



PRC VISTA QUARTERLY REPORTING PROCESS

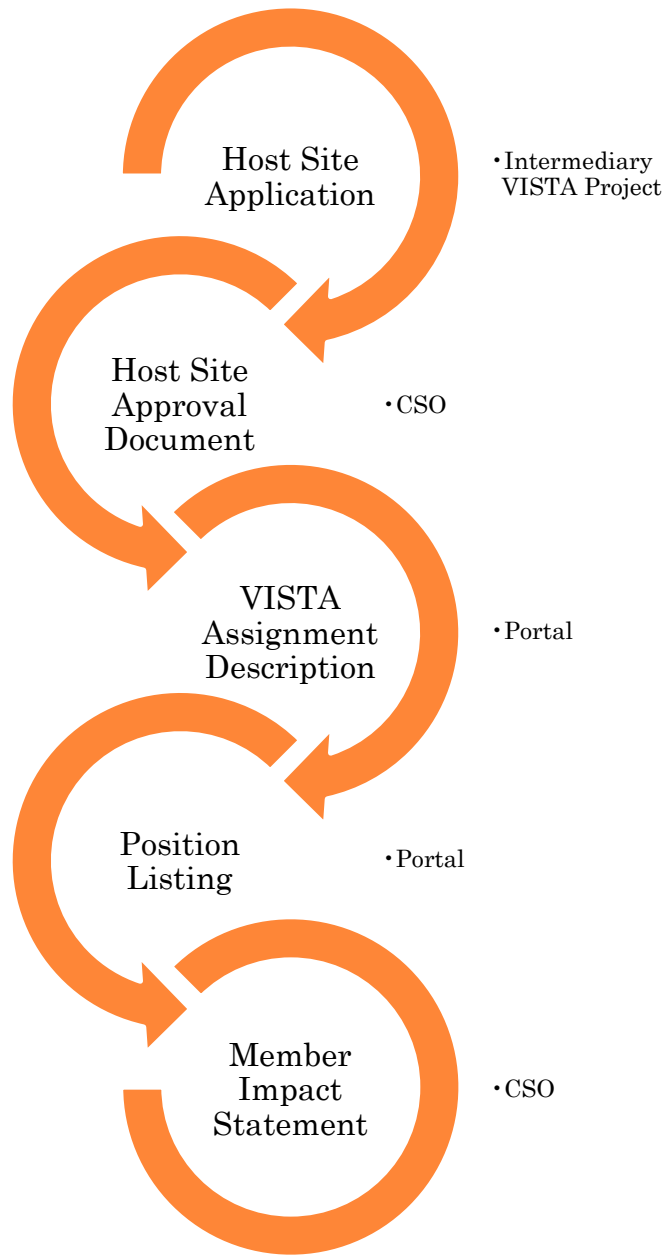
**VISTA Member Support and Supervision
October 2017**

WHY QUARTERLY REPORTS?

- CNCS requires VISTA projects to track performance measures and submit Project Progress Reports on a regular basis.
- Reporting and performance measurement satisfies the need of funders and stakeholders (including CNCS participants, board members, community members, staff and clients) to see that the project is getting results.
- Quarterly reports allow the PRC to track VISTA progress ensuring VISTAs are performing VISTA appropriate work and project goals will be met.



Alignment



Alignment



Table 2. CNCS Strategic Plan Goal 1: Focus Areas, Objectives, and Programming Areas Relevant to VISTA (VISTA will give highest priority to organizations that are working in the following areas)

Focus Area	Objective	Programming Area
Economic Opportunity	Financial Literacy	Providing financial services-related assistance to economically disadvantaged people to improve their financial literacy.
	Housing	Providing housing-related assistance to economically disadvantaged people to improve their housing situation.
	Employment	Providing employment-related assistance to economically disadvantaged people.
Education	School Readiness	Providing services for children living in poverty to make gains in school readiness in terms of social and/or emotional development. Providing services for children living in poverty to make gains in school readiness in terms of literacy skills. Providing services for children living in poverty to make gains in school readiness in terms of numeracy (math) skills.
	K-12 Success	Providing services to students living in poverty to improve academic performance Providing services to students living in poverty to improve academic engagement.
	Post-Secondary Success	Providing services to students living in poverty to increase enrollment in a post-secondary institution. Providing services to students living in poverty to receive a vocational or technical certificate from an accredited postsecondary institution or to continue to another year of post-secondary education.
Healthy Futures	Obesity and Food (Food Resources)	Providing services to individuals in underserved community to gain access to food resources.
	Access to Health Care	Providing services to individuals in underserved community to gain access to preventative and primary health care services
Veterans and Military Families	Veterans Served	Providing services to low-income veterans, veterans' family members, family members of active duty military, and military service members.

