



2024 ROMA REPORT

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Our Mission:
“Enhancing Quality of Life by Empowering Individuals
and Strengthening Communities”

What is ROMA - Results Oriented Management & Accountability

The Results Oriented Management and Accountability (ROMA) system was formed with the passing of the Government Performance and Results Act (GPRA) by Congress in 1993. The purpose of the Act, in summary, was to help federal programs become more effective and accountable by focusing on objectives, results, and service quality. Six national goals for community action were developed by the Community Services Block Grant (CSBG) Monitoring and Assessment Task Force (MATF). The term ROMA was adopted in 1998 by the Department of Health and Human Services (DHHS) with the Northeast Michigan Community Service Agency (NEMCSA) being involved in comprehensive outcome management for the past 22 years.

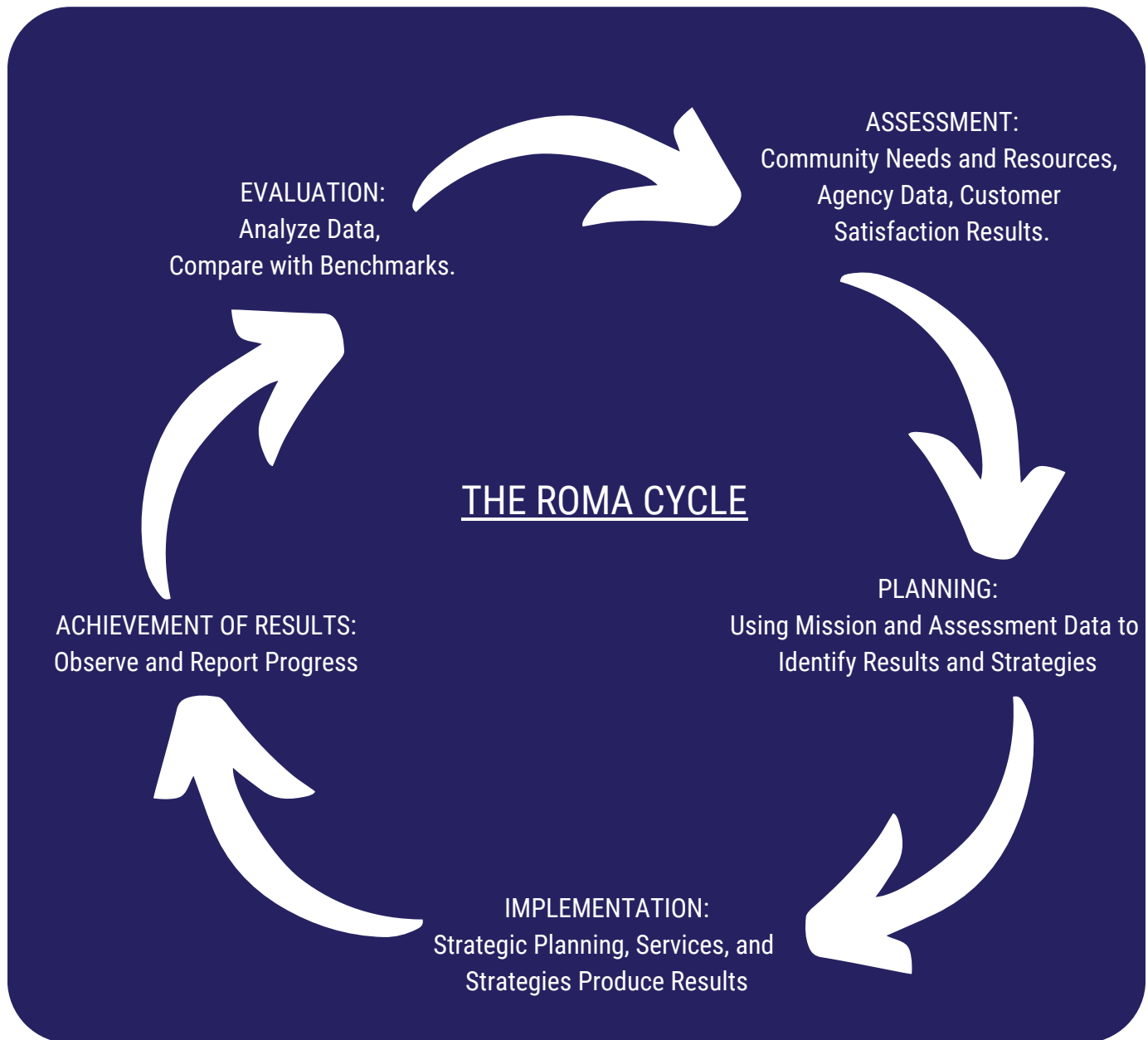


Figure 1: The Results Oriented Management & Accountability (ROMA) Cycle

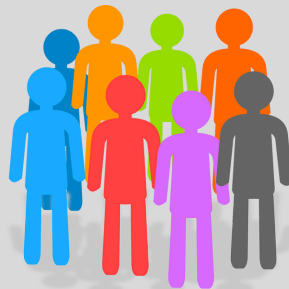
Why Does NEMCSA Report and What is Included?

