

Welcome to

Site Supervisor Orientation

To join the audio portion by phone, please dial: **1-877-922-5039**

Passcode: **34324057**



Please press *6 to mute your phone

Tips for Participating

- Phones are muted and unmuted using *6
- To share comments and ideas, use the Chat panel.
- To ask questions, use the Chat panel or phone line. There will be opportunities for questions throughout.
- Links and presentation will be available after the session



Today's Team



Jackie Girard
Corporation for
National &
Community Service



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Corporation for
National &
Community Service



Campus Compact



MT VISTA Projects
Rural Dynamics Inc.
MT Campus Compact
Prevention Resource Center
Billings Metro VISTA Project

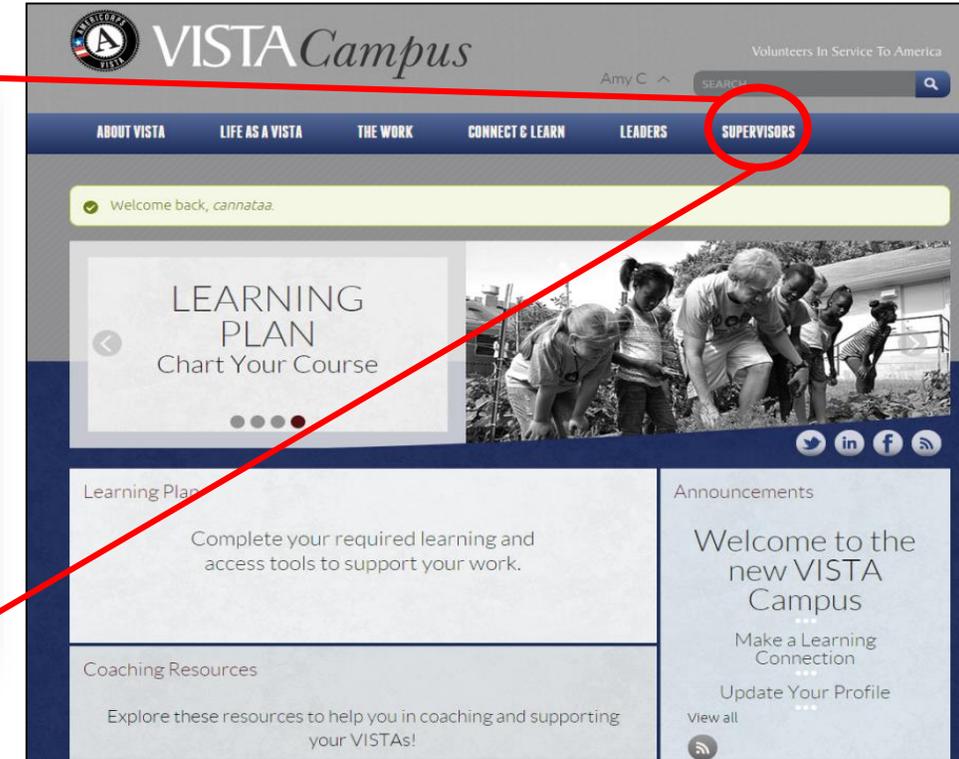
Today's Agenda

- How do you fit in?
- What do you need to know?
- What do you need to do?
- Where can you find resources?



VISTA Campus

ABOUT VISTA	LIFE AS A VISTA	THE WORK	CONNECT & LEARN	LEADERS	SUPERVISORS
BECOMING A SUPERVISOR VISTA Supervisors Manual The Big Picture Getting Started Member Policies Contacts	SUPERVISING YOUR VISTAS The VISTA Assignment Recruiting Orienting Your VISTA Coaching and Supporting Ongoing Training Transitioning Member Handbook	OTHER Reporting and Evaluation eGrants Working with Sub-sites Supervisor Cafe Forum Supervisor Webinars Cost Share Sponsors			



www.vistacampus.gov

Corporation for National and Community Service

A federal agency that:

- was created to connect Americans of all ages backgrounds with opportunities to give back to their communities and their nation.
- is the nation's largest grantmaker supporting service and volunteering.
- engages more than 1.5 million Americans of all ages and backgrounds in service each year through AmeriCorps VISTA, AmeriCorps State and Senior Corps.
- Through programs and grants, the Corporation for National and Community Service provides **human capital—people power**—to help address emerging needs in communities not just in Montana but all across the country.

