



ROMA ... from a maze, to amazing

Presented by:
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April 6, 2011 Cal/Neva 2011
Annual Conference

Community Action Partnership of Riverside County [CAP Riverside]



Community Action Partnership of Riverside County

- Established 1979
- Official Anti-poverty Agency
- Public Community Action Agency
- County Department
- 39 Staff
- 2005 Award for Excellence Recipient
- Move the Mountain Innovator



Riverside County



- 3 Satellite Offices
- 7,200 sq. Miles
- 4th Largest County in California
- Total Population – 2.4 Million
- 12.6% Poverty Rate
- 15.3% Unemployment Rate
- 32% Growth Rate

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Workshop Objectives – ROMA

- What is ROMA & Why it's relevant
- When CAP Riverside got involved
- How ROMA impacts daily activity



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- ROMA = Results Oriented Management and Accountability
- Sound Management Practice
- 6 National CAP Outcomes and 12 NPIs



6 National Goals and 12 National Performance Indicators

Goal 1: Low-Income People Become More Self-Sufficient (Family)

- National Performance Indicator 1.1 – Employment
- National Performance Indicator 1.2 – Employment Supports
- National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization

Goal 2: The Conditions in Which Low-Income People Live are Improved (Community)

- National Performance Indicator 2.1 Community Improvement and Revitalization
- National Performance Indicator 2.2 -- Community Quality of Life and Assets

Goal 3: Low-Income People Own a Stake in Their Community (Community)

- National Performance Indicator 3.1 – Civic Investment
- National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation

Goal 4: Partnerships Among Supporters and Providers of Service to Low-Income People are Achieved (Agency)

- National Performance Indicator 4.1 – Expanding Opportunities through Community-Wide Partnerships

Goal 5: Agencies Increase Their Capacity to Achieve Results (Agency)

- National Performance Indicator 5.1 – Broadening the Resource Base

Goal 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems (Family)

- National Performance Indicator 6.1 – Independent Living
- National Performance Indicator 6.2 – Emergency Assistance
- National Performance Indicator 6.3 – Child and Family Development

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ROMA Spotlights us CAPs ...

- Transparency
- Accountability
- Partnerships
- Results (Outcomes)



	Service-based	Results-oriented
FOCUS	Activities	Outcomes (results)
CULTURE	Protects Turf	Collaborations
DATA COLLECTION	Compliance	Internal planning, etc.
FISCAL	Separate Function	Supports Program
CUSTOMERS	Recipients	Investments

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Planning (selection) Process





Community Action Partnership of Riverside County Community Blueprint to End Poverty 2010

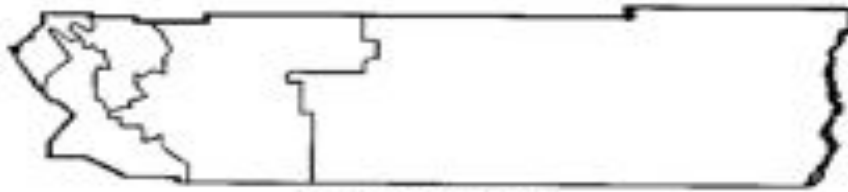


Vision: Ending Poverty in Riverside County

Mission: We, Community Action Partnership of Riverside County, with community, will end poverty by offering opportunities for the poor through education, wealth building, advocacy and community organizing.

High Impact Strategies

1. Education/Asset Building (Family Economic Security)		2. Advocacy (Leadership Enhancement)	3. Community Organizing (Community Mobilization/Revitalization)		4. CAP Riverside (Financial Management & Data Collection)
Asset building: To increase self-sufficiency of low-income people	Education: To increase knowledge for empowerment	To increase citizen participation	To increase new stakeholders	To increase potential of low-income people to strengthen family & other support systems	To increase staff & board development for effectiveness
ROMA Goal 1 - Low-income people become self-sufficient	ROMA Goal 2 - Conditions in which low-income people live are improved.	ROMA Goal 3 - Low-income people own a stake in their community.	ROMA Goal 4 - Partnerships among supporters & providers of services to low-income people are achieved.	ROMA Goal 5 - Low-income people achieve their potential by strengthening family & other support systems	ROMA Goal 5 - Agencies increase their capacity to achieve results.
Programs/Services					
<p>(H) High Impact – Activities that <u>achieve</u> self-sufficiency for low-income people.</p> <p>(M) Medium Impact – Activities that <u>demonstrate</u> progress towards self-sufficiency for low-income people.</p> <p>(L) Low Impact – Activities that <u>respond</u> to crisis and initiate stabilization for low-income people.</p>					
Programs/Services	Programs/Services	Programs/Services	Programs/Services	Programs/Services	Activities
RivCo JDA (H) ETC (H) CIC (a COPE) (H) Pre-Apprenticeship Program (M) Academy (M)	Pre-Apprenticeship Program (M) Project L.E.A.D. (M) Dispute Resolution Center • Community (M) • School-based (M) • Workplace (M) Consumer Education • Energy (M) • Financial Literacy (M) • Conservation (M)	Energy Task Force (M) Community Declaration (H) Community Dialogues (H) Volunteer Recognition (H) REES (H) Quitting Coalition (M)	RCMC (H) Funders Alliance (M) REES (H) ARRA Network (H) Summer Heat Response (M) Partnerships (H) Volunteers (H) Volunteer Recognition (H) Community Health Clinics (M) WIB (M)	Project B.L.I.S.S. (H) Self-Sufficiency Calculator (H) Healthy Communities (L) • Health Care • Nutrition ETC (H) Notary Services (L) Dispute Resolution Center (M) Weatherization Programs (H) Energy Assistance (L) Disaster Prevention and Relief (M) Green Team Works (H)	Developing Transformational Leaders Professional Development & Degrees CCAP Academy Data Collection Systems Customer Satisfaction Surveys Marketing/Publications Fund Development



Riverside County

COMMUNITY ACTION PARTNERSHIP RIVERSIDE COUNTY

Our Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Our Vision

"Bliss County", Riverside County without poverty in thirty years
(approved 6-23-02)

Our Mission

We, Community Action Partnership Riverside County, with the community, will end poverty by offering opportunities for the poor through education, wealth building, advocacy and capacity building.
(approved 6-27-04)

