u>health status</u> behavior for at least three months.
REF	b. Immunization Services		6.9F	Children obtain age appropriate immunizations, medical and dental care.
REF	d. Referral for Health Services	Treatment, MH/MR/SA 6.8 A, B, C	6.8A	Obtained access to needed health care/prescription drugs.
GEN	e. Wellness Activities	Health Education, Brochures	6.8A	Obtained access to needed health care/prescription drugs.
GEN	f. Health Fairs	List # attending per month UNDER UNITS in ROMA Outcomes	6.8A	Obtained access to needed health care/prescription drugs.
			6.8B	Maintained health, independence and self-sufficiency.
			6.8C	Improved and/or maintained desired <u>health status</u> behavior for at least three months.

9. Emergency Assistance

GEN	a. Emergency Cash Assistance	Include other fund sources payments but for Non-Fed, EFSP payments (DO NOT PUT IN DOLLAR AMOUNTS HERE)	6.4B	Households/individuals maintain safe/stable housing for at least 90 days.
CM	b. Crisis Counseling			Select Appropriate Outcome According to Services Provided
F \$	c. Utility Payment	If using other fund source (leave \$0 amount and put \$ in the appropriate fund source)	6.5E	Avoid <u>utility</u> termination or fuel crisis through agency payment.
REF	f. Personal/Household Items	You may list the value here	6.5C	Receive personal/household items. (Proxy)
REF	g. Emergency Assistance Referral	List value of assistance if applicable		Select Outcome According to Service Provided Can be any category of service including health
A @ E	h-A Food Pantry Application	For on-site food pantries	6.5A	Receive emergency/supplemental food from food <u>pantry</u> . (Proxy)
REF	h-B Food Pantry Referral	Other food service		
	j. Ineligible but Served	(LIST HERE FOR ANY PROGRAM)		

10. Energy Assistance (Non-LiHeap) Weatherization, conservation tips, counseling, advocacy, any services not directly related to taking the application

CM	A-A Advocacy for Energy Payment	Negotiations w Vendors	6.3D	Energy Payment to vendor (proxy).
CM	A-B Energy Conservation Activities	List all	6.3B	Households/individuals decrease energy usage by using Weatherization services and/or energy conservation tips.
GEN	A-C WX Energy Audit	All Houses are audited for WX	6.3C	Households/individuals decrease debt.

11. Youth and Family Development

REF	c. Youth Employment Activities	Summer jobs, internships	6.1F	Youth obtain job skills.
REF	d. Youth Recreation Programs		6.9A	Youth improve physical health and development.
			6.9B	Youth improve social/emotional development.
REF	f. Participation in Parent Involvement Activities	Parenting classes, fatherhood, etc.	6.2E	Non-custodial parents increase time spent with child.
			6.2F	Non-custodial parents who are behind in child support payments make payments against new payment schedule.
REF	g. Youth Mentoring		6.1D	Youth demonstrate improved academic performance.
			6.1E	Youth obtain ABE/GED certificate or diploma.
REF	k. Domestic Violence Assistance		6.5D	Receive emergency shelter.

12. Community Participation

Enter # Volunteers, Meetings, etc. in the CSBG Section first, then Enter # Volunteer Hours and dollars leveraged in Program 1560

GEN	a. Safe Neighborhood Programs	List # per month	4.4F	
GEN	j-A <u>Client</u> Volunteer Hours j-B <u>Public</u> Volunteers Hours	(list # of volunteers in CSBG) (list # hours x \$5.15 in 1560)	3.1B	Low-income people volunteer their services to help others through community agencies or community-oriented activities.
			5.1A.a	In your agency or agency supported activities from the <i>general public</i> .
GEN	k. <u>Agency</u> Program Volunteer	Volunteers from other agencies	5.1A.d	In your agency or agency supported activities from <i>other non-profit or government agencies</i> .
GEN	m. Needs Assessment, Surveys, etc	List # per Month	3.1I	Low-income people participate in agency surveys and needs assessment

13. Linkages

GEN	a. Case Conferences w other Services Providers	List all contacts per month for Staff Participation	6.2A	Participants improve their <u>behavior/family functioning</u> as a result of counseling.
			6.2B	Parents/caregivers improve family functioning as a result of <u>classes or supportive services</u> .
GEN	c. Staff Participate in Interagency Councils	List meetings per month	4.1G	Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services.
GEN	f. Agency Hosts Meeting Concerning Community Issues	List # of meetings plus # of attendees in units section	4.2G	Partnerships or Collaborations to Improve Community Planning.

Section V

Easy Track