

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

ROMA Cycle	ROMA Action Item	Found <i>(check if this item demonstrates ROMA Principles and Practices)</i>		Reference <i>(Where Found?)</i>	Notes <i>(expand as needed)</i>
<b>Mission Local TOC</b>	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.				
<b>Assessment</b>	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 <i>family, agency, and community levels</i>				
	The needs are prioritized using _____ technique				
Identifies the involvement of the Board of Directors					
<b>Planning</b>	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 <b>outcome</b> expected to be achieved. <i>The levels of need and outcome match.</i>				
	The needs and their related outcomes are connected to appropriate <b>services</b> for individuals and families and/or <b>strategies</b> at the community and agency level.				
	Outcome <b>indicators</b> are identified for each outcome. <i>They may be connected to the NPIs.</i>				
	<b>Measurement tools and processes</b> 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."				
	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				

<b>Implementation of Services and Strategies</b>	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: <ul style="list-style-type: none"> <li>• How many people will be served?</li> <li>• Who are they?</li> <li>• What service do they get?</li> <li>• What changes?</li> </ul>			
	Appropriate oversight of programs is in place, including monitoring the implementation of the agency plans.			
	Process in place to secure Customer Satisfaction feedback			
<b>Observation of Results and Reporting</b>	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.			
<b>Analysis of the data and Evaluation</b>	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.			
<b>Reassessment</b>	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.			
<b>Planning</b>	Update plans based on new data.			