For more information contact:

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Fax (951) 955-6606

Mission

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FUNDER GUIDELINE REVIEW SHEET

Name of Funder: _____

Name of Fund / Grant Award: _____

Technical Support Contact Person: _____

Telephone: (____) _____ FAX (____) _____

E-mail: _____

Maximum Award Amount(s): \$ _____ Multiple Years Yes No
How many years? _____

Submission Deadline: _____ Contract Starts: _____

Who can apply? 501(c)(3) Public Collaboratives Others _____

Eligibility Restrictions: _____

ROMA Goals addressed (circle): 1 2 3 4 5 6

TSP Strategies addressed: Wealth Building Education Advocacy
(circle) Community Organizing Agency Development

Are matched funds required? Yes \$ _____ or No

Target Population: _____

Funding Priorities/Outcomes: _____

Key Points/Issues/Restrictions _____

What is fundable (Staff, Indirect/Administrative, equipment, etc.) _____

Bidder/Funder's Conference(s): When? Where? _____

Can you get copies of the top proposal from the last competition? Yes No

Is this a good opportunity for my organization? Yes No

Is it a good match with our mission and priorities? Yes No

Is it worth the organizational commitment it will take to apply? Yes No

Recommendations: Apply Do Not Apply Wait

Reviewed by: _____ Date: ___/___/___

Apply Do Not Apply Approved by: _____ Date: ___/___/___

Funding Review Sheet

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population growth; parents who commute long distances to work and are not home after school to supervise their children or assist them with homework and projects; the community infrastructure's inability to keep pace with demand for services; indifference and lack of expectation by youth and their parents; and minimal contact with positive role models.

Target Population: Low-income at-risk* youth, grades 1 – 12, who live in Riverside County.

***At-Risk Criteria (youth meet one or more of the following):**

• Lives in a poverty household	• Is a teen parent
• Exhibits inappropriate behavior that limits development of a positive life-style	• Lacks involvement in positive extra-curricular activities
• Lives in a single family household	• Is involved with a gang
• Has a history of poor scholastic performance	• Has been arrested or incarcerated
• Is failing in one or more school subject	• Is a substance abuser

Services/Strategies: Programs under Funding Priority 1 must provide or maintain "before" and/or "after" school program slots that develop or increase the academic or job skills of low-income at-risk youth through tutoring, workplace mentoring, or job and/or life skills development. Direct services may include, but are not limited to: on-site tutoring and mentoring, full or partial vocational or high school education scholarships, transportation, counseling, job referral and placement, job skills and life skills training, etc. Note: mentoring services must be measurable.

FUNDING PRIORITY 2:	WEALTH BUILDING
TSP Strategic Goal:	1 – (Education)/WEALTH BUILDING (Family Economic Security)
ROMA Goal	1 (Family) – Low-income People Become Self-Sufficient
Funding Priority 2 – Applicants must achieve the following two (2) outcomes.	
NPI 1.3 – Family: Economic Asset Enhancement and Utilization	1.3.B.1 Utilization: Number and percent demonstrating ability to complete and maintain a budget for over 90 days AND,
	1.3.B.2 Utilization: Number and percent opening an Individual Development Account (IDA) or other savings account and increased savings, and the aggregated amount of savings.

Problem: CAP Riverside recognizes that economic wealth building in low-income communities does not keep pace with overall county growth. 54% of the respondents in the CAP Riverside's Community Low-Income Needs Assessment identified economic development in their community as needing more attention. 14.2 % of the total county population is identified by the 2003 U.S. Census as having household incomes below the federal poverty guidelines. The unemployment rate for the County overall is 5.5%.

Target Population: Low-income adults ages 19 years and older who live in Riverside County.

Services / Strategies: Programs under Funding Priority 2 must provide or maintain services that increase economic and wealth building opportunities for low-income adults. Direct services may include, but are not limited to: financial literacy (personal budgeting and finance management) training; business start-up and expansion support (loans, coaching and mentoring, business plans development, etc.); or supportive services for CAP Riverside's asset building programs (Individual Development Accounts and/or Earned Income Tax Credit program).

Additional Requirements: Programs funded under Funding Priority 2 must partner with and refer program participants to CAP Riverside's savings incentive program, Riverside County Individual Development Account (RivCo.IDA).

RFP

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SCOPE OF SERVICE

FUNDING INITIATIVE: Empowerment and Equity ROMA GOAL 3 – Low-income people own a stake in their community ROMA GOAL 6 – Low-income people achieve their potential by strengthening family & other support systems	
Geographic Area(s) of Service: Supervisorial Districts 1 & 2	
Program Outcomes	
1. By 12/31/11, 10 of 20 (50%) low-income parents of children with special needs become parent advocates as demonstrated by each parent conducting four (4) community presentations (planning, organizing, and public speaking).	
2. By 12/31/11, 300 of 400 (75%) community residents increase their understanding and sensitivity to families of children with special needs as demonstrated by a pre/post test administered at community presentations.	
<i>Each program will encourage participation in the implementation of the Earned Income Tax Credit Program and Circles of Support (Project B.L.I.S.S.).</i>	
Budget	
Personnel: Salaries/Wages/Benefits	\$15,000
Direct Program Costs:	10,000
Indirect Costs	1,200
Total:	\$ 26,200

Scope of Service

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The Drucker Foundation Self-Assessment Workbook

Question 1: What Is Our Mission?

Managing Your Community Action Agency The Context for Outcomes

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What Are Our Goals?	58

Source: Peter F. Drucker, The Drucker Foundation Self-Assessment Tool – Participant Workbook
Jossey-Bass Inc., A Wiley Company, 1999.