CNCS Strategic Focus Areas

- Education
- Veterans
- Healthy Futures
- Economic Opportunity
- **Environmental Stewardship**
- **Disaster Preparedness**



VISTA Overview and Mission

- VISTA's mission is to strengthen and supplement efforts in low-income communities to eliminate and alleviate poverty by engaging volunteers from all walks of life, all geographical areas, and all age groups in a year of full-time service.
- VISTA aims to **build capacity** in nonprofit organizations and public agencies to help them more effectively **generate the commitment of private sector resources**, to **encourage volunteer service** at the local level, and **empower** individuals and communities to raise their standards of living.



VISTA Basics

- Every VISTA member serves with a host site through a project sponsor.
- 12-month, full-time commitment. Not a 9-to-5 job.
- Host Site and VISTA Project Sponsor work together to develop project, conduct recruitment
- Host Site provides day-to-day supervision, provides supplies & equipment.
- Corporation provides project oversight, develops programs, conducts PSO, provides funds through Sponsors and/or pays living allowance, education award or cash stipend, health and child care, and may provide member in-service transportation.



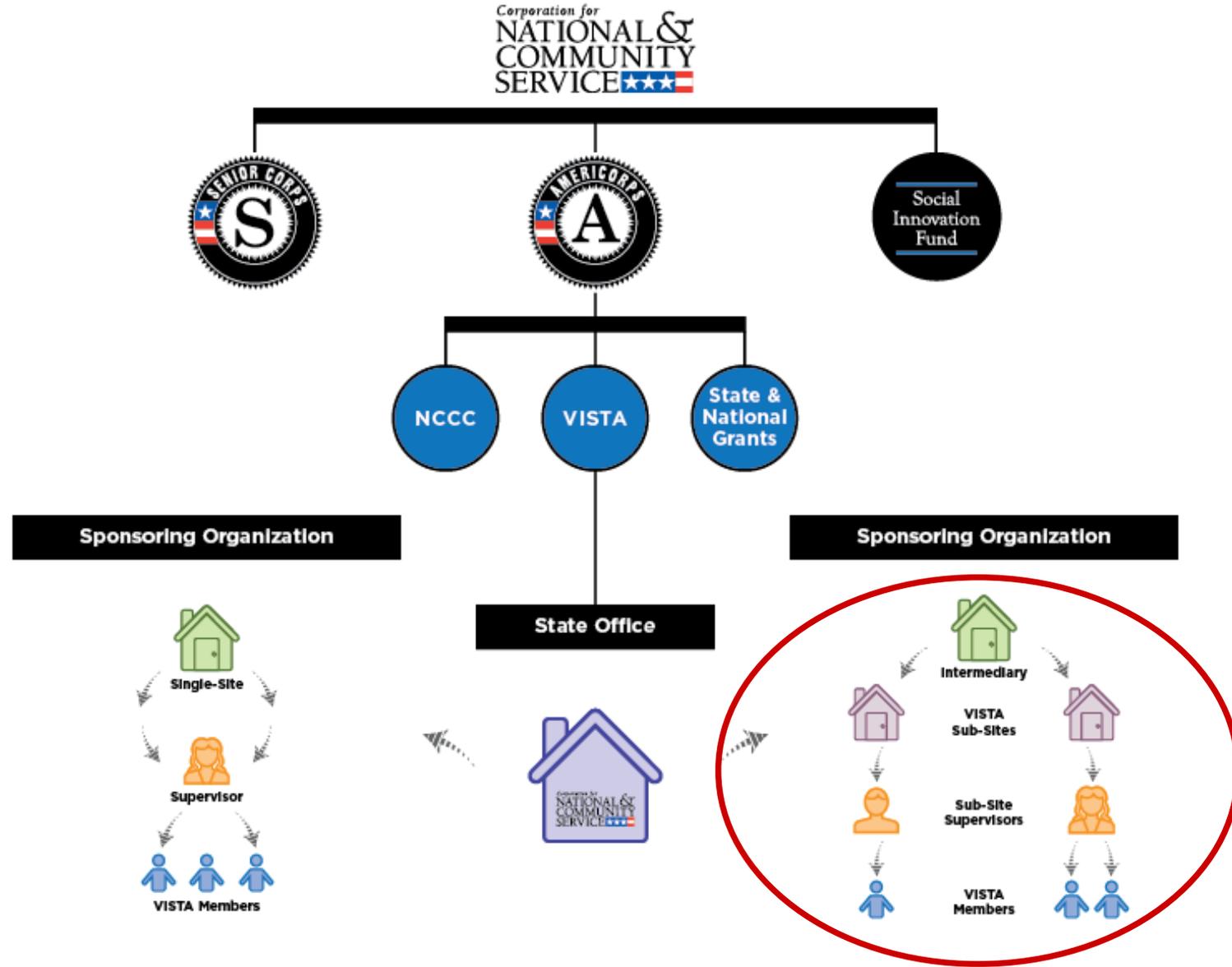
VISTA
Volunteers In Service To America

What you need to know as you develop a VISTA project

- What community issue is your organization trying to resolve?
- Why is it important that the issue be resolved?
- What changes must be made in order to achieve success in resolving this issue?
- When the issue is resolved, what do you want the end result to look like?
- How will resolving this issue move those being served out of poverty?



How do you fit in?



How do you fit in?



VISTA in Montana

- Currently there are 4 Intermediary VISTA Projects in Montana.
- Members are placed in over 70 different VISTA Host Sites (community organizations and government agencies) throughout Montana.
- The VISTA Host Sites are continually changing depending on community needs. Host Sites are eligible to receive VISTA Resources for up to 3 years.
- Members are placed in host sites two times during the year, in January and July.

MONTANA PROJECTS



- **Billings Metro VISTA Project (B-MVP)** All Outcomes including Veterans, in Billings and surrounding areas (all roads lead to a home) – Regional project