The NEMCSA Board of Directors has a unique and important role in the Community Services Block Grant and the Agency. The tripartite board structure requires the involvement of those NEMCSA serves, elected officials, and private sector members. This unique, yet challenging, structure allows for a diverse makeup of engaged, local community members to help with the oversight of development, planning, implementation and evaluation of programs supported by the CSBG. The Board also ensures the ROMA Cycle is used to guide the agency in these efforts as well as work towards compliance on the 58 Organizational Standards. These standards are broken down into three broad categories:

- 1 Maximum Feasible Participation
Consumer input and involvement tracked through the customer satisfaction survey and success stories.
- 2 Community Needs Assessment
NEMCSA staff meet regularly and review the different components and needs based on the 58 Organizational Standards as well as the details, processes, and goals as it pertains to the ROMA Cycle. The Board of Directors is involved in questions, surveys, workgroups, as well as approval, acceptance, and review of the details surrounding the CSBG guidelines. NEMCSA conducted a Community Needs Assessment in 2022.
- 3 Community Engagement
NEMCSA realizes the importance of continual community involvement and therefore prioritizes its' presence at Human Service Coordinating Council meetings. Attendance at these meetings allows for the key goals and outputs of community engagement to be achieved. The goals focus on the two-way communication with members, pertinent information to NEMCSA staff, providing agency overviews, and acting as the agency ambassador.

County Collaborative Meetings Attended by NEMCSA Staff

Alcona - 6
Alpena - 12
Arenac - 12
Cheboygan - No Meetings
Crawford - 10
Iosco - 4

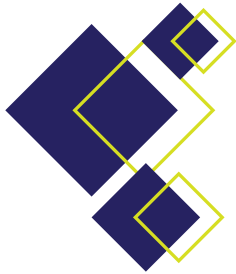


Montmorency - 12
Ogemaw - 10
Oscoda - 10
Otsego - 10
Presque Isle - 12
Roscommon - 10

*Please note the difference in numbers is due to frequency of meetings.

NEMCSA Board Goals and Outcomes

The NEMCSA Board of Director's works to meet five goals and three outcomes to serve the needs of northeast Michigan, increase partnerships, and enhance agency capacity. Goals are usually achieved using multiple strategies, and are broad. Outcomes can be tied to goals and show changes that may have occurred based on the strategies used to meet the goals. Below are indicators showing how NEMCSA strives to meet the goals and performance on outcomes.



Board Goal #1 Improve the health and well-being of other vulnerable populations in Northeast Michigan.

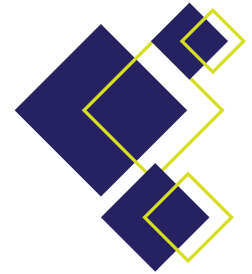
Programs to meet this goal:

Bridges of Self-Sufficiency
Emergency Shelter
Family Self-Sufficiency
Financial Literacy
Foreclosure Services
Foster Grandparent
Homebuyer Education
Homeless Prevention
Rapid Re-Housing
Water Program
Weatherization

Board Goal #2 Improve the health and well-being of other vulnerable senior populations in Northeast Michigan.

Programs to meet this goal:

Caregiver Respite
Congregate Meals
Evidence-Based Disease Prevention
Home Delivered Meals
Homemaker, Personal Care & Respite
Legal Assistance
Long-Term Care Ombudsman
Medicare/Medicaid Assistance
MI-Choice Waiver Program
National Family Caregiver Support
Retired Senior Volunteer
Senior Companion



Board Goal #3 Expand educational opportunities of "at-risk" children in Northeast Michigan.