Alignment

HOST SITE PERFORMANCE MEASURES

Sample VAD Goal Statement:

The overall goal of this project is to increase academic engagement and improve student performance in the Lockwood School District by establishing a new **mentoring program** with in and successfully matching at least 10 disadvantaged youth with mentors. This will require the development of a **volunteer recruitment and management plan** with a target of **20 new community volunteers recruited and trained**; increased community awareness; and **the generation of \$5000 in funding** to support the project. This project will help to alleviate poverty by helping at-risk youth succeed in school, work and life. The mentoring relationships built though this project will give disadvantaged youth an opportunity to have a consistent, positive role model, build self-esteem and reinforce the knowledge that they can be a vital, contributing member of their community.

Performance Measures:

Capacity Building Services – [G3-3.4](#)

- Number of organizations that received capacity building services from CNCS supported organizations or national service participants.
 - The target for this measure would be “1”. The organization received capacity building services from VISTA member. Host sites must report what capacity was built by member for their organization (must document):
 - volunteer management and recruitment plan
 - Mentoring program (this also could be measured by G3-3.15, but it require pre and post surveys)
 - Strategic Plan
- Volunteer recruitment - 20 volunteers - [G3-3.1](#)
- Volunteer training - 20 volunteers - [G3-3.5](#)
- Cash Generated – \$5,000 - [G3-3.16](#)

- The structure of the VAD Goal statement is used to build the foundation of a member’s elevator speech. When discussing your project, lead with the overall goal of the project, this usually gets the attention of the listener, and then the member can talk about their capacity building activities.



REPORTING

Know your reports,
be aware in advance, of what you are responsible
for reporting.

- Member Impact Report – every host site/member needs to submit one at the end of their service
- Project Progress Reports
- Performance Measures



PRC QUARTERLY REPORT EXPECTATIONS

The Do's

- Report quarter specific activities
- Save your work on a Word Document
- Report sections should stand alone
- Receive site supervisor approval
- Report on the following Performance Measures(PMs):
 - G3-3.1, G3-3.7, G3-3.16, G3-3.17
 - All assigned PMs

The Don'ts

- Minimize "I" statements
 - The report is about the VISTA project, not the organization's work.
- Don't refer to previous sections for data or neglect to report data.
 - *Missing data reflects poorly on VISTAs, host sites, and the PRC.*



QUARTERLY REPORT DUE DATES:

- **April 15** – report on Quarter 1 activities from January 1-March 31.
 - **July 15** – report on Quarter 2 activities from April 1-June 30.
 - **October 15** – report on Quarter 3 activities from July 1-September 30.
 - **January 15** – report on Quarter 4 activities from October 1-December 31.
- Note: If this is your first quarterly report, you will report on half the previous quarter's work.



PRC QUARTERLY REPORT: HOW TO LOG-IN

1. Go to the PRC website, www.prevention.mt.gov
2. Click on “VISTA Tools & Resources” in the AmeriCorps VISTA menu.
3. Open the PRC Tools box.
4. Under Quarterly Reports, click on Quarterly Report Log-In.
5. Click on ePass Montana not ‘try the demo’. Create an ePass Montana account or log in with your State Employee Account (for state agencies only).

*** Do not need to create a new e-pass account if you already have a ‘c’-number(c#). ***



NARRATIVE SECTIONS

- Partnership, Group or Board Development
 - Development, of which the VISTA either led or assisted, of a cohesive group of diverse stakeholders.
- Strategic Planning
 - Creation of an action plan that serves an end that fits with the mission of the program or organization.
- Strategic Plan Implementation
 - Marked by the execution and/or completion of a strategic plan.
- Evaluation
 - An official analysis of the outcome component of a project or the organization.
- VISTA Information
 - Name, Host Site, Location
- Project Overview(never changes)
 - Hint: ask your site supervisor for a copy of the host site application submitted to the PRC.
- Assessment
 - Refers to a focused evaluation in its entirety.
 - An example of an assessment might be a 'needs assessment' developed for a grant.
- Public Relations/Education
 - Public relations is divided into 2 categories: activities developed and activities implemented.