- **Montana Campus Compact (MTCC)** Post Secondary Success, K-12 Success (goal of increasing enrollment in secondary education) and Veterans - Statewide project
- **Prevention Resource Center (PRC)** K-12 Success (reduce school drop-out rates), School Readiness, Food Security, Access to Health Care (Mental Health/Suicide Prevention) and Veterans - Statewide project
- **Rural Dynamics, Inc. (MEO)** Economic Opportunity and Veterans – Statewide project

VISTA Project Intermediaries/Sponsors

- Submit full federal project application to CNCS Montana Field Office
- Recruit and approve host sites and member applicants
- Ensure Host Site Supervisors and Members know the requirements of VISTA
- Provide Supervision, Orientation and Training
- Help to develop VADs
- Submit required reports to MT Field Office
- Monitor Host Sites
- Provide Emergency funds
- Submit stories to MT State Office



How do you fit in?

Influence of the Sub-Site Supervisor

Our strongest sites have supervisors who:

- Take responsibility for the VISTA project

- Communicate regularly & take time to meet

- Invest in the VISTA's professional development

- Mentor the VISTA

- Appreciate the purpose of VISTA



What do you need to know?



Since 1965, over 192,000 people have served as VISTA volunteers working with local organizations to strengthen communities and help people escape poverty.

VISTA Impact Facts

7,782 VISTAs served with 841 anti-poverty programs



VISTAs helped raise \$213 million in funds and in-kind contributions for anti-poverty efforts

186,247 veterans and military family members were served

24,755 veterans and military family members were engaged as community volunteers

VISTAs mobilized 1.7 million community volunteers who served a total of 13.5 million hours

3.4 million disadvantaged youth were served

Eighty percent of former VISTA members continue to volunteer in their communities after their term of service ends

2014



Know: Capacity Building

Poll: What is Capacity Building?



Know: Capacity Building

Capacity Building activities:

- *create, expand, or strengthen an organization's systems or processes*
- *transfer knowledge, products, and relationships to the staff and volunteers of the host site*

Capacity building allows the organization and the community to sustain the VISTA's project activities once the project period has ended.



Know: Direct Service Activities



Provides immediate solutions to help people in need. These can include activities like tutoring, performing manual labor, teaching, doing clerical work, or counseling.