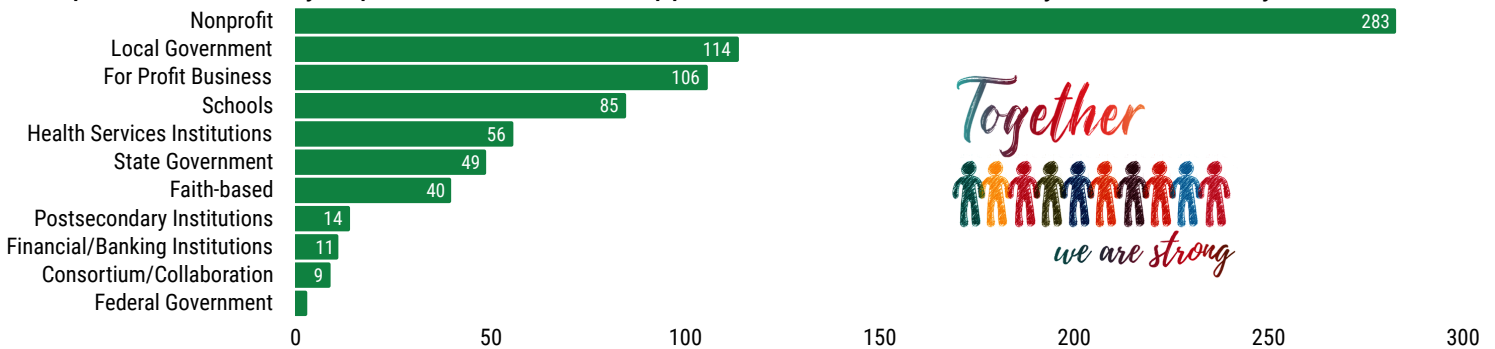
Programs to meet this goal:

Early Head Start
Foster Grandparent
Great Start Readiness
Head Start
School Success



Board Goal 4: Work in Partnership with other Agencies

To date, NEMCSA continues to work with more than 730 different organizations, both public and private, to actively expand resources and opportunities to achieve family and community outcomes.



Board Goal 5: Agencies Increase their Capacity to Achieve Results

ROMA Next Generation Module 2 measures the capacity building resources available to NEMCSA for achieving family and community outcomes. This is determined by many factors, including human capital and organizational strategy.

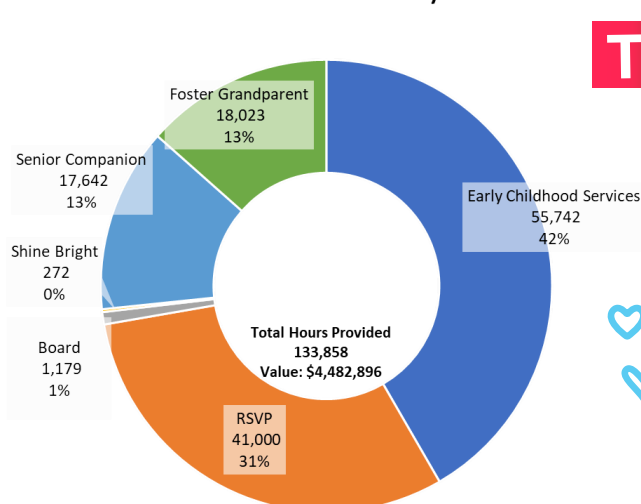
NEMCSA staff spent 26,734 hours in training.



The Board of Directors spent 131 hours in training.

The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	2024	2023	2022	2021	24 vs 23	Trend Over Time
Number of Nationally Certified ROMA Implementers	1	1	1	1	100%	
Number of Staff with a family development certification	33	0	0	0	N/A	
Number of Staff with a child development certification	80	85	81	62	94%	
Number of Classroom Assessment Scoring System (CLASS) certified professionals	37	0	0	0	N/A	
Number of Staff with Home Energy Professional Certifications	3	4	1	2	75%	
Number of Energy Auditors	3	4	1	2	75%	
Number of Quality Control Inspectors (QCI)	2	3	1	1	67%	
Number of Building Performance Institute (BPI) certified professionals	4	2	2	2	200%	
Number of Certified Housing Quality Standards (HQS) Inspectors	7	7	7	5	100%	

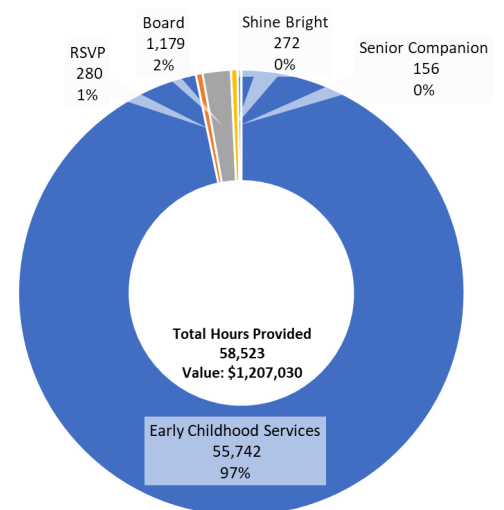
Volunteer Hours Provided by Program
Internal & Community Wide



