RAPID ROMA

UTAH and Region 8
Virtual CAP Conference
Wednesday, June 24, 2020
Presented by Dr. Barbara Mooney and Carey Gibson, MSW, NCRP
Workshop Objectives

- Consider the usefulness of ROMA principles and practices in a time of crisis.
  - Has the mission changed?
  - Are we “results-oriented?”

- Compare typical ROMA time frames with Rapid ROMA needs.
  - Discuss differences in Assessment and Planning.
  - Understand importance of observation, reporting and evaluation in short bursts.
  - Acknowledge that re-assessment and revision of plans may be crucial to success.

- Identify how evidence of results can be collected and used for decision making.
ROMA Cycle – Ongoing and In-Depth

- Typical time frames for Assessment and Planning indicate agencies should engage in these processes over the course of the year.
  - Guidance related to Organizational Standards
  - “Best Practices” examples from the field

- Review of the agency mission statement is a part of these activities – to ensure the agency is working to achieving its mission.
The mission statement of your organization is the foundation for your actions and expectations.

What is your mission?
Anti-Poverty Mission?

- What happens to your mission in the time of crisis?

- Are there new needs that have been identified that you think you are able to address? Will they align with your mission?

- How will addressing new needs align with the overall anti-poverty mission of the CSBG funding?
4 Key elements of a mission statement

- POPULATION
- SERVICES
- OUTCOMES
- RELATIONSHIPS
The key elements of ROMA are more critical than ever when faced with a crisis.

The concept that there is “no time” for ROMA is incorrect.

**ROMA will support the network to more effectively administer CARES funding.**

ROMA is still ROMA in a crisis—it just may need to happen more rapidly!
Assessment is necessary – it just has to happen quicker than usual!!

- When considering how to address COVID and deploy resources (CARES funds and other resources), each agency will have (already) some idea about what they are going to do.
  - Identify the new needs emerging that weren’t covered in the original assessment.
  - How do you find these new needs?
    - It is important for agencies to consider how they have identified the needs they plan to address.
Needs Assessment Data:

- 211 Identified top needs
- Unemployment data
- Local News Articles
- Housing statistics
- Other Non-Profit reports
- Agency tracking of requests for service
### 211 Summary of Top Calls

<table>
<thead>
<tr>
<th>Need</th>
<th>Number of Callers</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing – Rent/Mortgage</td>
<td>1526</td>
<td>1</td>
</tr>
<tr>
<td>Food</td>
<td>1295</td>
<td>2</td>
</tr>
<tr>
<td>Utilities – Gas, Electric, Water</td>
<td>780</td>
<td>3</td>
</tr>
<tr>
<td>Public Assistance – SNAP, TANF, Medicaid</td>
<td>467</td>
<td>4</td>
</tr>
<tr>
<td>Public Health – COVID Testing</td>
<td>425</td>
<td>5</td>
</tr>
</tbody>
</table>

### Unemployment Data

<table>
<thead>
<tr>
<th>County</th>
<th>5/2/2019 UI Claims</th>
<th>5/2/2020 UI Claims</th>
<th>% of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>22</td>
<td>291</td>
<td>92.44%</td>
</tr>
<tr>
<td>B</td>
<td>3</td>
<td>71</td>
<td>95.77%</td>
</tr>
<tr>
<td>C</td>
<td>43</td>
<td>708</td>
<td>93.83%</td>
</tr>
<tr>
<td>D</td>
<td>2</td>
<td>55</td>
<td>96.36%</td>
</tr>
</tbody>
</table>
Increased demand for food
Pictures from Grand Rapids, Michigan
March 2020
Michigan Community Action Agency Network

Food Distribution by Agency / County

(Data Refreshed Hourly Between 8:10 AM & 9:00 PM)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Status of Service</th>
<th>Details of Service</th>
<th># of Households Served</th>
<th># of Individuals Served</th>
<th># of Food Boxes Distributed</th>
<th># of Meals Distributed</th>
<th>Pounds of Food Distributed</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>All</td>
<td>All</td>
<td>83,288</td>
<td>116,914</td>
<td>142,996</td>
<td>270,006</td>
<td>430,217</td>
</tr>
</tbody>
</table>

Number of Food Distribution Sites: 475
Number Cities with Food Distribution Sites: 213

Status of Service
- Cancelled: 83
- Completed: 1190
- In Progress: 9
- Scheduled: 1191

% of Meals Distributed: 95.1%
Switching from congregate to home delivered meals
Also Assess Agency Needs

Staff needs:
- Safety
  - Modifications to facilities
- New information
- New job duties
- Communication processes
- ...

Operation needs:
- Ability to work remotely
  - Technology
  - Other needs
- Ability to perform duties in new ways (eligibility documents, e.g.)
- Outreach
The agency will have to prioritize which of the many needs they have identified that they are going to address.

While this is a typical part of an assessment process, it has a different twist:
It has to happen NOW not in 6 months!
Ask  Focus  Prioritize

Urgent
- Medical emergencies
- Important meetings
- Project deadlines etc...

