Colorado Community Action Association (CCAA)
Presents
2023 Regional Forum

Community Needs Assessment, Action Planning, Performance Measurement & Management,
and Publicizing Impact

9:30 am – 4:00 pm

Greetings and Introductions   9:30am - 9:50am

Community Needs Assessment and Action Planning   9:50am – 11:30am
- ROMA Cycle Overview
- Who are our Customers?
- What should we consider prior to the Needs Assessment?
- Data Resources to Consider
- Community Needs Assessment Resources Slide
- Needs Data Analyzation Techniques
- Identifying Causes & Conditions of Poverty
- Creating Needs Statements
- Needs Assessment to Action Planning
- What are our Outcomes in relation to our prioritized Needs Statements?
- What are our Services/Strategies in relation to our Outcomes?

LUNCH 11:30am-12:30pm (catered/delivered)

Performance Measurement and Management   12:30pm – 2:15pm

- Putting it together in a Logic Model
- Observing Results and Evaluation in the ROMA Cycle Slide
- Family/Agency/Community Outcome Indicators in relation to our prioritized Outcome StatementsMeasurement Tools, Data Sources, and Frequencies Identified
- Connecting the Logic Model Activities
- Using a Logic Model for Evaluation Purposes
- Answering Carter's 7 Key Questions
- Tripartite Board/Advisory Committee and Key Stakeholders Input/Acceptance of Action Plan

Social Return on Investment / Local Theory of Change   2:30pm – 3:45pm

- Calculating Social Return on Investment
- Local Theory of Change Model

Closing and Evaluations   3:45pm - 4:00pm
- Next Steps and Evaluations

ROMA NCRT Review Office Hour (*special sign-up required*)   4:00pm - 5:00pm
- Sign-up to have your Community Needs Assessment, and/or other important operational/planning/evaluation documents, reviewed by a Nationally Certified ROMA Trainer (Organizational Standard 4.3)

Who are our Customers?

- Customers Served
- Secondary Customers
- Community Demographics
- Special Issues of Accessibility, Diversity, Equity, Inclusiveness, and Belonging

What Should We Consider Prior to the Needs Assessment?

- What were the major findings of the previous three-year Community Needs Assessment?
- Who received services or benefited from the community strategies implemented?
- Were any changes made to the strategies/services during the current three-year period?
- What progress has been made towards the previous three-year Community Action Plan Goals?
- Is there a Theory of Change model in place for those with low-incomes and/or low-income neighborhoods?
- Are there any environmental scan items that need to be considered during the upcoming Community Needs Assessment?
- How are those with Low-Income and/or Low-Income Neighborhoods benefitting from agency support?

What are data resources that you will need to consider?

What are community resources that you will need to consider?

What are the local causes of poverty?

What are the local conditions of poverty?

What are our needs?

What are our outcomes?

What are our services/strategies?

What are our outcome indicators?

What are our measurement tools?

Reg Carter's 7 Key Questions:
1) **How many clients are you serving?**
2) **Who are they?**
3) **What services do you give them?**
4) **What does it cost?**
5) **What does it cost per service delivered?**
6) **What happens to the clients as a result of the service?**
7) **What does it cost per outcome?**