*Write reports in word document prior to transfer to
Quarterly report!*



PERFORMANCE MEASURES

DATA SECTIONS

- Performance measure goals have been previously identified by your host site supervisor and are included in your VISTA Assignment Description.
- Report only the data that pertains to your project.
 - Include relative information in the narrative boxes of these sections.
- It is okay if you answer 0!
 - Make sure you enter NA in the narrative boxes of these sections.
- Since the report is editable, use a report form to track data throughout the quarter. You'll have half of the report done when the reporting period ends!
- Or use the [VISTA Impact App](#) to track data-we have a training if you are interested.



CAPACITY BUILDING PERFORMANCE MEASURES

Output Performance Measures

G3-3.1 Number of community volunteers recruited by CNCS-supported organizations or national service participants

G3-3.4 Number of organizations that received capacity building services from CNCS-supported organizations or national services participants.

G3-3.5 Number of staff and community volunteers that received training (of one or more types) as a result of capacity building services provided by CNCS-supported organizations or national service participants

G3-3.6 Number of organizations that completed a community assessment identifying goals and recommendations with the assistance of CNCS-supported organizations or national service participants

G3-3.7 Hours of service contributed by community volunteers who were recruited by CNCS-supported organizations or national service participants



CAPACITY BUILDING PERFORMANCE MEASURES

Outcome Performance Measures

G3-3.3 Number of organizations implementing three or more effective volunteer management practices as a result of capacity building services provided by CNCS-supported organizations or national service participants

G3-3.9 Number of organizations reporting that capacity building activities provided by CNCS-supported organizations or national service participants have helped to make the organization more efficient

G3-3.10 Number of organizations reporting that capacity building activities provided by CNCS-supported organizations or national service participants have helped to make the organization more effective

G3-3.11 Number of new systems and business processes (technology, performance management, training, etc.) or enhancements to existing systems and business processes put in place as a result of capacity building services provided by CNCS-supported organizations or national service participants

G3-3.13 Number of additional activities completed and/or program outputs produced by the program as a result of capacity building services provided by CNCS-supported organizations or national service participants in a) Disaster Services, b) Economic Opportunity, c) Education, d) Environmental Stewardship, e) Healthy Futures and/or f) Veterans and Military Families

G3-3.14 Number of organizations that have experienced an increase in requests for their programs and services as a result of capacity building services provided by CNCS-supported organizations or national service participants

G3-3.15 Number of additional types of services offered by organizations as a result of capacity building services provided by CNCS-supported organizations or national service participants in a) Disaster Services, b) Economic Opportunity, c) Education, d) Environmental Stewardship, e) Healthy Futures and/or f) Veterans and Military Families

G3-3.16. Dollar value of cash resources leveraged by CNCS-supported organizations or national service participants.

G3-3.17. Dollar value of in-kind resources leveraged by CNCS-supported organizations or national service participants.

G3-3.18. Number of new beneficiaries that received services as a result of capacity building efforts in a) Disaster Services, b) Economic Opportunity, c) Education, d) Environmental Stewardship, e) Healthy Futures and/or f) Veterans and Military Families.

G3-3.19. Number of new beneficiaries from one or more targeted or underserved populations (counts by target population, e.g., racial or ethnic group) that received services as a result of capacity building efforts in a) Disaster Services, b) Economic Opportunity, c) Education, d) Environmental Stewardship, e) Healthy Futures and/or f) Veterans and Military Families.



PERFORMANCE MEASURES COMMUNITY VOLUNTEERS

Total Hours of...

- Total hours of service contributed by community volunteers **recruited**.
- Total hours of service contributed by community volunteers **managed***.
- **Managing volunteers implies direct service – PM not usually selected for VISTA members.*

Number of....

- Number of community volunteers **recruited**.
- Number of community volunteers **managed***.
- Number of community volunteers **trained**.
- Number of Veterans & military family members engaged in providing services.

Required reporting for all sites



PERFORMANCE MEASURES RESOURCE DEVELOPMENT

The Purpose?

- Purpose of the fundraiser, grant, or donation(s).
 - Who donated the money or item – fundraiser, grant, private donation?
 - What will the money or donation be used for?
 - How will the money impact your project?

Total Value?

- Total value of cash resources leveraged.
- Total value of in-kind resources leveraged.