Not urgent
- Relationships
- Health & exercise
- Personal growth etc...

Important & urgent

Not important & urgent
- Trivial interruptions
- Random phone calls
- Unimportant mails etc...

Not important & not urgent
- Wasting time
- Various trivia
- Gossip etc...
Planning in the time of Rapid ROMA

How will agencies do the work of addressing the needs?

- Plans, of course, will still include implementation elements:
  - who will do what,
  - where will it be done,
  - what needs to change in service delivery

- Plans also should include some thought about how the agency will:
  - gather data,
  - report data, and
  - evaluate performance throughout the life of the project.
TX Example: Ramp-Up Analysis Tool

- Budget by Program
  - Current budget
  - Any carry-over funds
  - Additional COVID-related funds
- Historic Performance
  - Typical numbers served
  - Average household expenditures
  - Average CPU for Weatherization
- Projected impact of additional funds
TX Example: Developing a Matrix for Service Delivery

Considering service:

- How much will it cost?
- How many times will the service be provided?
- What is the total amount available to use?

<table>
<thead>
<tr>
<th>Need</th>
<th>HH Size</th>
<th>$ Food Card</th>
<th># times</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>$50</td>
<td>3</td>
<td>$150</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>$75</td>
<td>3</td>
<td>$225</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>$100</td>
<td>3</td>
<td>$300</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>$125</td>
<td>3</td>
<td>$375</td>
</tr>
<tr>
<td>≥5</td>
<td></td>
<td>$150</td>
<td>3</td>
<td>$450</td>
</tr>
</tbody>
</table>

Subtotal $1,500

Budget $100,000

<table>
<thead>
<tr>
<th>Cost/Box</th>
<th>Budget</th>
<th># Boxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50</td>
<td>$50,000</td>
<td>1000</td>
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</tbody>
</table>

Partnering Pantry

<table>
<thead>
<tr>
<th>Size</th>
<th>$</th>
<th># times</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>small</td>
<td>$750</td>
<td>2</td>
<td>$1,500</td>
</tr>
<tr>
<td>med</td>
<td>$950</td>
<td>2</td>
<td>$1,900</td>
</tr>
<tr>
<td>large</td>
<td>$1,100</td>
<td>2</td>
<td>$2,200</td>
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</table>

Budget $300,000
## DASHBOARD

<table>
<thead>
<tr>
<th>Daily Submissions Count</th>
<th>Total Number of Apps Submitted (incl duplicates)</th>
<th>Total Number of Requests (incl duplicates)</th>
<th>Total Number of Requests In Progress or Completed</th>
<th>Total Number of Approved Requests</th>
<th>Average daily submissions (applications only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/27/2020</td>
<td>8,322</td>
<td>21,310</td>
<td>9,375</td>
<td>8,074</td>
<td>411</td>
</tr>
<tr>
<td>4/28/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>411</td>
</tr>
<tr>
<td>4/29/2020</td>
<td></td>
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<td></td>
<td></td>
<td>309</td>
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<tr>
<td>4/30/2020</td>
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<td></td>
<td></td>
<td>309</td>
</tr>
<tr>
<td>5/1/2020</td>
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<td>309</td>
</tr>
<tr>
<td>5/2/2020</td>
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<td>309</td>
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<tr>
<td>5/3/2020</td>
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<tr>
<td>5/4/2020</td>
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<tr>
<td>5/5/2020</td>
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</tr>
<tr>
<td>5/6/2020</td>
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</tr>
<tr>
<td>5/7/2020</td>
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</tr>
<tr>
<td>5/8/2020</td>
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<td>309</td>
</tr>
<tr>
<td>5/9/2020</td>
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</tr>
<tr>
<td>5/10/2020</td>
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</tr>
<tr>
<td>5/11/2020</td>
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</tr>
<tr>
<td>5/12/2020</td>
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<tr>
<td>5/13/2020</td>
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<td></td>
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<td></td>
<td>309</td>
</tr>
<tr>
<td>5/14/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>309</td>
</tr>
<tr>
<td>5/15/2020</td>
<td></td>
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<td></td>
<td></td>
<td>309</td>
</tr>
<tr>
<td>5/16/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>309</td>
</tr>
<tr>
<td>5/17/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>309</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location Based Apps</th>
<th># of Apps</th>
<th>% of Total Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detroit, Highland Park, Hamtramck</td>
<td>6,193</td>
<td>74.42%</td>
</tr>
<tr>
<td>Out-County</td>
<td>2,129</td>
<td>25.58%</td>
</tr>
</tbody>
</table>

