

Who is Involved

- * Governance, Leadership, Reporting Coordinator (Collect and Analyze)
- * Primary and Secondary Customers/Partners, General Public, Elected Officials (Input: Frontline Staff)

ROMA Module

- * Module 1: History, Purpose, and Perspective
- * Module 2: Mission and Community Assessment
- * Module 7: Managing Performance with the Logic Model

Organizational Standards

- * Standards: 1.1, 1.2, 2.2, 3.1, 3.2, 3.3, 3.4, 3.5, 4.3, 4.6, 6.4, 9.1, 9.4

Documentation Required

- * Community Needs Assessment
- * Quantitative Data
- * Qualitative Data

Tools and Resources Available

- * Community Needs Assessment Guide
- * Sample Customer Satisfaction Survey (Case Management Video Series: Follow Up & Case Closure)
- * Community Needs Assessment webinar (Organizational Standards Resources, Category 3)
- * Community Needs Assessment Online Tool
- * Public Hearings, Focus Groups, Satisfaction Surveys
- * Risk Assessment Tool

Strategic Questioning

- * Who are my primary and supporting customers?
- * Have I thoroughly assessed our community? (needs, resources, opportunities)
- * Have I identified areas for scheduled services and expenditures?
- * How will data be compiled, stored, and safe-guarded?

Assessment

- * How do you collect information? (MEASUREMENT TOOL)
- * Guidance on Reporting Persons Served
- * Who compiles the information? (REPORTER)
- * How often do you report this information? (FREQUENCY- daily, weekly client surveys or outcomes from referrals)