Required reporting for all sites



PERFORMANCE MEASURES ORGANIZATIONS & SYSTEMS

- Number of new systems & business processes implemented.
- Number of technical assistance or training sessions provided to staff by the VISTA.
- Number of staff trained by the VISTA.
- Describe the activities, services, trainings, etc.
- Number of successful capacity building activities.
- Number of volunteer management practices used.
- Number of new or improved services provided to clients.
- Number of community assessments completed.



PERFORMANCE MEASURES

BENEFICIARIES

- Number of Veteran's family member that received assistance.
- Number of family members of active-duty military members that received assistance.
- Number of active-duty military members that received assistance.
- Method(s) for tracking beneficiaries.
- Number of new individuals or clients benefited.
- Number of new disadvantaged children & youth served.
- Number of new Native Americans served.
- Number of Veterans that received assistance.



MEMBER DEVELOPMENT

- In this section, report the number of hours you spent participating in development opportunities under each category.
 - Member development refers to training activities, not the number of hours you spent working on each activity during the quarter.
 - Include formal and informal activities like conferences, workshops, and online courses as well as coaching, mentoring, or shadowing.
 - If you received training in a category not listed, enter the hours under Other and provide details (topic, location, etc.) in the narrative box.
 - If you did not receive training in a category not listed, enter 0 under Other and NA in the narrative box.
- Do not report Member Development opportunities required by the PRC or CNCS like Pre-Service Orientation, Community Building Institute Webinar Series, or the ServeMontana Symposium.
- This is hours spent receiving training –NOT hours of performing activity.



SUMMARY

- Must include PMs for the following categories with corresponding activities:
 - G3-3.1, G3-3.7, G3-3.16, G3-3.17
 - And all assigned PMs for your site. [see your VAD]
- This is your chance to highlight any work that you did not include in previous sections or to put together all of your work in a cohesive statement.
- You need to include information regarding your participation in National Days of Service in this section.
 - Participation in MLK Day, AmeriCorps Week, and September 11th Day of Service is required for all national service members by CNCS.
 - Optional days of service include Global Youth Service Days, Child Hunger Week, and Make a Difference Day.
- Attachments can be included in this section as well- *Please send attachments to john.schlepp@mt.gov*
- CNCS appreciates receiving news clippings/links, flyers, etc. that detail VISTA accomplishments or show how VISTA members are being recognized.
 - You may send school newsletters, articles from local media, pictures you have taken, or anything else you decide is relevant.
 - You can also send attachments in a separate email (or snail mail) to the PRC to include in the Project Progress Report to CNCS.



SUMMARY EXAMPLE

- G3-3.11: VISTA built a new reporting systems and created a training curriculum.
- This quarter the VISTA strengthened and organized the Billings Out of School Time Task Force (BOOST). This included creating a membership packet, updating information regarding risky behaviors and risk and protective factors, recruiting new members, and running meetings. Recently the VISTA has been involved in planning and will execute the national afterschool rally Lights On Afterschool. BOOST is holding a youth organization public information fair and conducting a public relations campaign to raise awareness of the organization, its members, and out of school time issues. The VISTA also participated in the Read for Peace for MLK Day in January. Twenty children participated in the event the Friday before MLK Day. Read for Peace was featured on the local news, the link to the story is www.kxlh.com/fake_mlkday_readforpeace.



REVIEW

- This is your opportunity to review your report prior to submission.
- Check for spelling and grammatical errors.
 - Spell check does not catch everything!
 - Example: form and from
- After reviewing your report, hit the Submit button which will automatically send your report to your site supervisor.
- Your site supervisor will review your report and either return it for editing or approve it which submits the report to the PRC.
- You cannot edit your report after submitting it to your supervisor unless s/he returns it for changes.
- **Only report on the quarter requested-this is not cumulative data.**



TIPS & TRICKS

- If you did not do work related to one of the Narrative sections, click the “I did not do...” box.
- Hit Shift+Enter if you want to break up your narratives into paragraphs.
- Make sure each section has a green check mark next to it before submitting your report.
- Save in Word Document prior to transferal onto quarterly report system.
- Make sure you Save each section before moving on to the next.
- Do **NOT** hit “delete” while editing the report unless you want to delete the entire report.
- You can skip to sections out of order – simply click on the section you want to work on.
- Use the Tab key to advance to the next question in the section.