### For Applications only - Does not include waiting list

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>% of total requests/Submit</th>
<th>Number of Requests (incl duplicates):</th>
<th>Number of Requests with Approved Status</th>
<th>Number of Requests In Progress or Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>59.53%</td>
<td>4,954</td>
<td>4,954</td>
<td>4,954</td>
</tr>
<tr>
<td>Utility</td>
<td>60.61%</td>
<td>5,044</td>
<td>1,331</td>
<td>1,756</td>
</tr>
<tr>
<td>Water</td>
<td>37.11%</td>
<td>3,088</td>
<td>881</td>
<td>1,082</td>
</tr>
<tr>
<td>Rent Detroit</td>
<td>24.42%</td>
<td>2,032</td>
<td>99</td>
<td>144</td>
</tr>
<tr>
<td>Rent Out-Wayne</td>
<td>9.46%</td>
<td>787</td>
<td>33</td>
<td>81</td>
</tr>
<tr>
<td>Mortgage</td>
<td>6.45%</td>
<td>537</td>
<td>46</td>
<td>52</td>
</tr>
<tr>
<td>Funeral Assistance</td>
<td>1.41%</td>
<td>117</td>
<td>16</td>
<td>31</td>
</tr>
<tr>
<td>Diapers and Formula</td>
<td>31.51%</td>
<td>2,622</td>
<td>644</td>
<td>644</td>
</tr>
<tr>
<td>Property Taxes</td>
<td>9.06%</td>
<td>753</td>
<td>69</td>
<td>313</td>
</tr>
<tr>
<td>Plumbing Repair</td>
<td>16.53%</td>
<td>1,376</td>
<td>1</td>
<td>318</td>
</tr>
</tbody>
</table>
Implementation isn’t just Implementation

- During implementation, agencies need to be:
  - Observing and Reporting Progress
  - Evaluating
  - Reassessing
  - Planning
  - Modifying, expanding, correcting and (possibly) cancelling implementation
• Changes to the needs, plans, and targets are likely to happen.
• Develop a quick and easy process to allow for amendment to the plan that embraces a continuous learning process & documents lessons learned
  • IE, develop a check in process to update the plan
Data for Decision Making

What Changed?

• Consider ways that agencies can gather data (to turn into information) that will demonstrate the most critical areas of success.

• Some elements:
  • Data on COVID Impacts
    • What was been disrupted in your own community?
    • Has the situation improved?
  • Data from 211 or other government/media sources provides a “big picture” context
  • Inquiries/requests for service or information
    • Have you been meeting the needs?
  • Agency service data – what is the agency doing?
Did additional resources come into the community from CARES or other COVID-related relief efforts
- Federal, state, local $

Did new partners step up to assist?
- Who are they?
- What did they provide?

Were new coalitions formed? How did they help address the needs?
We have been here before. Thinking back to ARRA

- When the eligibility criteria changes (as raised to 200% FPG), the agency will find that new customers present their needs in different ways. And the needs are different.
  - Many customers will have never been in a situation of economic and emotional crisis before.
  - They may be coming from different neighborhoods and may have difficulty getting to your facility – or figuring out how to access remotely.
- Some of the needs are more extreme (e.g.: higher income probably means the cost of housing is higher than our traditional customers, so the cost of keeping them in their home is higher)

Our traditional customers continue to be in need, and so we must find a way to balance services to both sets of customers.
How Will You Know?

- What **indicators** will measure progress towards the goals?
- What **evidence** will identify that the outcomes have occurred?
Achieving Results

- What do you expect agencies will be able to observe and report?

<table>
<thead>
<tr>
<th>Area to document</th>
<th>Able to collect data? Barriers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of $ spent</td>
<td>yes</td>
</tr>
<tr>
<td>How $ was braided with other resources</td>
<td>Should be yes?</td>
</tr>
<tr>
<td>Number of families served</td>
<td>Should be yes… but some services will not require demographic data be collected so “unduplicated” becomes a question.</td>
</tr>
<tr>
<td>Number of families who maintained their homes or food security</td>
<td>Maybe no…. May say immediate need was met, but maybe not if families were supported over time?</td>
</tr>
<tr>
<td>Increase agency capacity (as to work remotely or other aspect)</td>
<td>Yes</td>
</tr>
<tr>
<td>Changes to service delivery systems in the community</td>
<td>Yes – if agencies keep notes!</td>
</tr>
</tbody>
</table>
Evaluation

- Evaluation is ongoing and should happen throughout the process.

**Document lessons learned**

  From the process that has had to change
  
  To the partners that have been engaged
  
  To the new customers served
  
  To new (changed) services provided
  
  To the outcomes observed
  
  To……..
Rapid ROMA Time Table

- Assessment – what do you have documented about the past 100 days?
- Planning – how did planning happen? Leadership teams suggest new services and delivery processes? How quickly did you respond with action? Was there actual “planning” that happened?
- Implementation – what is the implementation period? Next 90 days? 2 years?
- Reporting – internal reporting should be happening every 30 days to give you the data you need to assure you are on the right path.
- Analysis of data – are you doing what you expect to do? Are you reaching the right people? Have you made any difference?
- Re-assessment – this must be constantly happening
Take Action

• What will you do tomorrow?
For more information:

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