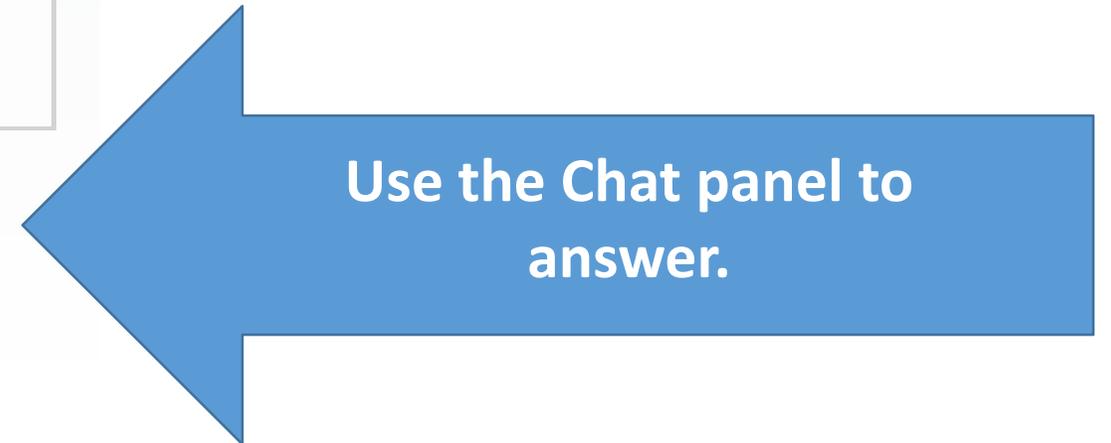
Habitat Scenario

A VISTA member has been placed at a new Habitat for Humanity chapter to help build volunteer programs.



Chat Question

- What capacity building activities might the VISTA do for Habitat?



Habitat Capacity Building Activities

- Create volunteer task descriptions
- Develop a volunteer database
- Establish a volunteer policies and procedures manual
- Write a volunteer training plan

To learn more about Capacity Building review the Capacity Building in Action for Supervisors resource on the VISTA Campus at:

<http://www.vistacampus.gov/lessons/capacity-building-action-supervisors>



VISTA ≠ Direct Service

Capacity building activities must be the VISTA members' main focus and built into their VISTA Assignment Description (VAD)

Know: The VISTA Assignment Description (VAD)

- Position description for each VISTA
- Describes the VISTA's role including overarching goal
- Outlines specific objectives and activities for member's service year
- Includes the specific [CNCS Performance Measures \(PM\)](#) the site will report on

VAD Sample

TITLE	Mentor Recruitment and Management Systems Designer
SPONSORING ORGANIZATION	Waketa Community Services (WCS)
PROJECT NAME	MentorCorps
PROJECT NUMBER	12ABCD345
PROJECT PERIOD	08/20/20XX - 08/19/20YY
SITE NAME	If applicable
FOCUS AREA(S)	Education (Primary)
NOTE	If your VAD is not accepted, the State Office will note the reason(s) why here.

VISTA Assignment Objectives & Member Activities

PROJECT GOAL To help ensure that children of incarcerated parents receive the educational, social, and emotional support they need to help them break the cycle of poverty, the MentorCorps VISTA project will build the capacity of WCS by developing a sustainable volunteer recruitment and management system for its mentoring program.

OBJECTIVE Assess the current state of WCS' efforts in reaching, selecting, and supporting volunteer mentors, and create or revise policies, procedures, and documents to improve the effectiveness and sustainability of the mentor recruitment and matching system.

MEMBER ACTIVITIES

1. Research the history of volunteer programs at WCS.
 - a. Identify strengths and challenges of the current program. Based on this report, make a plan for improvement.
2. Develop systems for screening and matching mentors.

OBJECTIVE Set up outreach systems and build partnerships with community organizations in order to spread the word about the mentor program. Develop targeted marketing materials.

MEMBER ACTIVITIES

1. Plan for outreach and recruitment.
 - a. Identify skills, abilities, and experiences sought in volunteer mentors.
 - b. Write volunteer task descriptions that include: qualifications, activities, benefits, time commitment, and other expectations.
 - c. Develop partnerships with community organizations whose members are possible mentors or who can support the organization in other ways.
 - d. Develop partnerships with people or organizations that understand the needs of children of prisoners and can assist with the training and support of mentors.
2. Market the program to targeted audiences.