THANK YOU

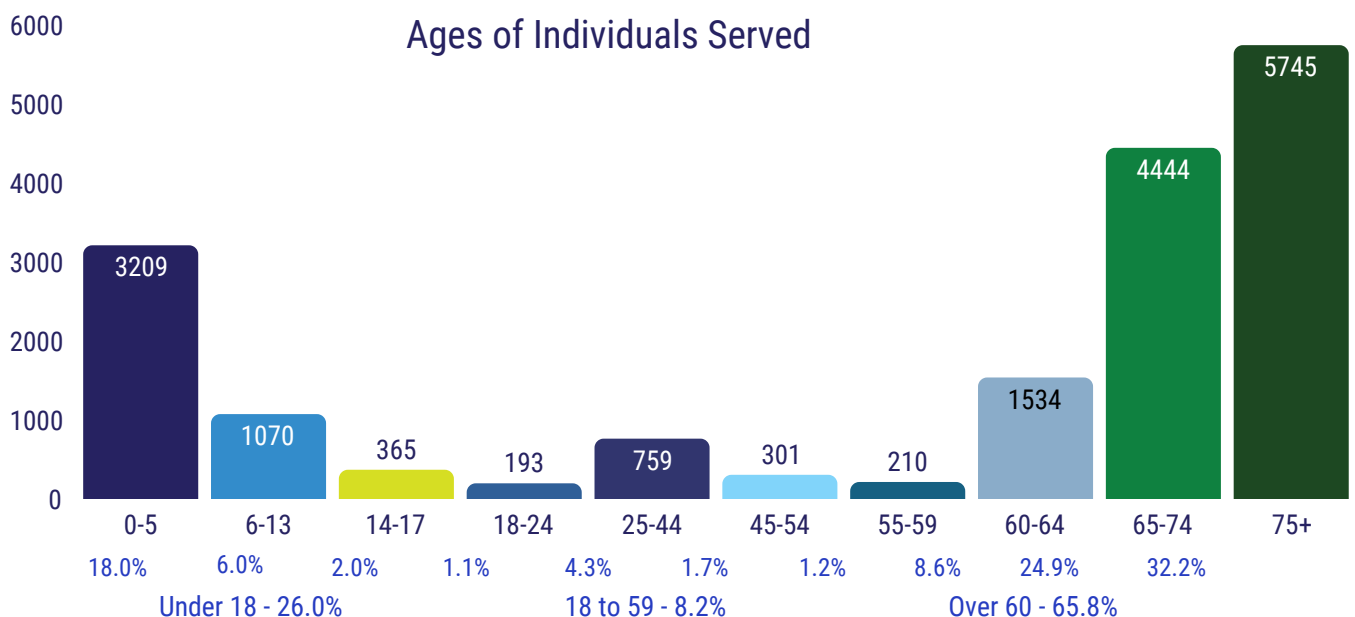
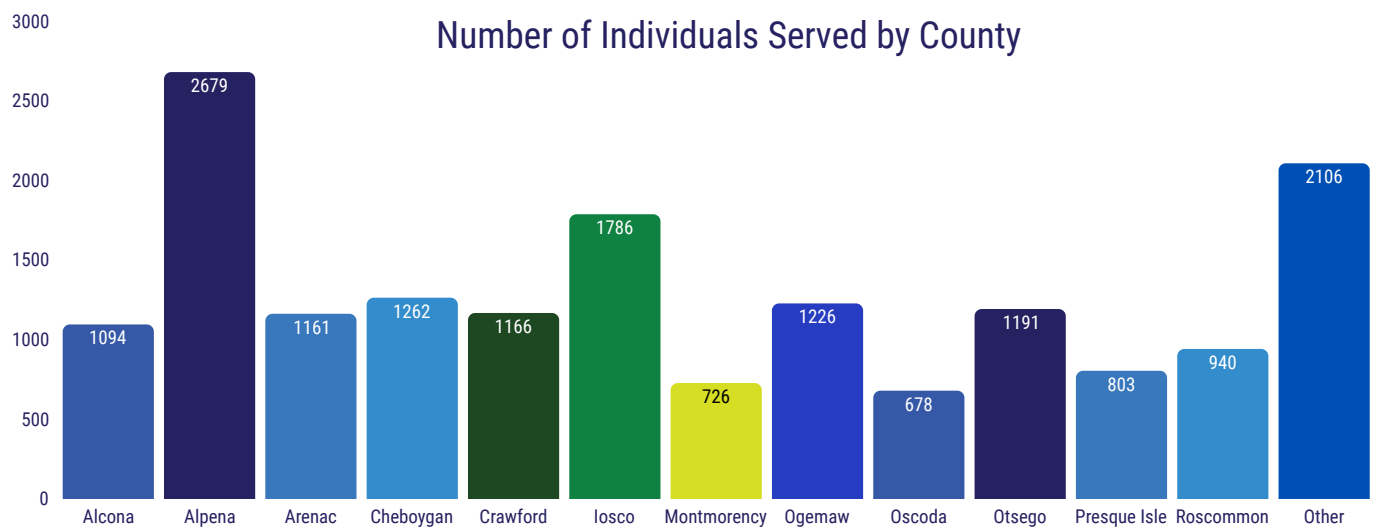