Logo Model
Mission

Drucker Self- Assessment

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**ATTACHMENT III
I. HAVE USED**

SURVEY NO.: _____

1. Have you or a member of your household used the following resources (services)?

No.	Category	Question	Have Used (1)	Currently Using (2)	Never Used (3)	Don't know what it is (4)
1.a.		EMPLOYMENT				
1.a.1	J	County job placement services				
1.a.2	J	GAIN employment services				
1.a.3	J	Job apprenticeship				
1.a.4	J	Job skills training				
1.a.5	J	Union job placement services				
1.b.		ECONOMIC SECURITY				
1.b.1	FD	Food pantries / kitchens / banks / distribution events				
1.b.2	FD	Food Stamp Program				
1.b.3	FD	Free/reduced school lunch program				
1.b.4	FD	Meals on Wheels				
1.b.5	FD	WIC Program				
1.b.6	P	County cash-aid / TANF / CalWORKS (Public Assistance)				
1.b.7	FN	1st time homebuyer program				
1.b.8	FN	Check cashing service / PayDay Advance				
1.b.9	FN	Banking services (checking and/or savings)				
1.b.10	FN	Free tax preparation				
1.b.11	FN	Matched savings program				
1.b.12	FN	Utility Payment Assistance Program				
1.c.		EDUCATIONAL OPPORTUNITY				
1.c.1	E	Adult School				
1.c.2	E	Community college				
1.c.3	E	Language classes (e.g. English as a Second Language)				
1.c.4	E	GED classes (high school equivalency)				
1.c.5	E	Vocational / Trade School				
	E	4-year university				
1.d.		HOUSING				
1.d.1	H	Fair Housing Services				
1.d.2	H	Home repair or Weatherization				
1.d.3	H	Rental assistance program				
1.d.4	H	Subsidized Housing (Section 8 or Public housing)				
1.e.		HEALTH AND MEDICAL				
1.e.1	M	Private Medical Clinic / Doctor's Office				
1.e.2	M	Public Health Department / Clinic				
1.e.3	M	Dentist's Office / Dental health clinic / center				
1.e.4	M	Pharmacist				
1.e.5	M	Hospital Emergency Room / Urgent Care Facility				
1.e.6	M	Nutrition Centers				
1.e.7	M	Mental Health programs				
1.e.8	M	Substance abuse programs				
1.e.9	M	Healthy Families Insurance (IHFP)				
1.e.10	M	Medi-Cal Insurance				
1.e.11	M	Health Fair				

Community Survey

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Community Action Partnership Riverside County Community Action Commission Self-Assessment Survey

Commissioner's Name _____

Please indicate your opinion of each statement below by circling the appropriate response, using the following scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. CAC Individual Member Responsibilities						
a.	The Community Action Commission (CAC) <i>Delineation of Powers Agreement</i> is accessible and available at my disposal. Moreover, I understand the CAC <i>Delineation of Powers Agreement</i> .	1	2	3	4	5
b.	The Community Action Commission <i>General Duties</i> is accessible and available at my disposal. Moreover, I understand the CAC <i>General Duties</i> .	1	2	3	4	5
c.	The Community Action Commission <i>By-Laws</i> is accessible and available at my disposal. Moreover, I understand the CAC <i>By-Laws</i> .	1	2	3	4	5
d.	CAC members consistently attend regular scheduled meetings.	1	2	3	4	5
e.	CAC members make an effort to participate in standing and ad hoc committees.	1	2	3	4	5
2. CAC Procedure						
a.	CAC members avoid potential conflicts of interest during the process of recommending "delegate agencies" and community-based organizations for funding to the Board of Supervisors.	1	2	3	4	5
b.	The CAC exercises legislated and delegated authority to periodically review, investigate, and evaluate the adherence of the staff of the Department of Community Action and sub-contractors to the policies and procedures established by the Department of Community Services and Development and by the Board of Supervisors of the County of Riverside, for the implementation of the Community Action Program.	1	2	3	4	5
3. CAC Intra-Communication						
a.	Opinions and statements expressed by CAC members are respected and welcomed at CAC meetings.	1	2	3	4	5
b.	In public meetings, when working with fellow CAC commissioners, CAC members are amicable and respectful.	1	2	3	4	5

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The Center For Applied Management Practices **ROMA Logic Model**
 National ROMA Peer-To-Peer Training Program 2006 – Training Model

Organization:

Program:

Family

Agency

Community

Identified Problem, Need, Situation	Service or Activity Identify the time-frame. Identify the # of clients served or the # of units offered.	Outcome	Outcome/Indicator Projected # and % of clients who will achieve each outcome. or Projected # and % of units expected to be achieved.	Actual Results Actual # and % of clients who achieve each outcome. or Actual # and % of units achieved.	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection and Reporting
(1) Planning	(2) Intervention	(3) Intervention	(4) Intervention	(5) Impact	(6) Accountability	(7) Accountability	(8) Accountability

Mission:
Proxy Outcome:

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NPI / Agency Programs Worksheet 02-01-05

Curriculum/ROMA/National Indicators/NPI Agency Programs Worksheet

NPI	Agency Programs	
1.1 Employment (Family)		
<ul style="list-style-type: none"> A. Unemployed and obtained a job B. Employed and obtained an increase in employment income C. Achieved "living wage" employment and benefits 	<ul style="list-style-type: none"> A. DA-Inland A. DA-VCR B. IDA 	
1.2 Employment Supports (Family)		
<ul style="list-style-type: none"> A. Obtained pre-employment skills/competencies required for employment and received training program certificate or diploma. B. Completed ABE/GED and received certificate or diploma. C. Completed post-secondary education program and obtained certificate or diploma. D. Enrolled children in "before" or "after" school programs, in order to acquire or maintain employment. E. Obtained care for child or other dependant in order to acquire or maintain employment. F. Obtained access to reliable transportation and/or driver's license in order to acquire or maintain employment. G. Obtained health care services for themselves or a family member in support of employment stability. H. Obtained safe and affordable housing in support of employment stability. I. Obtained food assistance in support of employment stability. 	<ul style="list-style-type: none"> A. DA-Inland A. DA-VCR A. Pre-App 	
1.3 Economic Asset Enhancement and Utilization (Family)		
<ul style="list-style-type: none"> A. Enhancement – <ul style="list-style-type: none"> 1. Number and percent of participants in tax preparation programs who identify any type of Federal or State tax credit and the aggregated dollar amount of credits 2. Number and percentage obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments. 3. Number and percentage enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings. B. Utilization – <ul style="list-style-type: none"> 1. Number and percent demonstrating ability to complete and maintain a budget for over 90 days. 2. Number and percent opening an Individual Development Account (IDA) or other savings account and increased savings, and the aggregated amount of savings. 3. Of participants in a community action asset development program (IDA and others): <ul style="list-style-type: none"> a. Number and percent capitalizing a small business due to accumulated savings. b. Number and percent pursuing post-secondary education due to savings. c. Number and percent purchasing a home due to accumulated savings. 	<ul style="list-style-type: none"> 1.3.A.1. EITC 1.3.A.3. ULTS CARE 1.3.B.1. EITC IDA 1.3.B.2. EITC IDA 1.3.B.3.a. IDA 1.3.B.3.b. IDA 1.3.B.3.c. IDA 	
	<p>***NARRATIVE 1.3.B.3.c. for DA-Fair Housing</p>	

