

## Thinking of sending a staff person to become a Nationally Certified ROMA Implementer (NCRI)?

Results Oriented Management and Accountability (ROMA) is the performance management system adopted by the Community Action network. The time local agencies invest in such essential functions as Community Needs Assessments, Strategic Planning, and other activities related to Organizational Standards requirements is optimized through effective use of ROMA principles and practices. The Organizational Standards require each agency's Community Needs Assessment and Planning documents (Community Action Plan/ Strategic Plan) to have evidence of the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle. In addition, each agency is required to document having used the services of a ROMA-certified Trainer or equivalent (which is the Implementer) to assist in this continuous use of ROMA.

While the Nationally Certified ROMA Implementer (NCRI) is an identified leader who helps create and maintain an agency-wide performance management culture, s/he is not the sole ROMA contributor in the agency. Having completed the training process, the NCRI can better assist in reviewing agency practices to support compliance with the Organizational Standards and helping to create a results-orientation to decision-making, capacity building and achieving the goals of your agency. This is the way to maintain high quality Community Action agencies.

### **Who should become an NCRI?**

The person selected by the agency to participate in the training and certification process could be a member of the agency's leadership team but should definitely be a person who can and will be trusted to provide input to the Executive Director and leadership.

The person should have good oral and written communication skills and have at least 12 months' experience with Community Action. In addition to understanding the work and outcomes of the Community Action (CSBG) network, familiarity with the operation of the agency is most important.

### **Consider staff who are involved in one or more of the following:**

- data collection, aggregation and analysis for:
  - the comprehensive Community Needs Assessment (CNA)
  - identification of agency customers (as in demographics)
  - reporting of agency services, strategies and outcomes
  - using data for improving agency functioning
- development of the agency-wide Strategic Plan and/or the Community Action Plan

- working with the plans (proposals) of agency programs by interacting with all levels of the agency staff

*Note: When you pick someone to become an NCRI they may not have any of these involvements currently but the agency plans to have the individual be given assignments and access in these areas.*

**Questions to consider when selecting an individual to become an NCRI:**

- What is the staff person's current workload?
  - Which of those could be enhanced by a ROMA approach?
  - What new duties might the individual be able to take on?
- What is the staff person's current role/place in the agency.
  - Does the individual have authority to make changes in practices?
  - Does the individual have influence of others the agency that would permit him/her to suggest changes to practices related to the implementation of ROMA principles throughout the agency?
  - Does the person have the trust and respect of others in the agency?
  - Does the individual have the opportunity and ability to communicate with the leadership team directly?
- Will they have time to devote to assisting the agency with the ROMA Implementation?
- How does the individual interact with agency staff, including those involved in direct service to customers?
- Will the individual be able to work across programs (using different funding sources for staffing support)?
- Will the individual have time/ability/resources to participate in ROMA activities across the state/region/nation?

Training to become NCRI will provide understanding of the elements and the activities that demonstrate the use of ROMA principles and practices are at the heart of ROMA Certification. Being able to recognize how ROMA is being applied is one of the competencies acquired through certification.

The Implementer is expected to help the agency improve both application and documentation of ROMA once they are certified.

**About the work of the NCRI**

The primary expectation of the NCRI is to engage in activities that will allow their agency to apply and document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle. Guidance regarding how the NCRI will fulfill this expectation is limited. While the Organizational Standards require each CAA to document having used the services of a ROMA-certified Trainer or Implementer to

assist in this continuous use of ROMA, the definition of “use of services” is not prescribed to the agencies.

Generally, the NCRI's work should include assistance in integrating ROMA into all of the agency's plans and activities. The specific duties of the individual who is certified are to be generated by the local agency. This should be done with agency leadership and other appropriate agency staff/board members and this typically includes discussion with the CSBG state office.

**Here are some ideas we have gathered from the network.**

Some services the NCRI may provide to help embed ROMA into all aspects of the agency functioning could include one or more of the following:

- Data collection, aggregation and analysis for:
  - the comprehensive Community Needs Assessment (CNA)
  - identification of agency customers (as in demographics)
  - reporting of agency services, strategies and outcomes
  - using data for improving agency functioning
- Development of the agency-wide Strategic Plan and/or the Community Action Plan
- Working with the plans (proposals) of agency programs by interacting with all levels of the agency staff
- Provide feedback, input, support or guidance to agency leadership team (Board of Directors, Executive Director, senior management staff) and staff, regarding the essential elements of the aspects of the ROMA Cycle
- Advocate for a Results Orientation throughout the agency
- Assist in the analysis of documentation of organizational standards
- Participate in board development as appropriate
- Help agency develop a Local Theory of Change
- Help identify “what works” in the agency
- Participate in a regular check-in with the leadership team (that includes data reporting and analysis)
- Provide (or participate in provision of) an annual update for staff and Board
- Assist in training & technical assistance throughout the agency. *This may include specific information for new employees and/or Board members. (Note: This does not include provision of Intro to ROMA training, which requires a Certified ROMA Trainer)*

**Does this sound like a good fit? If so, be sure to review all other information specific to becoming an NCRI, then proceed with completing and submitting an application.**