Volunteer Hours Supporting NEMCSA Programs
(by Program)



A YEAR IN REVIEW

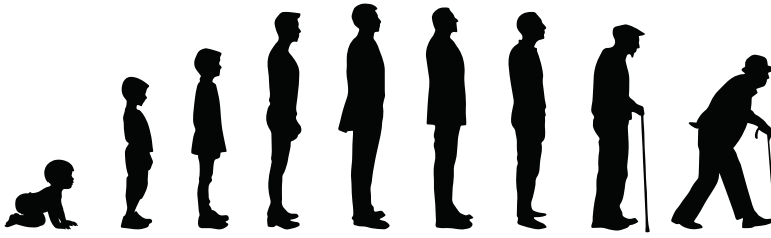
NEMCSA remains committed to serving individuals and families across northeast Michigan, providing essential programs and resources that foster stability and self-sufficiency. The charts below illustrate the number and age of individuals served in each county, demonstrating the broad impact of our efforts. Alpena County saw the highest number of individuals served, reflecting the significant need and engagement in that area. Iosco, Cheboygan, and Otsego Counties also had high service numbers, emphasizing the regional demand for support. Each county's data highlights our agency's ongoing commitment to meeting community needs and ensuring equitable access to vital services.



Board Outcome #1: All Persons Seeking Services will be Served.

17,830

Individuals Served



Utilizing new software, NEMCSA was able to identify the number of unduplicated clients served. It is important to note, many NEMCSA clients are enrolled and participating in more than one NEMCSA program.

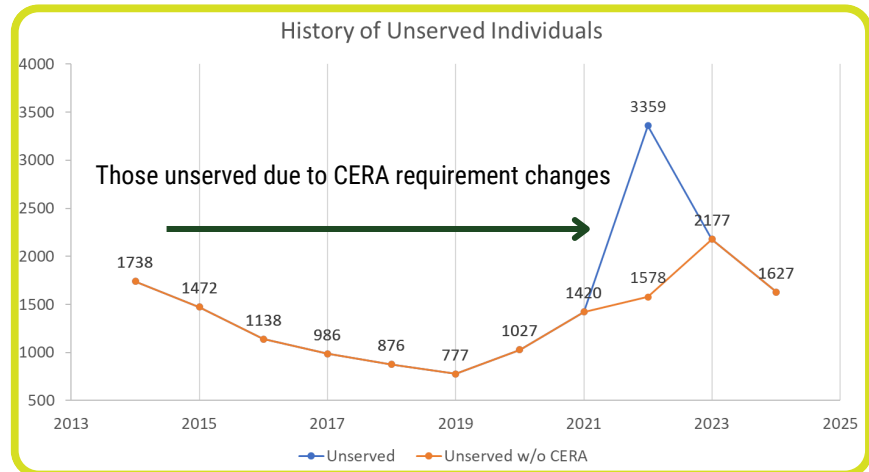
Reasons Why an Individual May be Unserved:

Do not meet eligibility requirements

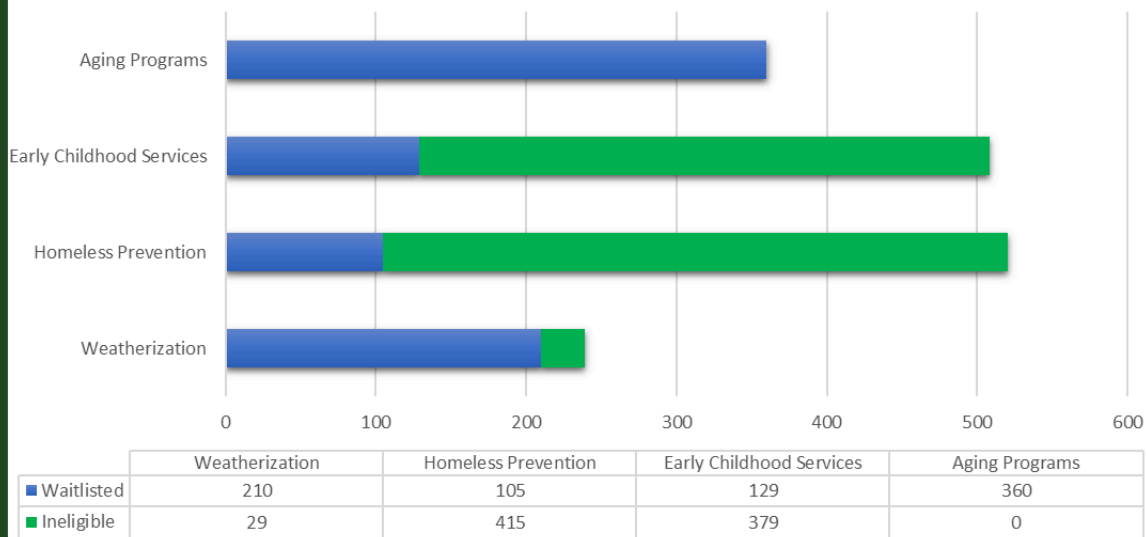
Failure to complete/submit required paperwork