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**COMMUNITY ACTION PARTNERSHIP RIVERSIDE COUNTY
PROGRAMMATIC OUTCOMES
(Annual Counts)**

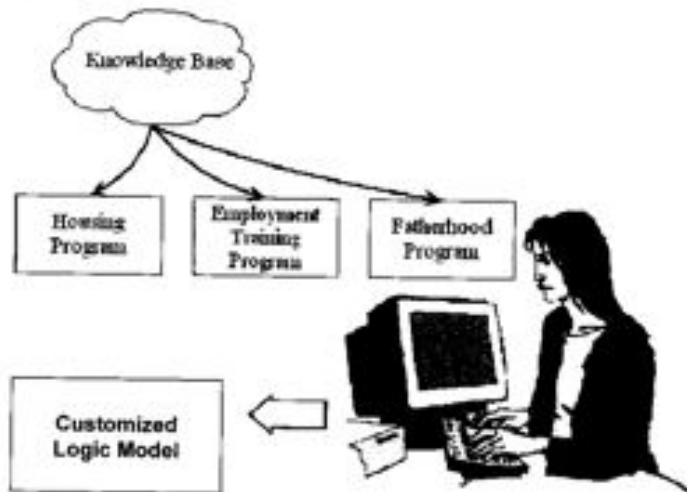
PROGRAM	INDICATORS
Project B.L.I.S.S.	<ol style="list-style-type: none"> 20 of 50 (40%) low-income families will increase their financial stability as evidenced by completing and following a family budget. 12 of 75 (16%) low-income families will increase their wealth as evidenced by participation in an asset-building program. 8 of 50 (16%) of low-income families will increase their employability as evidenced by enrollment in post-secondary education or job skills training. 10 of 50 (20%) low-income families will increase their self-sufficiency as evidenced by reduction in use of public aid. 15 of 75 (20%) low-income families will increase their community investment as evidenced by their volunteer hours.
Energy Task Force	<ol style="list-style-type: none"> The Energy Task Force will recommend 2 energy-related policies to elected officials on behalf of low-income residents. The Energy Task Force will create opportunities for 5 low-income individuals to advocate on their own behalf.
Utility Assistance - Energy	<ol style="list-style-type: none"> 12,264 low-income families will stabilize their household as evidenced by participating in energy problems.
Weatherization - Energy	<ol style="list-style-type: none"> 766 low-income families will improve the health and safety of their dwellings as evidenced by participating in weatherization programs.
Generators	<ol style="list-style-type: none"> 25 low-income elderly or disabled people with medically necessary equipment will maintain use of equipment during power outages as evidenced by installation of a generator.
Universal Lifeline Telephone Service – Energy	<ol style="list-style-type: none"> 133 of 2,505 (5%) of low-income applicants will increase the level of their basic telephone services via the Universal Lifeline Telephone Service (ULTS).
Energy Conservation Consumer Education – Energy	<ol style="list-style-type: none"> 135 families attending an energy education workshop will increase their conservation knowledge and skills.
Disaster Preparedness	<ol style="list-style-type: none"> 6,000 individuals will decrease their risk of heat-related illnesses as demonstrated by attendance at Cool Centers. 3,000 individuals will increase their safety during natural or man-made disasters as measured by their receipt of a CAP Pack (first aid/safety kit).
Community Outreach and Public Relations	<ol style="list-style-type: none"> 30 Head Start parents will increase their knowledge of community action by participating in the Head Start Policy Council. 400 residents will engage in community volunteerism as evidenced by volunteer recognition. 4 ActionGram newsletters will increase 6,000 residents' knowledge of community action.
Partnerships & Collaboration	<ol style="list-style-type: none"> Community partners will increase by ____%
Leadership Development – Agency	<ol style="list-style-type: none"> 21 of 28 (75%) commissioners will increase governance skills by attending the Commission Retreat 10 of 28 (36%) commissioners will increase their leadership skills as evidenced by attendance at skills development workshops.
Staff Development – Agency	<ol style="list-style-type: none"> 26 of 35 (75%) staff members will increase their job skills as evidenced by attendance at skills development workshops.

NPI Worksheet

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Using the eLogic Model™

The eLogic Model™ maintains a database of program/client demographics, services provided and outcomes achieved. This information is easily entered by front line staff, and provides the worker and client with a customized Logic Model to use as an action plan.



The reporting and analysis features of the eLogic Model™ can produce information using language representing Outcome Scales and the Outcome Matrix.

A more thorough description, as well as a "flash" or automated demonstration of the eLogic Model™, can be found by going to The Center for Applied Management Practices, Inc. web site at www.appliedmgt.com or www.elogicmodel.com.

