



Principles of ROMA Implementation in West Virginia

The Governor's Office of Economic Opportunity

- **Implementation of ROMA in the West Virginia Community Action Network should be consistent with OCS Information Memo 49.** This means:
 - Focus on customer, community and organizational change not particular programs and services; outcomes not outputs.
 - Recognize the interdependence of programs, customers and communities. Customer improvements aggregate to, and reinforce community improvements. Strong and well-administered programs underpin both.
 - CSBG does not succeed as an individual program. Community Action succeeds best when supported by a number of funding sources organized around customer and community outcomes, both within the CAA and with other service providers.
- **Common Intake:** Focus on the customer is best accomplished if a person using CAA programs and services is considered a customer of the CAA and not the individual program. The CAA should use a common intake process and form regardless of where the customer entered the CAA system. With proper management this allows for an unduplicated count of customers.
- **Comprehensive Intake:** The CAA provides a variety of programs and services to help a customer maintain or achieve self-sufficiency. It is recommended that a comprehensive intake and assessment be administered to all customers to determine who would be candidates for case-management and who would best be served using categorical programs and services. (It is estimated that approximately 25% of customers would benefit with case-management.) The West Virginia Community Action Network recognizes the power of an individual agreement with the agency and customer to outline the CAA and program missions and the customer's path, work and responsibilities to achieve self-sufficiency. The West Virginia Community Action Network has a renewed focus on the integration of programs and work with customers to empower and enable the customer to seek and access the resources to obtain self-sufficiency on their own.
- **Organizing around the customer will change the way an agency does business:**
 - Individual program or service intake and assessment forms have been reconciled into a single common intake form.

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- Data collection will use a relational database that allows for both traditional reporting by program and service (duplicated count) and by customer (unduplicated count).
- Recognizing that agency job descriptions and responsibilities may change. The trend is to cross train staff that can work across programs and not remain program specific.
- ***Use of Outcomes and Outcome Scales varies with the customer and the program or service:*** All interventions or services must have an identified outcome. Outcome scales are best used when measuring incremental change and are most useful in case-management. The development of logic models will help the CAA and the West Virginia Community Action Network determine which type of outcome measurement best meets the needs of the customer and the program or service.
- ***Use of Data as a Management Tool:*** West Virginia values its future capabilities to gather and use trend data as an indicator of overall performance. It is not where the customer, family, agency or community happens to scale at any one point in time – the important measure is the trend in performance.

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