Lack of funding (waitlist)

Food Program: referred to community partners



2024 Unserved Individuals by Program



Board Outcome #2: 100% Client Satisfaction

The Customer Satisfaction Survey is an Organizational Standards requirement (1.3 and 6.4 – listed below). The intent of the survey is measuring customer perceptions of NEMCSA service availability and quality. The customer focused approach empowers the individuals and families NEMCSA serves with a voice - an important facet in the ROMA cycle. Organizational leaders utilize data collected in the Customer Satisfaction Surveys, Community Needs Assessment and Strategic Plan to gain an understanding of how participants navigate and experience the Agency, staff and programs. Following are the details on this fiscal year's Customer Satisfaction Survey Results.

- *Standard 1.3: The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.*
- *Standard 6.4: Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process.*

How is NEMCSA Doing?

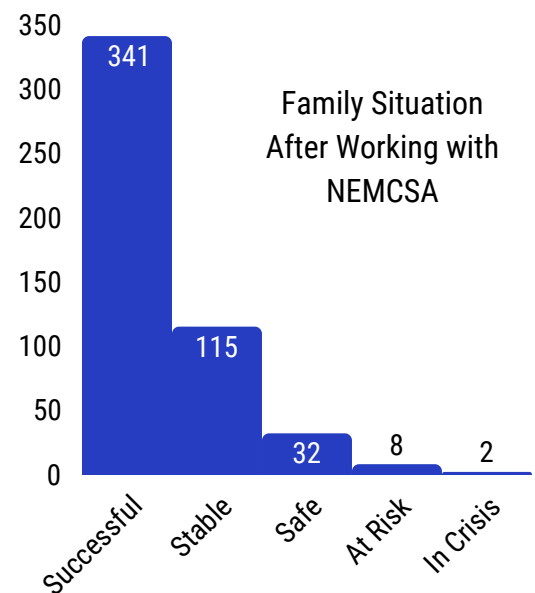
When survey respondents were asked about the impact NEMCSA services have had on them and their family - here's some of what they had to say:

"Gave me peace of mind with making my auto safe again."

"Gave me support when I didn't have any."

"Gave us a trusted community member to help with resources/information to further educates us and help us grow."

"Helped support me and my child with kindness."



Would Recommend
NEMCSA To
Others **96.5%**

Total
Surveys **513**

Rate NEMCSA
Service as
Excellent or Good **95.7%**

83.2% Agree Their Family's Needs Were Met After Working with NEMCSA. No Opinion was Given By: **13.4%**

97.0%
Said They Were
Treated with
Dignity and
Respect
Responses: 272

87.0%
Agree Staff
Included Their in
Decisions Related
to Their Service
Responses: 420

92.0%
Said Staff
Explained What
was Necessary to
Qualify
Responses: 421

Board Outcome #3: All Performance Targets will be Met

For fiscal year 2024 (October 1, 2023 – September 30, 2024), 53 National Performance Indicators were measured across all programs. Each program is required to provide a projected number of individuals they anticipate serving (ROMA Plan) and at the conclusion of the year, the actual number of clients reporting an outcome is reported (ROMA Report). Projections should be challenging, yet achievable, and within the scope of the program and funding. In evaluating actual number of clients served, staff are asked to reconcile and discuss cause and corrective action on any that fall outside of the accepted performance range of 80% -120%. The discussions provide an opportunity to re-evaluate program goals, capacity, and the ability to establish performance standards. The following summary provides a synopsis of all NEMCSA's programs and ROMA measures. It highlights the Four Domains of the ROMA Module and subsequent National Performance Indicators (NPI's) and Services within the domain.

See Appendix A for Results of Individual Data Indicators

Accuracy of Program Indicator Predictions

8

Predictions Too Low
10.7%

Predictions being too low for a program can occur for many reasons. These can include a program being new, or the demand is higher than expected. In addition, sometimes outside factors can impact the outcome. Community factors such as mass layoffs at other companies can affect the demand for a specific program. For fiscal year 2024, 8 predictions, or 10.7%, were too low for the outcomes.

56

Predictions Too High
64%

Often times, predictions that are too high occur when a program is new or demand is lower than anticipated. Similar to predictions that are too low, outside factors can impact the outcome. For instance, new community resources can cause program predictions to be too high. For fiscal year 2024, 56 program predictions, 64%, were too high for the outcomes.

13

Predictions on Target
17.3%

On target predictions often result from experienced staff within established programming where demand is relatively stable. This shows a good understanding of the community needs and individuals being served. For fiscal year 2024, 13, or 17.3% of program predictions were on target.