E-Logic Model

Sample eLogic Model™ for Housing – Family

Identified Problem, Need or Situation	Service/Activity/Output Projected	Results	Outcome/Indicator Projected	Results
1	2	3	4	5
Planning	Intervention		Impact	
<input type="checkbox"/> Individual or family is homeless <input type="checkbox"/> Individual or family is at risk of losing their housing <input type="checkbox"/> Individual or family lives in unsafe or unaffordable housing <p style="text-align: center;"><i>CAMP</i></p>	Individuals or families receive housing services: <input type="checkbox"/> Emergency shelter <input type="checkbox"/> Hotel <input type="checkbox"/> Temporary housing <input type="checkbox"/> Transitional housing <input type="checkbox"/> Domestic shelter <input type="checkbox"/> Subsidized housing <input type="checkbox"/> Public housing <input type="checkbox"/> Section 8 housing <input type="checkbox"/> Non-subsidized housing <input type="checkbox"/> Mobile home <input type="checkbox"/> House Individuals and families receive supportive services: <input type="checkbox"/> Emergency rent payments. <input type="checkbox"/> Emergency mortgage payments. <input type="checkbox"/> Emergency vendor payments. <input type="checkbox"/> Utility or fuel Assistance <input type="checkbox"/> LIHEAP <input type="checkbox"/> Budget classes <input type="checkbox"/> Housing counseling <input type="checkbox"/> Case management <input type="checkbox"/> Referrals to CCCS.		Individuals or families are able to remain in their own homes or obtain more permanent housing; Prevent homelessness <input type="checkbox"/> Emergency shelter <input type="checkbox"/> Hotel <input type="checkbox"/> Temporary housing <input type="checkbox"/> Transitional housing <input type="checkbox"/> Domestic shelter <input type="checkbox"/> Subsidized housing <input type="checkbox"/> Public housing <input type="checkbox"/> Section 8 housing <input type="checkbox"/> Non-subsidized housing <input type="checkbox"/> Mobile home <input type="checkbox"/> House	

Mission Statement: To ensure that individuals and families do not become homeless and have access to safe, affordable permanent housing.

E-Logic Model Sample Housing

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Implementation Process



FOSTER YOUTH – WEATHERIZATION EMPLOYMENT PROGRAM

Update: 3-16-09

Program: Foster youth are matched with weatherization sub-contractors for a 9-month FT / one-the-job training program (1,386 hours).

Identified Problem, Need, Situation	Service or Activity List the # of clients served or the # of units offered. This is the baseline or denominator	Outcome	Indicator # and % of clients/units to achieve each outcome	Measurement Tool	Data Source and Collection Procedures	Frequency of Data Collection and Reporting
1	2	3	4	5	6	7
Planning	Intervention	Result of Intervention	Result of Intervention	Accountability	Accountability	Accountability
Foster youth lack skills to obtain jobs	<p>Create community partnerships to develop job skills opportunities for foster youth</p> <p>Foster youth are Recruited, screened, and enrolled in wx jobs</p> <p>Foster youth learn basic life skills</p> <p>Foster youth receive stabilization services: IDA, BLISS, etc.</p>	<p>Partnerships between service providers create new wx job opportunities</p> <p>Foster youth increase their job skills</p> <p>Foster youth increase their basic life skills</p> <p>Foster youth increase their community resources</p>	<p>1 new partnership is created to provide on-the-job skills training</p> <p>4 of 6 Foster youth demonstrate increased job skills through job evaluations at 90 days, 3 months, 9 months</p> <p>4 of 6 Foster youth will increase their basic life skills knowledge</p> <p>4 of 6 Foster youth increase their community resources by enrolling in at least 2 assistance programs (BLISS, IDA, EITC, utility assistance, etc.)</p>	<p>Contract</p> <p>Job performance evaluation</p> <p>Foster youth take Pre-Post Test of basic life skills knowledge</p> <p>Enrollment applications; sign-in sheets at workshops; etc.</p>		

Mission: CAP Riverside, with community, will end poverty by offering opportunities through education, wealth building, advocacy, and community organizing.

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**Community Action Partnership of Riverside County
MONTHLY PROGRAM PROGRESS REPORT (PPR)**

Agency / Organization: _____

Project Name: _____

Report Month: _____ Date Submitted: _____

Prepared By: _____ Phone Contact: _____

PROGRAM OUTCOME NO. 1		
1.		
INDICATORS ACHIEVED TO DATE		
Indicator	# Completed This Report Period	# Completed Contract Start to Date (aggregate)
1.		
2.		
3.		
PROGRAM OUTCOME NO. 2		
2.		
INDICATORS ACHIEVED TO DATE		
Indicator	# Completed This Report Period	# Completed Contract Start to Date (aggregate)
1.		
2.		
3.		

1. **PROGRAM OUTCOME(S):** ((use as much space as needed))
 - A. What accomplishments have you made in meeting your program outcomes? [Include any challenges from the previous reporting month]
 - B. What outcomes are not on target? [Include challenges you have encountered]
 - C. What steps will you take to meet these outcome challenges?
2. **PROGRAM OUTPUTS:**
 - A. What accomplishments have you made in meeting your program indicators? [include any challenges from the previous reporting month]
 - B. What indicators are not on target? [Include challenges you have encountered]
 - C. What steps will you take to meet these indicator challenges?

PPR Template

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The Center For Applied Management Practices **ROMA Logic Model**
 National ROMA Peer-To-Peer Training Program 2006 – Training Model

Organization:

Program:

Family

Agency

Community

Identified Problem, Need, Situation	Service or Activity Identify the time-frame. Identify the # of clients served or the # of units offered.	Outcome	Outcome/Indicator Projected # and % of clients who will achieve each outcome. or Projected # and % of units expected to be achieved.	Actual Results Actual # and % of clients who achieve each outcome. or Actual # and % of units achieved.	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection and Reporting
(1) Planning	(2) Intervention	(3) Intervention	(4) Intervention	(5) Impact	(6) Accountability	(7) Accountability	(8) Accountability

Mission:
 Proxy Outcome:

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Outcome Scale Form

Program/Service: Conflict Resolution – Peer Mediation

ROMA GOAL 2: Conditions in which low-income people live are improved.

Outcome Level: Family Agency Community

Benchmarks	Outcomes
Thriving	<ul style="list-style-type: none"> • There is no violence on school campus • Youth feel safe at all school campus activities (95%) • All youth regularly participate in mediation skills building workshops and demonstrate those skills to others on campus and in their communities
Independent Safe	<ul style="list-style-type: none"> • Violence on school campus occurs occasionally • Youth feel safe at most school campus activities (75%) • All youth have access to mediation workshops on campus and practice mediation skills among their peers
Independent Stable	<ul style="list-style-type: none"> • Violence on school campus occurs occasionally • Youth feel safe at some school activities (50%) • Youth have regular access to peer mediation workshops on campus and practice mediation skills among their peers
Prevention Line	
Vulnerable	<ul style="list-style-type: none"> • Violence on school campus occurs regularly • Youth feel safe at some school activities (20%) • Youth have limited access to peer mediation workshops on campus
Dependent In-Crisis	<ul style="list-style-type: none"> • Violence on school campus occurs regularly • Youth feel safe during school activities (10%) • Youth have no access to peer mediation workshops
Dependent	

Hint: It is often helpful to view the top end of the scale as the "best" case scenario, and the lowest end of the scale as the "worst" case scenario.