A note on Performance Measures

All Host Sites are required to select Performance Measures (PMs) during the application process.

Performance Measure: A value or characteristic that measures progress toward goals, and also used to improve progress, reduced risks, or improve cost-effectiveness.



<http://www.nationalservice.gov/resources/performance-measurement/vista>

VADs and Performance Measures

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
- Volunteer recruitment - 20 volunteers
- Volunteer training - 20 volunteers
- Cash Generated – \$5,000

Know: About VISTA Benefits

VISTA Member Support Unit
(VMSU)

National Service Hotline

Toll Free: 800-942-2677

Fax: 703-206-7276

questions.nationalservice.gov



www.vistacampus.gov/in-service/benefits-service

Know: VMSU Support Areas

End of Service Benefits

- Education Award
- Interest Accrual
- Forbearance Requests
- Stipend

Travel

- Reimbursements
- Emergency

Service Letters

- Currently Serving
- Verification of Service
- Income Disregard

Benefits

- Child Care
- Health Benefits Plan

Forms

- W-4, Direct Deposit, Life Insurance

Know: About VISTA Benefits con't



Leave

Personal and Medical Leave

- 10 work days personal leave and 10 work days sick leave per service year. Additional 5 sick days with State Program Director (SPD) approval.
- Leave must be approved by project supervisor.
- Host Site Holiday Leave (not allowed)

Emergency Leave

- One week for death or critical illness in immediate family; additional time requires SPD approval.
- Corporation will pay for round trip transportation for approved emergency situations

National Holidays

- Only those observed by the host site

You must maintain a signed time sheet/log for your VISTA Member

Know: Terms & Conditions

VISTA Policies

- Policies related to political activity, criminal activity, and religious activity
- Time & attendance
- Nepotism
- Early terminations
- Outside Employment

www.vistacampus.gov/lessons/vista-terms-and-conditions

VISTA Terms and Conditions

Welcome to VISTA Terms and Conditions

As a VISTA member, you'll gain experience, a wide range of benefits, such as a living allowance, health care, financial help with school or student loans, and a lot more. You'll also have to adhere to a few terms and conditions while you serve.

This course will help you make sense of the requirements. Once you've completed it, you can print a copy of the *Terms and Conditions Acceptance Form* to bring to Pre-Service Orientation (PSO).

Please note that you must be logged in to the Campus for your completion of this required course to be recorded and to print your required acceptance form. You must also be logged in to the Campus to view the Spanish version of the course. If you do not have a Campus account yet, please [create one here](#) first, then log in and take the course.

en español



Know: Prohibitions

- **Outside Employment is allowed only with pre-approval by sponsor.** VISTA employment cannot interfere with designated service duties as determined by the supervisor. Outside employment must be approved prior to employment start date.
- **Educational Courses**
 - Full-time enrollment prohibited.
 - Part-time enrollment in school is permitted with approval from the Project Sponsor and as long as it doesn't interfere with the VISTA assignment. The course should support the Member's assignment.
- **VISTAs are prohibited from providing religious instruction or proselytizing** as part of their duties.
- **VISTAs and project sponsors are prohibited from requesting or receiving any compensation** for the services of members.
 - If an agency or member of the community would like to help a VISTA with housing, food, or other items, it must be done by paying for the rent or mortgage directly, or by purchasing needed items for the VISTA member. It cannot be done by giving cash to the VISTA. Gift cards are considered cash.