Impact Stories

The MI Choice Waiver Program provides an array of services to qualifying participants who would like to remain at home or in an assisted living facility instead of transitioning to a nursing home. Recently, staff were approached by the family member of an individual who requires extensive care to meet their daily needs. Their family member is unable to safely live at home and has lived in an assisted living facility for the past seven years. The staff and other residents at the facility have become family members to their relative, and they were happy with the care they have been receiving. In the seven years of receiving care, however, they had paid every dollar they had saved to cover their stay, leading to them facing possible eviction from the facility. Family members were terrified of having to try to find a new facility for their relative and were concerned for their health having to adjust to new surroundings and staff. Fortunately, MI Choice Waiver Staff were able to step in and by compensating for the caregivers' time, were able to secure a truly permanent placement for the participant. The family of the individual was incredibly grateful and relieved that they could continue to be cared for in a place they felt comfortable, safe, and at-home.

“I wouldn't even be alive today if it wasn't for this program and my mentor, now I have a full-time job, my apartment, and the ability to give my kids a life they are proud of.”
-BOSS Participant

“NEMCSA Head Start has helped my child excel in learning the material that is needed to enter kindergarten. We feel she is well prepared for grade school after attending the Head Start Program.”
-Head Start Parent

After fleeing a domestic violence situation in 2023, Molly* stayed in a safe house with her two children. Having no support system and unable to stay in her current situation, the safe house became the family's home. Molly has utilized several services offered at NEMCSA on her way to finding a home for her family. She has been receiving rental assistance through NEMCSA's Rapid Rehousing Program and recently began working with NEMCSA's Budget Counselor to work on her budget in preparation for taking over her own rent. Molly and her children found housing in December of 2023, and she has been working on becoming self-sufficient and overcoming barriers. She is currently employed and is working on saving money, paying off bills, paying for car repairs, as well as maintaining her house.

*Named change to protect identity.

“Our liaison has played a very important role in my child's educational and developmental success this year. He feels comfortable talking with her and going to her with issues he has to work through. We appreciate all she has done for our family. We hope to continue working with her in the future.”
-School Success Partnership Program Parent



Services Completed

SRV	Service Items	# of Unique Participants
SRV-1f	Job Readiness Training	4
SRV-1i	Coaching	14
SRV-2a	Early Head Start	396
SRV-2b	Head Start	2,390
SRV-2c	Other Early-Childhood (0-5 yr. old) Education	352
SRV-2cc	Home Visits	2,117
SRV-2e	K-12 Support Services	991
SRV-2h	College-Readiness Preparation/Support	26
SRV-2k	School Supplies	245
SRV-2o	Behavior Improvement Programs (attitude, self-esteem, Dress-for-Success, etc.)	405
SRV-2p	Mentoring	90
SRV-2w	Parenting Supports (may be a part of the early childhood programs identified above)	40
SRV-3c	Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	41
SRV-3d	First-time Homebuyer Counseling	5
SRV-3e	Foreclosure Prevention Counseling	11
SRV-4c	Rent Payments (includes Emergency Rent Payments)	399
SRV-4d	Deposit Payments	149
SRV-4d	Deposit Payments	149
SRV-4i	Utility Payments (LIHEAP-includes Emergency Utility Payments)	327
SRV-4k	Utility Arrears Payments	624
SRV-4m	Temporary Housing Placement (includes Emergency Shelters)	176
SRV-4o	Permanent Housing Placements	17
SRV-4p	Rental Counseling	33
SRV-4q	Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)	96
SRV-4s	Healthy Homes Services(e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)	68
SRV-4t	Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)	71
SRV-5a	Immunizations	95
SRV-5b	Physicals	1,690
SRV-5bb	Adult Dental Screening/Exams	1
SRV-5c	Developmental Delay Screening	1,925
SRV-5d	Vision Screening	1,831
SRV-5dd	Child Dental Screenings/Exams	1,415
SRV-5ff	Skills Classes (Gardening, Cooking, Nutrition)	6
SRV-5i	In-Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)	1,789
SRV-5ii	Prepared Meals	6,808
SRV-5j	Health Insurance Options Counseling	11
SRV-5jj	Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	3,738
SRV-5k	Coaching Sessions	9
SRV-5kk	Family Mentoring Sessions	23
SRV-5ll	Life Skills Coaching Sessions	31
SRV-5mm	Parenting Classes	817
SRV-5nn	Kits/boxes	914
SRV-5p	Wellness Classes (stress reduction, medication management, mindfulness, etc.)	144
SRV-5w	Crisis Response/Call-In Responses	13
SRV-6f	Volunteer Training	31
SRV-7a	Case Management	10,091
SRV-7b	Eligibility Determinations	16,802
SRV-7c	Referrals	1,690
SRV-7d	Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)	420

The chart above shows the number of unique individuals that received the specific service in a NEMCSA program. The same individual could receive the service multiple times, and many programs track the same data. For example, multiple programs would complete eligibility determinations, causing the same person to receive that service multiple times, but they would only be reported once in this chart.

