**Results Oriented Management and Accountability (ROMA) IMPLEMENTATION CHECKLIST**

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| **ROMA Cycle** | **ROMA Action Item** | **Found**  *(check if this item demonstrates ROMA Principles and Practices)* | | **Reference**  **(Where Found?)** | **Notes**  *(expand as needed)* |
| **Mission**  **Local TOC** | Documentation that current Mission statement has been reviewed within the past 3 years. |  | |  |  |
| Evidence that the mission statement is used in guiding the agency’s decisions and actions. |  | |  |  |
| If the agency has a Local Theory of Change, evidence of how is it used in decision making, communications, etc. |  | |  |  |
| **Assessment** | Identifies the community being assessed (could be service area or other designation) |  | |  |  |
| The Community Needs Assessment includes a variety of data from reliable sources: | These kind of data are included | The source of the data is identified |  |  |
| Quantitative Data |  |  |  |  |
| Qualitative Data (including input from customers about their needs and the needs of the community) |  |  |  |  |
| Customer Satisfaction Data |  |  |  |  |
| Resources (in the community) |  |  |  |  |
| Agency Report Data |  |  |  |  |
| Identifies the population in need |  | |  |  |
| The needs are identified as *family, agency, and community levels* |  | |  |  |
| The needs are prioritized using \_\_\_\_\_\_\_\_ technique |  | |  |  |
| Identifies the involvement of the Board of Directors |  | |  |  |
| **Planning** | There are several agency plans that can be considered as a part of ROMA Implementation. | Agency wide Strategic Plan | Community Action Plan |  |  |
| The needs (at least the top 3 to 5) identified in the CNA are addressed in the plan and are connected to an **outcome** expected to be achieved. *The levels of need and outcome match.* |  |  |  |  |
| The needs and their related outcomes are connected to appropriate **services** for individuals and families and/or **strategies** at the community and agency level. |  |  |  |  |
| Outcome **indicators** are identified for each outcome.  *They may be connected to the NPIs.* |  |  |  |  |
| **Measurement tools and processes** are identified. |  |  |  |  |
| Identifies the involvement of the Board of Directors |  | |  |  |
| There is some documentation regarding how the plans work together to produce an agency wide “results orientation.” |  | |  |  |
| **Implementation of Services and Strategies** | MOUs in place for community level work |  | |  |  |
| information about how the agency’s facilities and program operations support high quality implementation of services and strategies |  | |  |  |
| Documentation that staff are properly trained and equipped. |  | |  |  |
| Assure that staff knows what is expected of them (projected indicators) |  | |  |  |
| Human Resource policies and procedures in place to provide supervision, evaluation and support to staff (OS category 7) |  | |  |  |
| Fiscal policies and procedures in place to assure funds are spent appropriately to support achievement of outcomes (OS category 8) |  | |  |  |
| Information about the target population to be served:   * How many people will be served? * Who are they? * What service do they get? * What changes? |  | |  |  |
| Appropriate oversight of programs is in place, including monitoring the implementation of the agency plans. |  | |  |  |
| Process in place to secure Customer Satisfaction feedback |  | |  |  |
| **Observation of Results and Reporting** | Assure a system for data collection and aggregation into reports |  | |  |  |
| Identify system for sharing reports across programs (agency wide reporting practices) |  | |  |  |
| Identify the actual outcome indicators for each service and strategy (what actually happened?) |  | |  |  |
| Compile data on the demographics of the population served. |  | |  |  |
| Identify Board involvement in reviewing the reports |  | |  |  |
| Submit CSBG Annual Report data to the State Office, assuring accuracy and timeliness of submission. |  | |  |  |
| **Analysis of the data and Evaluation** | Analyze data; compare actual results with performance targets/projected success rates determined during the planning phase. |  | |  |  |
| Compare the demographics of the population served with the population identified to be in need in the CNA. |  | |  |  |
| Consider the connections among people, services, and outcomes. Identify those who have received single services, multiple services, or bundled services. |  | |  |  |
| Make recommendations to the Board regarding action to be taken based on analysis. |  | |  |  |
| Adjust performance goals as needed as evidenced by actual performance. Continue strategies that achieve desired performance goals. Revise or discontinue strategies that do not achieve desired performance. |  | |  |  |
| **Reassessment** | Based on analysis and recommendations, determine additional assessment data that would be useful for agency decision making. |  | |  |  |
| Collect appropriate data elements to refine assessment profile. |  | |  |  |
| **Planning** | Update plans based on new data. |  | |  |  |

*2018 - Adapted from checklists developed in partnership with the Oklahoma Department of Commerce, the West Virginia Office of Economic Opportunity and the National Association for State Community Service Programs*