END OF SERVICE REPORTING

VISTA Impact Statements

- Required by CNCS and submitted to the CNCS State Office.
- Be sure to answer the questions asked. You do not have to include the questions in your response.
- Use Quick Facts that are relevant to your project.
- Include a photo of you in service – if you don't, the PRC will find a picture of you on Facebook!
- Due with your last quarter report.

VISTA End of Service Projects

- Intended to show what you learned, what you did, and who you interacted with during your VISTA service.
 - Include a description of:
 - your host site and your project;
 - statistics;
 - pictures;
 - how your project moves people out of poverty;
 - how VISTA affected you personally, privately, and professionally.
 - Should reflect your personality – have fun and be creative!
 - End of Service Projects will be presented at Close of Service.
- 

MEMBER IMPACT REPORT

Summary of how the member's work supports the overall goal of this project; how it will allow the host site to achieve the goal, and provide services to beneficiaries in their community; and how this work will move beneficiaries out of poverty. Do not paste a copy of the Host Site's mission statement in this report

Information that can be easily transferred to a member's resume. It's a big picture document, that also includes the important, relevant details. This is about what they did to help a community, and people in need. It is not about the member's personal and professional growth, or their travels across the State of Montana. Their story is important, and should be captured, but not in the Member Impact Report.

A Member Impact Report must be submitted for each member ending service.

- **The Host Site Supervisor is responsible for generating and submitting this report with input from the member**
- The report is for the entire year of service (this is not a list of what was done during the quarter). It must include:
 - The member's name, site and focus area.
 - The overall goal of the project (from the VAD)
 - The work accomplished through the VISTA project/member's efforts - it must be clear and concise:
 - Identify the population being served, i.e. disadvantaged children and youth, Veterans, etc.
 - The capacity that was built and how it will be sustained, and how it will move people out of poverty. Be specific.
 - The number of outputs, and/or the amount of resources developed, and how this relates back to the capacity that was built: # of volunteers trained, amount of \$s raised, amount of In-kind resources donated, etc.
 - Whether or not the project was successful in reaching the goals/tasks and a statement of measure, i.e. if the goal was to increase the number of students/clients that stayed in school, then include the change in number of students/clients that stayed in school, also include the number of students/clients served; or if the goal was to generate funds to support a mentoring program – state the amount generated and the number of mentors that served the students/clients through the program.



ADA COMPLIANCE



WHAT IS ADA- 508 AND WHO DOES THIS LAW AFFECT?

- ADA 508 is a federal law that states “all electronic and information technology must be accessible to people with disabilities.”
- Who does this law apply to?
- Americans with disabilities and their friends, families, and caregivers
- Private employers with 15 or more employees
- Businesses operating for the benefit of the public
- All state and local government agencies



WHY IS THIS IMPORTANT TO VISTAS?

- DPHHS VISTAs are federal and state resources
- Legal and moral requirements
- Montana statute that requires accessibility (MCA 18-5-601)



WCAG 2.0 COMPLIANCE

- We use the Web Content Accessibility Guidelines (WCAG 2.0), which are similar to Section 508, but on an international level. WCAG 2.0 requires specific techniques for compliance and is more current than Section 508.



WHAT ARE YOU RESPONSIBLE FOR?

- All webpages, documents, flyers, resources, etc. that you create for public consumption must be ADA 508 compliant
- It is much easier to design for ADA compliance to begin with than it is to go back and fix issues!



COLORS USED IN WEBPAGES AND DOCUMENTS

- All colors should be high contrast.
- Black lettering against a white background
- White lettering against a black background
- Test your color scheme at [WebAIM Color Contrast Checker](#)



PAGE TITLES AND HEADINGS

- All headings need to be properly nested.
 - Start with an H1 heading at the top of the page. Use only one H1 heading on a page.
 - The next heading will always be H2
 - Then H3,4,5,6
- Do not skip from H1 to H3
- You may go H1 > H2 > H3 then back to H2



WHITE SPACE IN WORD DOCUMENTS

- Do not use the space bar to move text over on a web page.
- Screen readers see white space created with a space bar as text and will read it as “dot dot dot dot”
- You should use tab settings to create white space in documents.