Know: Prohibitions con't

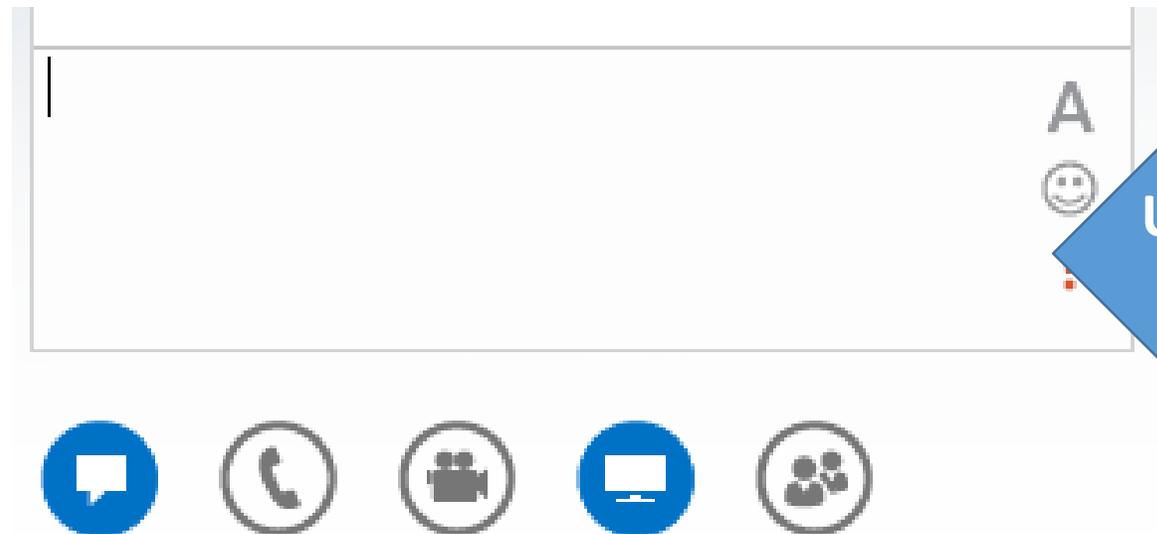
VISTAs may not participate in political campaigns or voter registration drives, provide transportation to the polls, lobby, engage in pro- or anti-labor organizing, or take any action with respect to partisan or nonpartisan political activity while on duty or perceived to be on duty as an AmeriCorps member.

- These activities fall under the federal Hatch Act
- This includes answering questions on the phone, preparing packets, etc.

The VISTA member handbook contains a description of the Basic Laws and Federal Regulations.

Submit Your Questions

- To ask a question electronically, use the Chat panel
- To ask a live question, press *6 to unmute your phone line
- Additional Q&A session will be held at the end of the webinar



Use the Chat panel to ask a question.

What do you need to do?



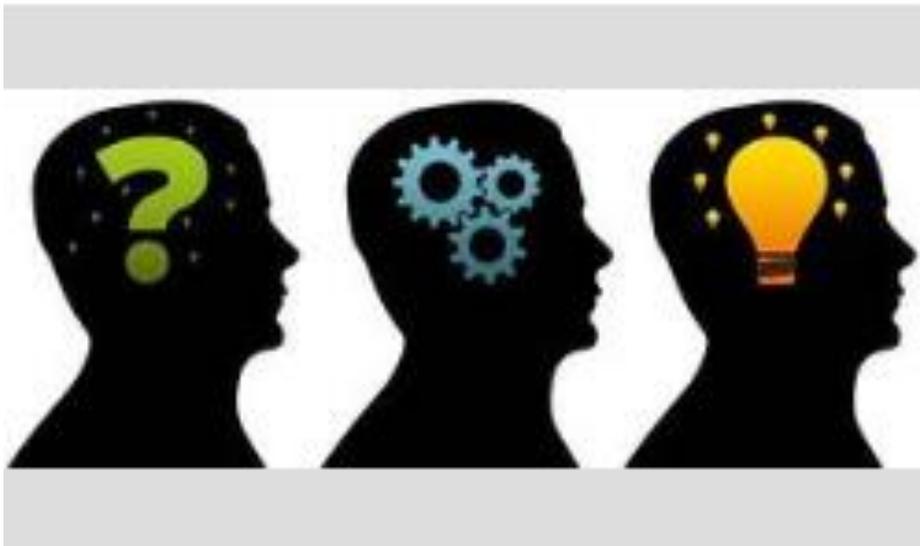
Poll: My responsibilities include...

Guiding Your VISTA

Supervisors are responsible for managing VISTA resources and providing the support necessary to achieve project goals.