SUMMARY OF EAGLE COUNTY ASSET MAP ACCORDING TO THE NINE FEDERAL CSBG OBJECTIVES

EAGLE COUNTY RESOURCES		NINE CSBG FEDERAL OBJECTIVES											
Organization	Program	Employment	Education (High)	Education (Middle)	Education (Elementary)	Education (early childhood)	Income Management	Housing	Emergency Services	Nutrition	Linkages	Self-sufficiency	Health
Youth Foundation	Dollars for Scholars		64										
	Power Hours			586	587								
	Summer Power Hours			171	171								
	Success at six				302								
	Great Start				132								
	Magic Bus				320								
	First Notes				136								
	Anti-bullying			46									
	Girl PowHER			90									
	Celebrate the Beat			600	600								
	KidSTRONG									1173			
	COPA Edwards		346	346	346								
	Sowing Seeds									1038			
CMC Upward Bound			72										
Junior Acheivement				589	1526								
Eagle County Early Childhood*	June creek					14							
	IEP					89							
	Head Start					69							
	CPP or ECARE					57							
Early Childhood Partners	Consultations										850		
	FLTI											23	
	Incredible years					80							
Red Ribbon Project													1500
Wayfinder mental health													75
Colorado Community Response mental health supports													40
Doctors Plus Kids Care Clinic													990
Eagle County Prevention Committee													145
Bright Future Foundation	Freedom Ranch Safehouse								622				
	Youth Advocacy Division								2300				
	Self-sufficiency Initiative											31	
Speak Up Reach Out Training									1500				
Starting Hearts Training									2500				
Vail Valley Salvation Army	Emergency Transportation and transient help								59				
	Food Pantry									5610			
	Prescriptions								29				
	Utilities						259						
	Rent Assistance						110						
Economic Services/Food Assistance	Food Assistance									8100			
	Child support services								685				
	Childcare assistance								80				
	Medicaid												5831
	Health Assistance Mktplace												1653
	Colorado Works	33											
	Energy Assistance								128				
Eagle Valley Family Assistance Fund									15				
Catholic Charities emergency assistance									1800				
Eagle River Youth Coalition	Active Parenting of Teens		50										
	Dinner and dialog		170										
	Youth leaders council		25										
	Project To No Drug Abuse												150
SOS Outreach*			421	421	421								
Ski and Snowboard Club*			585										
Western Eagle County Metro Recreation			1166	1166	1166								
Women Empower			11										
Young Life	WyldLife			50									
	Young Life Camp		108										
	Young Life		185										
TOTAL # OPPORTUNITIES ACCESSED BY CATEGORY		33	3203			309	0	369	9718	15921	850	54	10384
TOTAL # PROGRAMS AVAILABLE BY CATEGORY		1					0	2	11	4	1	2	8

SUMMARY OF XY COUNTY ASSET MAP ACCORDING TO THE FEDERAL CSBG OBJECTIVES

XY COUNTY RESOURCES		NINE CSBG FEDERAL OBJECTIVES											
Organization	Program	Employment	Education (High)	Education (Middle)	Education (Elementary)	Education (Post Secondary)	Income Management	Housing	Emergency Services	Nutrition	Linkages	Self--sufficiency	Health
Org 1 - Education Foundation	1 High School AP Classes		64										
	2 Literacy Program			586	587								
	3 AFter School Enrichment			171	171								
Org 2 - High School	Laptop Program		72										
Org 3 - Head Start Agency	Parenting Classes			589	1526								
Org 4 - Community College	1 Scholarships					14							
	2 Career Placement					89							
	3 Coaching					69							
	4 NPO Internships	1				57							
Org 5 - DHS	1 Referral Program										850		
	2 Getting Ahead											23	
	3 Workforce Technical Training					80							
TOTAL # OPPORTUNITIES		1	136	1346	2284	309	0	0	0	0	850	23	0
TOTAL # PROGRAMS		1	38				0	2	11	4	1	2	8

*Waitlists
SOS Outreach (50))
Ski and Snowboard club (20-- 50)
XY County Early Childhood (122)
Childcare assistance (Little Bear Child Care was checking)

Limitations:
The focus of this asset map was to see all organizations that serve youth, directly or indirectly, which included some economic and emergency services, but maybe not all.
The organizations do not all break down number served below 125% poverty level, yet they all claim to serve that population
The outcomes measured are not always rigorous -- hard to know what is working
There is no way to avoid double-- counting because there is no system to track the services that people receive (no ID # and cross-- system database)

Is It a Family, Agency or Community Need?

Let's use the following example of different levels of need in the domain of Education:

Perhaps you feel education is an issue in our community because we have a high-school dropout rate that is above the state average.

Is this an issue that you recognize?