Outcome Scale - DRC

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Evaluation





**COMMUNITY ACTION PARTNERSHIP RIVERSIDE COUNTY
Delegate Agency Program Evaluation - Site Monitor Tool**

Contract No.: _____ Contract Year: _____ Review Period: __/__/__ to __/__/__

Contractor/Program: _____

Program Manager: _____ Program Fiscal Contact: _____

CAP Riverside Reviewer: _____ DPSS Contracts Reviewer: _____

Date & Time of Visit: _____

Location of Site Visit: _____

Representatives Present/Titles:

1) _____	4) _____
2) _____	5) _____
3) _____	6) _____

Baseline Enrollment: _____ Family Initiative (ROMA Goals 1 & 4) Community Initiative (ROMA Goals 2 & 3)
Totals as of Ending Date of Last Reporting Period (__/__/__)

# Enrolled	# Graduated Program	# Withdrawn from Program			# Current Participants	
Outcomes		Strategic Goal(s)	ROMA Goal(s)	NPI(s)	Target #s	Achieved
1						
2						
3						
Total CSBG Budget		Cumulative Expenses		Unexpended Balance		
\$		\$		\$		

EVALUATION COMPONENTS		RATING
Rating Legend: Excellent = 5 (A); Good = 4 (B); Average = 3 (C); Fair = 2 (D); Poor = 1 (F); N/A = 0		
A. FACILITY – ROMA GOAL 5		
1. Program facilities are accessible to public transportation.		
2. Program facilities are accessible to persons with disabilities.		
3. Program facilities are safe, clean and consistent with/adequate for services (building location, inside & outside lighting, elevator working, safe stairs, clear walk space, clean floors, bathrooms, seating area, kitchen, if serving food).		

DA Site Evaluation

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Project LEAD 2005-06

Recap Report, 7-20-06

Program success

Of the 18 members enrolled in the program:

12 completed the program

1 volunteer did not complete required program hours

5 dropped from the program:

2 – conflict with college schedule

2 - obtained fulltime jobs

1 – left for military purpose

Return On Investment

of members served: 18

Who are they? Middle school mentors, after school program

Services provided: CPR, mediation, mentor training, background checks,
Education award, stipends, job training, etc

Cost of program: \$ 114,119

Cost per customer: \$ 8,284

Cost per customer completing the program: \$ 9,510/ 12 members

Education awards claimed to date:

awards _____

Value of awards \$ _____

Awards unclaimed to date:

awards _____

Value \$ _____

ROI - LEAD

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In-house QA Checklist

Updated: 2-22-11

ROMA GOAL 5: Agencies increase their capacity to achieve results.

Program / Area Reviewed	Date Reviewed By	Date Followed-up By	Comments
Energy – were CSD recommendations addressed	10-02-09 - CSD	12-21-09 (JH)	
Energy – ARRA Weatherization Training Log	12-8-09 - JH	11-15-10 (JH)	
CSBG Fiscal Files – ARRA Contract	12-16-09 - MJ		
Energy-Weatherization – Assessment Findings	12-16-09 - MJ		
Energy-LiHEAP – File Maintenance	12-16-09 - MJ		
Energy-Weatherization – Calibration Logs	2-1-10 - JH	11-30-10 (JH)	
Energy-Weatherization – Portable Loan Equipment	2-2-10 - JH	12-17-10 (JH)	
Energy-Weatherization – SWEATS Portable Equip.	5-18-10 - JH	1-4-11 (JH)	
CAP Mobile – Utilization of Unit	8-30-10 - JH	10-26-10 (JH)	
IDA – File Maintenance	9-20-10 - JH	10-19-10 (JH)	
Energy-DOE Training Log – File Maintenance	9-21-10 - JH	10-12-10 (JH)	
Project BLISS – File Maintenance	9-28-10 - JH	11-02-10 (JH)	
Pre-apprenticeship – ARRA File Maintenance	10-04-10 - JH	11-02-10 (JH)	
DRC – File Maintenance	10-05-10 - JH	11-09-10 (JH)	
Pre-apprenticeship – CSBG File Maintenance	10-05-10 - JH	11-02-10 (JH)	
DRC Reporting – Court Report Requirements	10-18-10 - JH	MJ	
IDA Deposits, Workshop: Reconciles Savings Activity	10-19-10 - JH	MJ	
Energy Intake – Follow-up to CSD Recommendations	11-23-10 - JH	11-23-10 (JH)	
Energy LiHEAP Contract Appeals Process	1-25-11 - JH	NS*	To MJ 2-1-11
DRC Appeals Process	1-25-11 - JH	NS*	To MJ 2-1-11, no input
Energy Appeals Process	2-01-11 - JH	NS*	To MJ 2-1-11

*NS = None scheduled

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In-house Program Tracking Tool, updated 12-22-09

Quality Assurance Check (In-house programs)	
ROMA GOAL 5: Agencies increase their capacity to achieve results.	
Program: Energy Department	
Area Checked: 1. Is the Agency Appeals Process being implemented by the Energy Department?	
Conducted By: Janet K. Hough	Date: 2-01-11
Findings: Is the Agency Appeals Process being implemented? #3. "Ensure that the Appeal Process is posted in locations accessible to program applicants." The Energy Department currently does not post the document. #4. "Ensure that every effort will be made to provide persons who do not comprehend English with written appeal materials and procedures in the appropriate languages." Appeals are in both English and Spanish. See attached. #5. "...Applicants shall be advised of the (appeal) process to request such an appeal, at the time each applicant submits an application." This is not currently done by the Energy Department. Customer is notified with a statement at the bottom of each denial letter sent out: "if you disagree with this decision, please feel free to contact us in writing at the above address." No further explanation is provided to a denied customer, unless the customer contacts CAP Riverside to file a formal appeal. Maintenance of information on denials and appeals for reporting purposes. Energy files are maintained in house file for one month; then boxed and set in warehouse; when space is filled, boxes are transferred to RMAP (Records Management and Archive Program). Maintain documents relating to specific denials of assistance and action(s) for 3 years. Yes.	