This includes:

- Ensuring that VISTA resources are used in accordance with federal requirements and the project plan
- Supervising VISTA(s) at your site
- Mentoring VISTAs to promote professional growth



YOU PLAY A CRITICAL ROLE IN THE SUCCESS OF
THE PROJECT AT THE LOCAL LEVEL

Helping your VISTA member

What can you do as a VISTA sponsor to support your VISTA member?

- Assist in locating housing
- Food/gifts (no cash or gift cards)
- Clothing (agency logo apparel)
- Promotional items
- Provide recognition

Note: Support offered does not violate VISTA's legislation that mandates VISTAs must, to the maximum extent practicable, make a commitment to live among and at the economic level of the people served. Support is offered and available equally to all VISTA members at a site.



Do: Recruitment & Selection

- Orient yourself to VISTA Assignment Description (VAD)
- Participate in member recruitment and selection
 - Plan recruitment
 - Conduct outreach and marketing
 - Screen applicants
 - Interview finalists
 - Select candidates



If you use assistive technology and need assistance accessing the My AmeriCorps Portal please contact the National Service Hotline at 1-800-942-2677.



AmeriCorps

AmeriCorps VISTA

AmeriCorps NCCC

Sub-Site Supervisors & Recruiting

- Finding the right candidate is crucial
 - Take the time to recruit
 - Identify the skills and personality needed for success
 - Confirm VISTAs commitment
 - Interview multiple candidates
 - Check references



Do: Coaching & Support

VISTAs who receive supervision and coaching:

- Are the **most satisfied** and successful
- Gain the **greatest number of competencies** compared to other types of training

Members who **left service early** had **less one-on-one contact** with their supervisors

70% of Alumni met one-on-one with their supervisor at least once per week, compared to **52%** of Early Terminators

(JBS International, 2013)

Do: Onboarding & On-site Orientation and Training (OSOT)

“Onboarding, also known as organizational socialization, is a process through which new employees [in our case VISTA members] move from being organizational outsiders to becoming organizational insiders.”

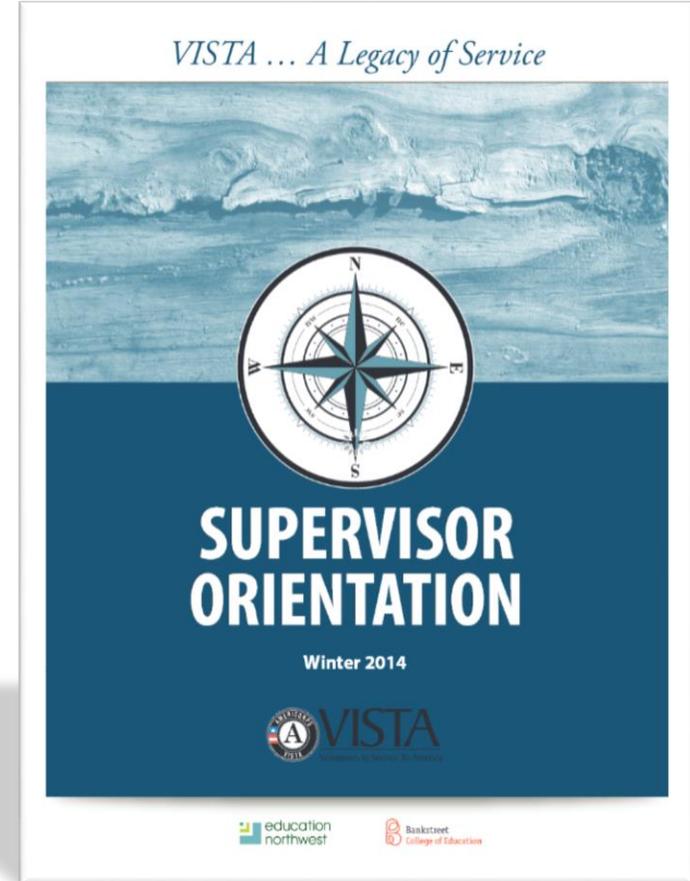
(Bauer, Erdogan, Zedeck, (2011))



Do: OSOT Planning

Sample topic areas:

- Introduction to the organization and community
- Organizational purpose and mission
- Member assignment/VAD
- Supervisory roles
- Professional development