LINKS ON WEBPAGES AND DOCUMENTS

- The name of a link must be descriptive.
- It should tell the user what the link is about or where it is going.
- Example of a good link name: [More Information About ADA 508](#)
- Examples of bad links:
 - <http://www.interactiveaccessibility.com/services/ada-compliance>
 - [Click Here](#)
 - [More Information](#)



IMAGES ON WEBPAGES AND DOCUMENTS

- All Images must have an “alt tag”.
- An alt tag is what the screen reader sees to tell the user what the image is about or that it is just a decorative image and adds nothing to the content.
- Example: `` or ``



VIDEOS AND MP3s

- All videos and MP3s must have closed captioning or a text alternative available.
- YouTube does add closed captioning to videos, however it is not very accurate and will need to be edited by a content manager.
- MP3s also need to have a text version.



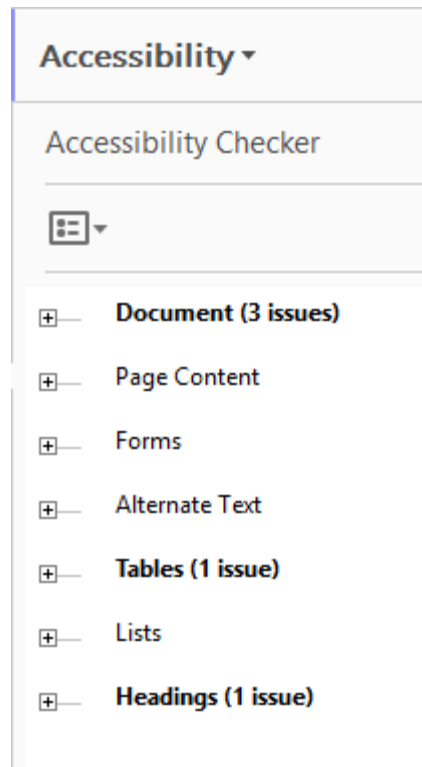
MS WORD EXAMPLE

- Once a document is created and saved with title, tags and subject added, it is time to check the document for accessibility issues.
- Go to File >> Info>>Check for issues>>Check Accessibility
- You will notice on the right hand side of your screen there will be a box labeled Inspection Results.
- This panel will list all the issues with the document and in a separate box below, give suggestions on how to correct the issues.
- Lets go ahead and walk through [an example](#).



LET'S TAKE A LOOK AT THESE DOCUMENTS IN THEIR PDF VERSION

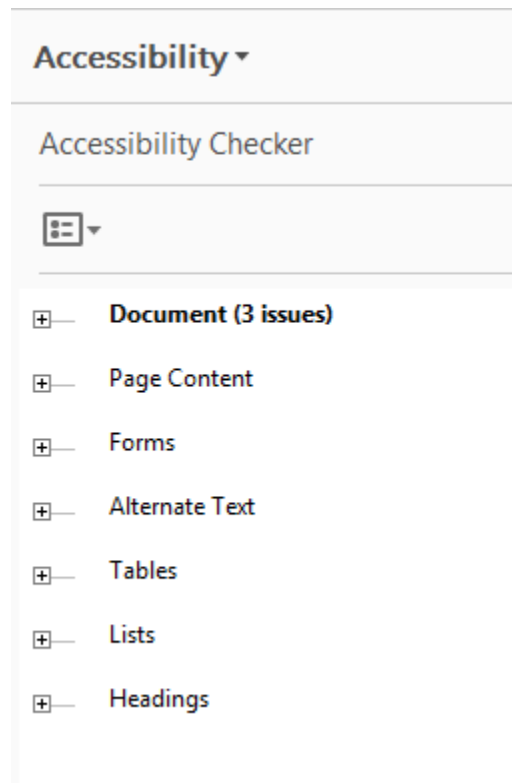
Uncorrected version



The screenshot shows the Accessibility Checker interface for the uncorrected version of a document. The interface is titled "Accessibility" with a dropdown arrow. Below the title is the "Accessibility Checker" label. A settings icon (a square with three horizontal lines) is visible. The main content area lists several categories, each with a plus sign in a square icon to its left:

- Document (3 issues)**
- Page Content
- Forms
- Alternate Text
- Tables (1 issue)**
- Lists
- Headings (1 issue)**

Corrected version



The screenshot shows the Accessibility Checker interface for the corrected version of a document. The interface is titled "Accessibility" with a dropdown arrow. Below the title is the "Accessibility Checker" label. A settings icon (a square with three horizontal lines) is visible. The main content area lists several categories, each with a plus sign in a square icon to its left:

- Document (3 issues)**
- Page Content
- Forms
- Alternate Text
- Tables
- Lists
- Headings



Questions??

If you have any questions about documents, media, or publications you create, please let Kami, Ted, or John know

