Introduction to ROMA Implementation for Boards

A Video Series for CAA Board Members

Helping People. Changing Lives.
community Action
PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK

Results-Oriented Management and Accountability

Family Agency

Community

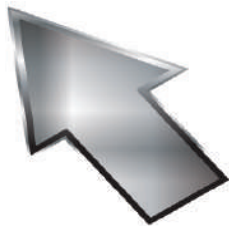# The Results Oriented Management and Accountability Cycle

Assessment
Community needs and resources, agency data

Evaluation
Analyze data, compare with benchmarks

Planning
Use agency mission statement and assessment data to identify results and strategies

Achievement of Results
Observe and report progress

Implementation
Services and strategies produce results

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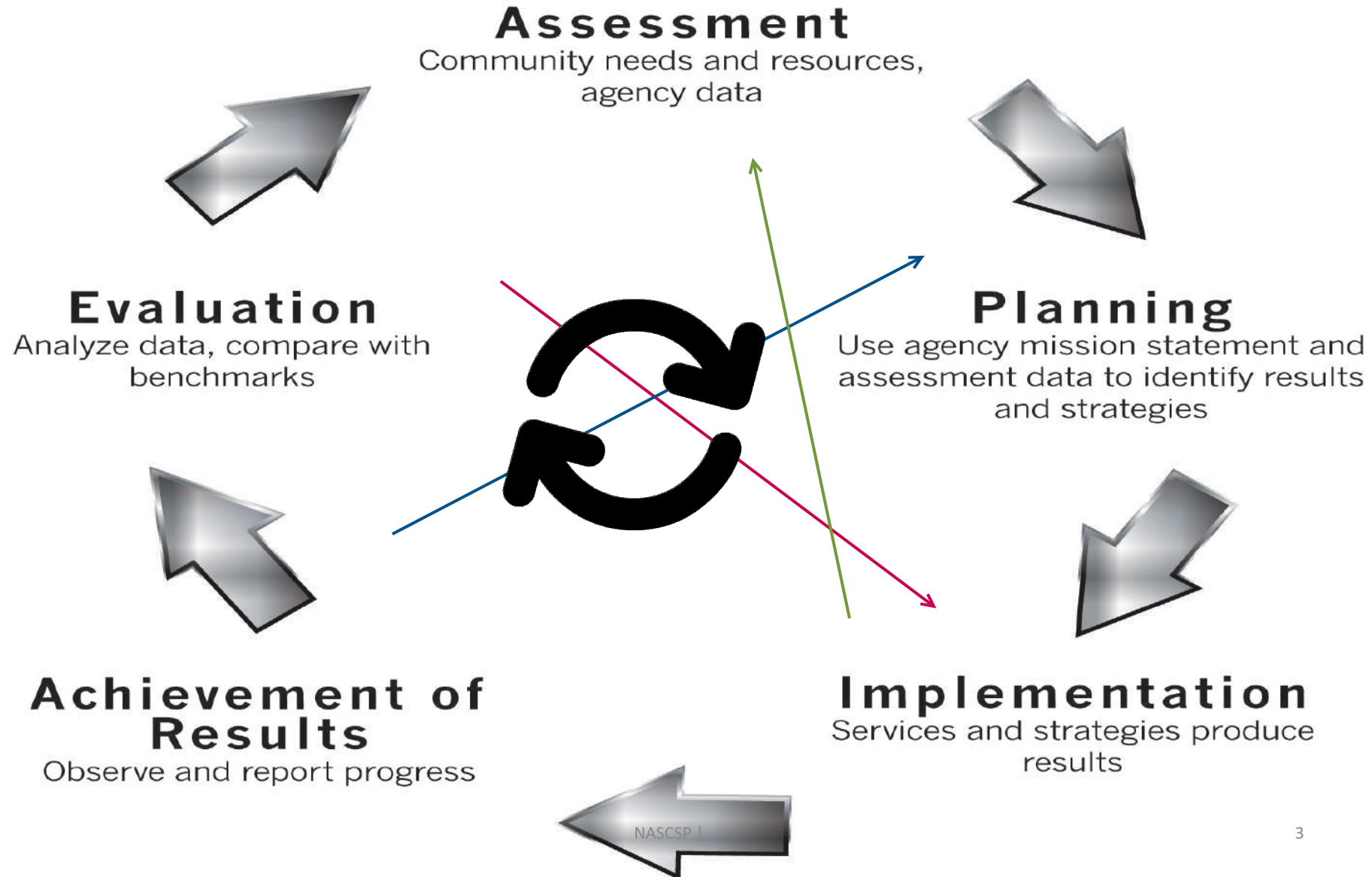
WHY a Results Orientation?

It's important for the Board to understand why a **results orientation** is the focus of the new Performance Management climate

Results – Not *Just* Services

Why is reporting on services provided by your agency not enough?

Take Me Out to the Ballgame

Baseball Case Study

Here's the situation:

The local team finished *last* in the prior season. To boost dwindling attendance, the team promotes the following statistics...

Take Me Out to the Ballgame

- Outfielders ran **3X more laps** during spring training
- Pitchers threw **2x many pitches** during spring training
- Batters took **4X** as much **hitting practice** during spring training
- The team hired **2 new coaches**
- The team also invested **$100,000** in a state-of-the-art **communications system** to enable the Manager to talk with them & give real-time perspectives on each play from strategic vantage points in the stands during the games
- By the All-Star break, the team is taking an average of **17 more swings** at pitches per game . . .

And the fans say,

"So what?"

because they're still in last place,
without a single player
who deserves to be on
the All-Star Team

Playing Ball with Community Action

The **Board of Directors** are like the **Owners** of a ball team

The **Executive Director** is like the **Manager**

The **funders, community, & clients** are like the **fans** who *want to see results*

Remember:

While it is important to be able to talk about the services that your agency provides, you must also be able to identify **how these interventions** produce results

What has changed because of your agency's work?

Take Action

❑ **Make sure you understand the basic principles and practices that define ROMA**

❑ **Consider how your agency will implement the full ROMA cycle**

Questions?