Supervisor Orientation Workbook
OSOT Checklist

Sub-Site Supervisors & OSOT

- A comprehensive 3-4 week process
- An opportunity to develop understanding of poverty in the community
- Orient VISTA to the culture of the community and of your organization
- Begin fostering a strong relationship and regular communication



DO: Plan for and submit required reports

VISTA Project Sponsors will provide you with the detail and timeline for reporting

Where to find Resources: VISTA Campus

www.vistacampus.gov/supervisors/working-sub-sites

Campus Self Study Guide

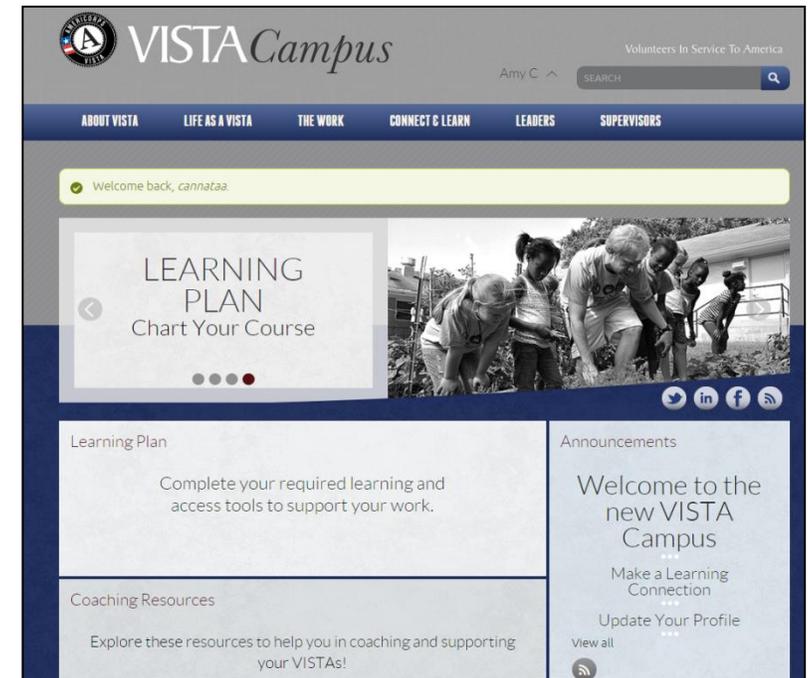
- Training Sub-Site Supervisors Syllabus

Checklist

- VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance

Supervisor Orientation Materials

- Workbook
- Visual Aids (slides)
- Activities (Capacity Building Game)



Next Steps

- ✓ Create a list of questions
- ✓ Block time for regular check-ins with members
- ✓ Participate in future supervisor webinars
- ✓ Connect with other supervisors

Submit Your Questions

- To ask a question electronically, use the Chat panel
- To ask a live question, press *6 to unmute your phone line



Always call the Project Sponsor when...

- There are issues that can not be resolved at the site level
- The member
 - does not show up for service
 - is hospitalized
 - is arrested
 - dies during service
 - needs emergency travel arrangements



The CNCS Montana State Office can be reached at:

208 N. Montana Ave.
Suite 206
Helena, MT 59601

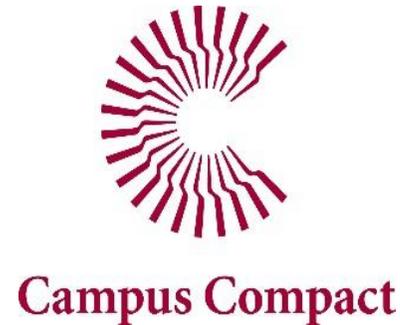
406.449.5404
MT@cns.gov



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

Thank You for Your Participation!

If you have further questions or for more information, please contact your Project Sponsor:



Rural Dynamics Inc.

Contact: Desarae Baker desb@ruraldynamics.org
or visit www.ruraldynamics.org

MT Campus Compact

Contact: Josh Vanek vanek@mtcompact.org
or visit www.mtcompact.org



Prevention Resource Center

Contact: Abby Zent azent@mt.gov
or visit www.prevention.mt.gov

Billings Metro VISTA Project

Contact: Brenda Beckett beckettb@ci.billings.mt.us
or visit www.ci.billings.mt.us/vista