What is important to understand is that this is not the number of times a service was performed, but is the number of people that received it.

Outcomes Achieved

Outcomes are an important part of the ROMA process and measure the impacts on participants live. Below you will see the ROMA outcomes NEMCSA reported for FY 2024. Data notes provided in the last column help to show a more accurate picture of the outcomes. Data note explanations can be found on the following page. Similar to services, outcomes are reported based upon unique individuals achieving the outcome. It is possible the same client could achieve the same outcome in multiple programs, however, they would only be reported once in the chart.

Outcome	Unduplicated			Data Note(s)
	Served	Achieved	% Achieving	
FNPI 1b The number of unemployed adults who obtained employment (up to a living wage).	8,186	0	0%	1
FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	8,186	0	0%	1
FNPI 1d The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).	8,186	0	0%	1
FNPI 1e Unemployed adults who obtained employment (living wage or higher)	1	1	100%	
FNPI 2c The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total).	3,098	2241	72%	2
FNPI 2c.1 Early Childhood Education (ages 0-5) positive approaches to learning and improved their attention skills	3,058	2230	73%	2
FNPI 2c.2 1st-8th grade who demonstrated positive approaches to learning and improved their attention skills.	20	2	10%	3
FNPI 2c.3 9th-12th grade positive approaches to learning and improved their attention skills	20	9	45%	3
FNPI 2e Parents/caregivers who improved their home environments	3,094	6	0%	1, 2
FNPI 2h Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills	1	1	100%	
FNPI 3d Increase savings	37	5	14%	1
FNPI 3e Purchased asset	5	5	100%	
FNPI 3f Purchased a home	5	5	100%	
FNPI 3g Improved credit	59	11	19%	
FNPI 3h Increased net worth	1,277	16	1%	1, 4
FNPI 3i Improved financial well being (see instructions)	37	10	27%	
FNPI 4a Homeless and obtained temporary shelter	1,266	149	12%	4
FNPI 4b Obtained safe affordable housing	1,227	7	1%	4
FNPI 4c Maintained housing 90 days	1,225	49	4%	4
FNPI 4d Maintained housing 180 days	1,225	9	1%	4
FNPI 4e The number of households who avoided eviction.	1,225	0	0%	1
FNPI 4f Avoided foreclosure	1,267	38	3%	4
FNPI 4g Home improvements resulting in improved health and safety	114	23	20%	5
FNPI 4h Improved energy efficiency and/or reduced energy burden	91	13	14%	5
FNPI 5b Improved physical health and well being	8,189	107	1%	1, 4
FNPI 5c Improved mental and behavioral health and well being.	57	21	37%	
FNPI 5d Improved skills related to the adult role of parents/ caregivers.	9,260	407	4%	1, 2, 3
FNPI 5e Increased sensitivity and responsiveness in their interactions with their children.	3	3	100%	

Outcomes Achieved

	Unduplicated			
	Individuals			
Outcome	Served	Achieved	% Achieving	Data Note(s)
FNPI 5g Disabled and maintained an independent living situation.	8,186	749	9%	4
FNPI 5h Chronic illness and maintained an independent living situation.	8,186	764	9%	4
FNPI 5i The number of individuals with no recidivating event for six months.	20	5	25%	
FNPI 5i.1 The number of youth with no recidivating event for six months.	20	5	25%	
FNPI 6a The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	341	339	99%	
FNPI 6a.1 The number of Community Action program participants who improved their leadership skills to enable them to work with Community Action to improve conditions in the community.	341	46	13%	
FNPI 6a.2 The number of Community Action program participants who improved their social networks to enable them to work with Community Action to improve conditions in the community.	341	339	99%	
FNPI 6a.3 The number of Community Action program participants who gained other skills, knowledge and abilities to enhance their social networks to enable them to work with Community Action to improve conditions in the community.	341	339	99%	
FNPI 7a The number of individuals who achieved one or more outcomes in the identified National Performance Indicators in one or more domains.	17,830	4534	25%	
Notes:				
1. Indicator added to a program or programs that did not report out the data				
2. Early Childhood Services data outcomes recorded only for school year 2023/2024. However, enrollments for students in 2024/2025				
3. Due to changing data bases and staff learning a new system, outcomes were not correctly recorded for the program.				
4. Data for multiple programs within a division was combined into a single entity in the software. This resulted in everyone enrolled in				
5. Weatherization data is incomplete in empowOR due to mid-year switch, only data entered into empowOR is included in reporting.				



For more information, contact Jodie Baker at
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