QA - Energy

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Customer Satisfaction Survey
IE.IDA Program ROMA 1

We want to serve you better. You can help improve our customer service by completing this survey and returning it to us.

Name / Phone # [optional]: _____

Program Service(s) received: Workshop Training Resource Referrals
 Crisis Management Employment Services Other _____

In what capacity were you involved: Applicant Partner Volunteer Other _____

Location of service: Riverside Hemet Indio Temecula Other _____

Please circle the number which best reflects the quality of service you received:

	Poor	Fair	Average	Good	Excellent
Information useful	1	2	3	4	5
Questions answered courteously	1	2	3	4	5
Service was provided in a timely manner	1	2	3	4	5
Quality of service	1	2	3	4	5
Location of the services	1	2	3	4	5
Days and hours open for service	1	2	3	4	5
Program effectiveness	1	2	3	4	5
Benefits of the program to family	1	2	3	4	5
Crisis intervention	1	2	3	4	5
Money management workshops	1	2	3	4	5

Have you used our self-sufficiency services before? Yes No

Have you used any of our agency services before? Yes No

Have you referred family or friends to our services? Yes No

Would you refer our service to others? Yes No

How did you learn about CAP Riverside County? (check all that apply):

Flyers / brochures Newspaper Neighbor / friend

Referral - community program Attended community event Know someone at the agency

Referral - GAIN counselors Used services before Family member

Know someone in program Radio Other _____

Thank you for taking time to answer this survey.

Confidential replies may be mailed directly to:
Community Action Partnership Riverside County
 Attention: Planning Department
 2038 Iowa Avenue, Suite B-102
 Riverside, CA 92507
 951-955-4900 or 1-800-511-1110
 TTY 951-955-5126 FX 951-955-6506

ADDITIONAL COMMENTS:

Customer Satisfaction Survey

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Sample Family Outcome Matrix – Initial Assessment-Feb. 1, Second Assessment-May 1, Third Assessment-Aug. 2

Dimension s Benchmar ks	Income	Employment	Housing	Education	Transportation	Childcare
Thriving (9-10)	> 200% of poverty adjusted for family size. (10)	Full-time work above minimum wage with employer-provided benefits. (10)	Home Ownership (10A) Condominium Ownership (10B) Co-Op Home Ownership (10C) Non-subsidized rental housing (10D)	Post-Secondary degree: masters or doctorate. (10) Post-Secondary degree: bachelors, associates. (9)	Family members always have transportation needs met through public transportation, a car, or a regular ride. (10)	Child enrolled in unsubsidized, licensed childcare setting of own choice. (10)
						Aug. 2
Safe (7-8)	Between 176%-200% of poverty adjusted for family size. (8)	Full-time work above minimum wage without employer benefits. (8)	Safe and secure non-subsidized housing, <u>choices limited</u> due to moderate income, homeowner. (8A) Safe and secure non-subsidized housing, choices limited due to moderate income, renter. (8B)	Post high school vocational education, non-college business, <u>or</u> technical <u>or</u> professional training, <u>or</u> some college credits. (8)	Family members have most transportation needs met through public transportation, a car, or a regular ride. (8)	Child enrolled in licensed, subsidized child care of own choice. (8) Child enrolled in licensed, subsidized childcare, limited choice. (7)
				Aug. 2	Aug. 2	May 1
Stable (5-6)	Between 126%-175% of poverty adjusted for family size. (4)	Full-time work at minimum wage with employer-provided benefits. (6) Full-time work at minimum wage without employer provided- benefits. (5)	Safe and secure <u>subsidized</u> Section 8 housing. (6A) Safe and secure <u>subsidized</u> rental apartment. (6B) Safe and secure <u>subsidized</u> public housing. (6C)	High school diploma or G.E.D. (6)	Family members have some transportation needs met through public transportation, a car, or a regular ride. (6)	Child provided childcare by a family member or friend. (6)
		Aug. 2	Aug. 2	Feb. 1 May 1 Aug. 2	May 1	
Prevention Line						
Vulnerable (3-4)	Between 100%-125% of poverty adjusted for family size. (4)	Part-time employment with benefits. (4) Part-time employment without benefits. (3)	Safe and secure <u>transitional</u> housing. (4) <u>Unaffordable</u> home (3A) <u>Unaffordable</u> non-subsidized rental (3B) <u>Unaffordable</u> subsidized rental (3C) <u>Temporary</u> shelter (3D)	Reading, writing, and basic math skills present, possible TABE, no high school diploma or G.E.D. (4)	Family members rarely have transportation needs met through public transportation, a car, or a regular ride. (3)	Child on waiting list for enrollment in childcare. (3)
		May 1	Feb. 1 May 1	Feb. 1 May 1	Feb. 1	Feb. 1
In-Crisis (0-2)	Between 50%-100% of poverty (by family size.) (2) Between 0% - 49% of poverty (by family size) 0	Unemployed with work history and skills. (2) Unemployed without work history or skills(0)	<u>Living with relatives</u> (2) <u>Substandard</u> or <u>unsafe</u> housing (1) <u>Homeless</u> (0)	Reading, writing, and basic math skills absent. (0)	Family members do not have public transportation, a car, or regular ride. (0)	Child not enrolled in childcare. (2) Child enrolled in unregulated or unlicensed childcare facility. (0)
		Feb. 1				

EMPLOYEE GOALS: (Give to employee prior to performance meeting)

List / define three to four things you will do within your position in the coming year to improve your performance and contribute to ending poverty in Riverside County. Identify which TSP Strategy and ROMA Goal each activity addresses.

1.

2.

3.

4.

Staff Evaluation

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TRAINING REQUEST FORM



Training/Seminar Request for _____ Today's Date _____

Seminar Title _____ Cost _____
(attach flyer to Request Form)

Training Location _____ Date of Training _____

Trainer/Vendor Name _____

Remittance Address _____

Phone _____

What was the purpose of the training and what you hope to learn as a result?

