

Family, Agency, Community Levels

It is important to recognize that ROMA understands community needs, outcomes, and services in three different levels. It is important to be specific about which level of need you are addressing when planning your agencies' outcomes and services. A single domain, such as Education or Housing, can have needs in all three levels, but effectively planning outcomes and services depend on understanding which level of need is being addressed.

Examples of different levels of need in Education:

Family Level

Need: Individuals do not have high-school diplomas
Outcome: Individuals receive high-school diplomas
Service: GED classes

Community Level

Need: Community has an elevated high-school dropout rate, compared to other counties.
Outcome: Community decreases its high-school dropout rate
Service: Outreach efforts, such as going into classrooms and discussing the need for an education

Agency Level

Need: Agency has a need for additional resources to establish GED programs in community
Outcome: Agency obtains more financial resources
Service: Applying for a new grant

National Outcomes

Keep in mind that National Outcomes are reported on the three different levels.

1. Low-income people become more self-sufficient **(Family)**
2. The conditions in which low-income people live are improved **(Community)**
3. Low-income people own a stake in their community **(Community)**
4. Partnerships among supporters and providers of services to low-income people are achieved **(Agency)**
5. Agencies increase their capacity to achieve results. **(Agency)**
6. Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems **(Family)**