➔ You could identify this need as: **"**<u>Individuals do not have high-school diplomas"</u> which is an individual or family level need. (Family)

Or

➔ You could identify the impact that the high dropout rate has on the community, and articulate the need in this way: <u>"Our community does not have youth who are prepared to take productive roles as adults. "</u> (Community)

Or

➔ You could think about the needs of your agency as it considers the issue of school dropout rates. You might say "<u>Our agency has a need for</u> additional resources to establish or expand GED preparation programs for adult customers who have not graduated high school. (Agency)

You will be able to identify other education needs in these three dimensions related to specific populations such as: pre-school, elementary and secondary school, adult continuing education, vocational and post-secondary education.

Ask yourself: Whose need is it?

COLORADO
Department of Local Affairs
Division of Local Government

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM
2024-2026 APPLICATION AND PLAN

PLEASE NOTE: DOCUMENT CANNOT BE UPLOADED IN ITS ENTIRETY FOR THE APPLICATION BUT IS BEING RELEASED TO ALLOW YOU TO DEVELOP THE CONTENT FOR EACH SECTION/QUESTION IN ADVANCE. THE TEXT FOR EACH QUESTION WILL NEED TO BE PASTED INTO EACH SECTION.
Due September 29, 2023 through the Grants Portal

EXCERPT FROM SOON TO BE RELEASED CO CSBG 2024-2026 APPLICATION
COMMUNITY ACTION PLAN AND STRATEGIC PLAN SECTIONS
2023 CO Community Action Regional Forums

H. COMMUNITY ACTION PLAN (3 YEARS)

1. **Describe how the Service and Strategies in CSBG that your agency will be working on, identified in Section E, will address the needs identified in the community needs assessment and what are the general services and strategies that will be used?**

2. **Describe the <u>expected outcomes</u> for the customers or community that will be achieved. Indicate whether each outcome is a <u>family, agency or community</u> level outcome.**

3. **How will success be measured? Include how data will be collected and the quantitative and qualitative evaluation techniques that will be used. What are the measurement tools (evidence) and services strategy (outputs) that will prove outcomes were obtained?.**

4. **What other community entities, organizations, or stakeholders are contributing to this project and how services will be coordinated? Describe how duplication of services will be avoided. Please specifically describe any subrecipients involved.**

5. **Describe how CSBG funds are leveraged with other cash and in-kind resources in the community. In what ways does CSBG fill gaps in services or address unmet needs in the community?**

6. **Describe how the principles and practices of Results Oriented Management and Accountability (ROMA) are used in your agency and program?**

7. **When was the last ROMA training accessed by the organization? Who attended, and who provided the training?**

8. **Did a Certified ROMA Trainer review this Community Action Plan prior to submission?**

☐ Yes
☐ No

Provide the name of the Certified ROMA Trainer who completed the review.

I.   STRATEGIC PLAN (5 YEARS)

1. What is the **long-term vision** for the CSBG program at your organization or department? How does this vision address reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more economically secure?

2. What **strengths, weaknesses, opportunities and threats** contribute to the organization or department's ability to achieve the long-term vision indicated above. (Strengths and weaknesses are internal to the organization. Opportunities and threats are external to the organization.)

3. What **long-term family, agency and/or community goals** are addressed by the strategic plan?

4. How is **customer satisfaction information and customer input** included in the strategic planning process?

5. How are the goals in the strategic plan **supported by your community action plan**? How will **progress be tracked** towards the overall vision and goals expressed in your strategic plan?

ROMA Logic Model
National ROMA Peer-To-Peer Training Program

Organization: **Program:**   ☑ **Family**   • **Agency**   • **Community**

1	2	3	4	5	6	7	8

The National Community Action Network Theory of Change

Community Action Goals

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

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

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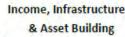
Services and Strategies

- Employment
- Education & Cognitive Development
- Income, Infrastructure & Asset Building
- Housing
- Health/Social Behavioral Development
- Civic Engagement & Community Involvement

Core Principles

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

Performance Management

How well does the network operate? ⟷ What difference does the network make?

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

- Individual and Family National Performance Indicators
- Community National Performance Indicators

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

This publication was created by NASCSP in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Grant Number 90ET0451.

Local Community Action Theory of Change

ASSUMPTIONS
What Matters to your agency?

Strategies
What will the agency do?

Outcomes
What will change?

GOALS

DATA ANALYSIS & REFLECTION: Describe how you will put the data to use.