National ROMA Goals:

Family 1. _____ 6. _____ Community 2. _____ 3. _____ Agency 4. _____ 5. _____

Transitional Strategic Plan (TSP) Goal:

- Agency
- Advocacy
- Community Organizing
- Education/Wealth Building (Staff Development)

Program Goal: _____

Supervisor: _____ Approved Denied Date _____

Management: _____ Approved Denied Date _____

TRAINING EVALUATION

(to be completed by employee following training)

How would you rate this training? Excellent Satisfactory Poor

What three things did you learn from this seminar, and how will you use this information to meet ROMA, TSP and Program goals?

Would you recommend this training to other staff members or partners? Yes No

Why? Why not? _____

Training Request Form

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Reporting



Report Card

Goal	Result	Grade
Agency Funding • Value of agency contracts (Goal: \$25 million) Value of in-kind support (Goal: \$3.5 million) [ROMA #5]	\$30,383,553 \$ 4,973,836	A+
1,500 people participate in low-income advocacy efforts (Community Declarations, Poverty Summit, etc) [ROMA #3]	1,733	A
1,500 low-income people increase their income by participating in the Earned Income Tax Credit Program (Includes EITC tax, federal, state, other taxes saved) [ROMA # 1]	1,833	A
Volunteers support low-income programs • Number of volunteer hours (Goal: 42,000 hours) Value of volunteer hours (Goal: \$806,800) [ROMA # 4]	57,172 \$ 1,115,426	A+
Educate low-income people in financial management and energy conservation to reduce energy dependency as noted in Board Policy.(LIHEAP, SoCal Gas, Edison) (Goal: 14,000) [ROMA # 2]	14,925	A

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Agency Report Card Template 2/16/06 Updated

Education/Wealth Building People who received training/educational opportunities ROMA 4	2001	2002	2003	2004	2005
Grant Development Workshops # participants who attended	117	44	51	188	218
RivCo IDA # participants who opened accounts	36	51	51	31	58
Project LEAD # members enrolled	46	57	62	25	41
Dispute Resolution Center # cases referred to DRC	1,955	1,701	2,036	2,048	1,956
Energy Program # people who received energy conservation education # people who received application process training	16,871	14,706	12,846	11,508	10,389

Education/Wealth Building People who became self-sufficient (who increased their family income) ROMA 1	2001	2002	2003	2004	2005
RivCo IDA # participants who reached savings goal	---	4	5	17	16
EITC Program # people who participated	---	---	---	1,643	2,651
CIC low-income loans issued (not reported)	10	29	19	---	-----

Advocacy Increase citizen participation ROMA 3	2001	2002	2003	2004	2005
# Energy Task Force Members	---	13	13	13	13
# Low-income people participate in advocacy issues with Energy Task Force	---	---	35	87	2,597
# Residents who support vision to end poverty	---	---	---	---	---
#grassroots participants who received leadership training	17	21	21	13	124
#signed Community Declarations	-----	-----	-----	-----	1,779
# DRC Volunteer Mediators	26	35	49	65	67
# DRC cases resolved	780	772	884	1,767	1,713

Community Organizing Increasing new stakeholders ROMA 4	2001	2002	2003	2004	2005
# Project LEAD members enrolled	46	57	62	25	41
# Partnerships (New partnership developed) IDA Programs, Project LEAD, Project BLISS, Guiding Coalition Members, Dispute Resolution Center, Energy Programs, Other.	---	14	43	70	68
# Volunteers IDA Programs, Project LEAD, Dispute Resolution Center, Energy Department, Project BLISS, Guiding Coalitions, Community			253	249	352

Trend Report Card

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APPENDIX II

**COMMUNITY ACTION PARTNERSHIP
RIVERSIDE COUNTY**

Helping People. Changing Lives.

Special Points of Interest

- \$2 is matched for every \$1 saved up to a maximum of \$2,000; savings plus match can be as much as \$5,000.
- Participants save to purchase 1 of 3 asset goals: 1) closing costs for a house purchase; 2) advanced education or vocational training ; 3) small business start-up or expansion.
- Since the program began in 1999, 162 participants have been enrolled.
- Total savings to date is \$154,702.
- Program has classes in both East and West County regions.
- The U.S. Department of Health and Human Services has awarded 3 separate 5-year demonstration grants totaling \$750,000 to RivCo.IDA.
- Local matches to federal funds are provided by Riverside County Economic Development Agency, United Way of the Inland Valleys, City of Riverside, Citibank, City National Bank, Community Investment Corporation, Riverside County's Credit Union, Community Action Partnership, Riverside County and San Bernardino County.



Tyleisa dreamed of finding a job that would bring her happiness and a sense of fulfillment, but after several low-paying "dead-end" jobs, she realized that being her own boss was the best way to accomplish her goals. She began exploring business opportunities as a hot dog cart owner/operator. When she enrolled in the RivCo.IDA program, Tyleisa was well on her way to starting the business, but needed additional capital and the expertise to develop her business plan. With the help of the RivCo.IDA program and the network of community partners, Tyleisa attended business related seminars and received individualized business mentoring. She completed her business plan and was able to secure a small business loan to purchase the cart, business license and start-up supplies; Tyleisa was also able to employ her best friend and sister Nekay.

Tyleisa and Nekay have a large following of regular customers and routinely sell-out their daily inventory.

1-Page Success

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Quote from Satchel Paige:

“No one can help being born ordinary, but ain’t nobody got to remain ordinary.”



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*ROMA can move your agency from
just meeting compliance
(being ordinary)
to being an amazing agency ...
the choice is yours*



ROMA Links ...

- <http://roma-nptp.org> CAA of Pennsylvania administers ROMA Website,
- <http://appliedmgt.com> Center for Applied Management Practices, Inc.
- www.roma1.org
- [www.movethemountain](http://www.movethemountain.com) Move the Mountain Leadership Center
- www.msroma.org Mississippi Results Oriented Management and Accountability
- www.nascsp.org National Association for State Community Services Programs
- www.goeo.wv.gov West Virginia Governor's Office of Economic Opportunity
- www.dos.state.ny.us State of New York. Division of Community Services
- www.masscap.org ROMA / Outcome Management CAA Board Training manual

Thank you – Q & A

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