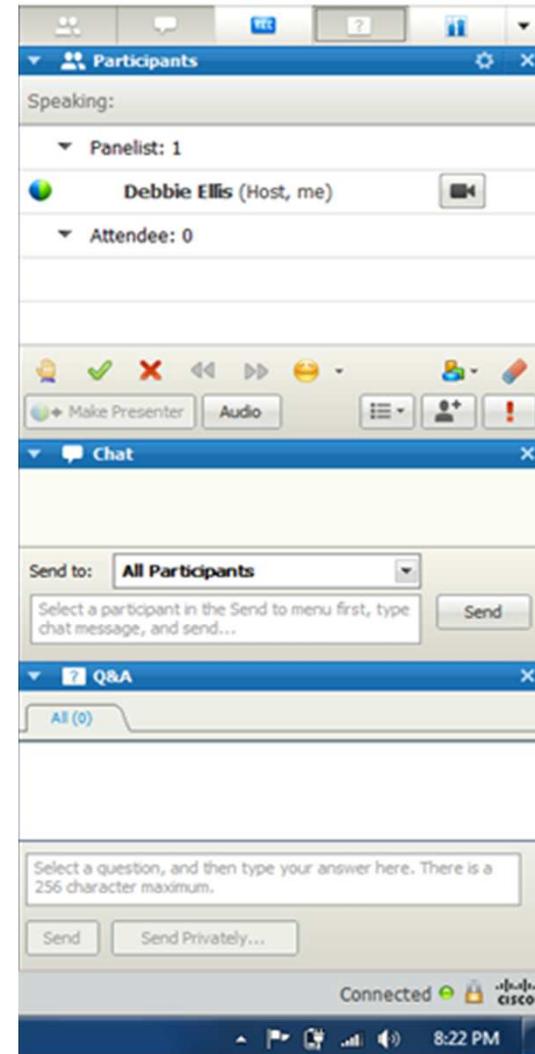


MANAGING YOUR VISTA PROJECT

Before you go to Supervisor Orientation...
what you need to know about Roles, Responsibilities, & Support

Tips for Participating

- Phones are muted
- To share comments and ideas with your colleagues, use Chat (send to **All Participants**)
- To ask questions of the presenters, use Q&A
- Recording will be available after the session



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MANAGING YOUR VISTA PROJECT

Before you go to Supervisor Orientation...
what you need to know about Roles, Responsibilities, & Support

The Team



Andy King

VISTA Training
Specialist



Cat Koehn

State Program
Specialist, Alaska



Endi Clark

Education
Northwest



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Session Outcomes

- Describe in broad terms how your VISTA project fits into the National Service Network
- Follow communication protocol with your State Office
- Recognize VISTA project responsibilities
- Identify opportunities for member support
- Know where to go, when, and for what!
- Learn more about your Supervisor Orientation



Supervisor Training Program

- Begin with this webinar to get a grounding in roles, responsibilities and support
- Attend the 3-day Supervisor Orientation
 - November 4th – 6th in Atlanta
 - November 18th – 20th in Los Angeles
- Use the VISTA Campus for ongoing support
 - vistacampus.gov
 - Webinars, forums, download-ables, tutorials



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THE BIG PICTURE...



National Service Network

Corporation for
NATIONAL &
COMMUNITY
SERVICE 



Social
Innovation
Fund

AmeriCorps
NCCC

AmeriCorps
State/National
Grants

AmeriCorps
VISTA

What is the Corporation State Office?

- State Office staff help develop, manage and monitor VISTA programs in their state and often in other states for large & national projects.
- Staff support your supervision of the VISTAs and intervene in emergencies or difficult situations.
- Staff are also responsible for connecting you to the resources most appropriate to meet your needs.



Support from Your State Office

- Technical assistance (conference calls, webinars, etc.) regarding eGrants, recruitment, training & program registration, performance measures, adjusting project plans.....
- Compliance monitoring of the project
- Support of the supervision of VISTAs



Reporting Relationships

Communication chain:

- 1) VISTA member goes to immediate supervisor first
 - Intermediary if applicable
- 2) CNCS State Office if program-related
- 3) VISTA Headquarters if not resolved



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State Office Specialist



Cat Koehn
State Program Specialist,
Alaska



ROLES & RESPONSIBILITIES

Project & Member Management

Sponsor Responsibilities

Project Management:

- Monitor progress and collect data in relation to your performance measures
- Report through PPR & VPRS
- Ensure VISTAs know our expectations, including the amount of living allowances



Sponsor Responsibilities *cont'd*

Member Management:

- Orientation and Training
- Administrative support (space, supplies, equipment)
- Supervision (guidance, support, coaching)
- Monitor attendance and use of leave days
- Service-related transportation (not commuting)
- Sponsor Verification Form
- Emergency Funds Advance, if required



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Sponsor Responsibilities *cont'd*

Recognize members as VISTAs and AmeriCorps as a funder/supporter on:

- your website, blogs and social media
- in print and broadcast publicity
- on member business cards
- at public meetings and conferences



VISTAs and Housing

- Some VISTAs are permitted to relocate prior to PSO & starting service
- Know your VISTAs status (already secured housing or arriving directly from PSO)
- Advise VISTAs on safe areas to live
- Ask Board, staff, community for housing leads
- Offer temporary housing if possible during the search
- Allow them time for the search & settling in



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On-Site Orientation & Training (OSOT)

- Submit OSOT plan well before the VISTA's arrival
- Implement when the VISTA arrives on-site
- The more support and more comprehensive the OSOT, the shorter the learning curve



Q and A



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MEMBER TERMS, CONDITIONS, BENEFITS

Support & Enforcement as a Supervisor

Addressing Member Issues

- Prohibited Actions: policies related to:
 - Employment
 - Political activity
 - Criminal activity
 - Religious activity

Addressing Member Issues

- Time & attendance
- Early terminations
- Removal from project
- Nepotism

VMSU & Benefits

The **VISTA Member Support Unit (VMSU)**, contacted through the National Service Hotline, manages the VISTAs' service benefits.

800-942-2677

A sponsor may contact the VMSU in support of a VISTA, though it should be unnecessary. (Project issues should be referred to your State Office.)



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



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Living Allowance

- “Standard” VISTAs are paid directly by VISTA HQ through direct deposit
 - Direct deposit and all related forms are available via <https://my.americorps.gov>
- Program grant VISTAs’ “payroll” is managed by the grantee, including tax reporting (W-2 and 1099)
- Income disregard



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Healthcare

- AmeriCorps offers a “limited” health care plan
- The Plan is
 - designed to reduce out-of-pocket costs
 - free for VISTA members
 - individual coverage (dependents are not covered)
 - not full major medical coverage
 - administered by Seven Corners, Inc
- Resources – www.vistacampus.gov/healthcare



Healthcare and the ACA

- Does not meet minimum criteria of the ACA (Minimal Essential Coverage – MEC)
- Additional Coverage Options
 - Family – through parents, a spouse or partner
 - Insurance through the Marketplace
 - Medicare, Medicaid, Tri Care
- Exemptions
- Recruitment Messaging



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New: Healthcare Allowance

- Beginning January 1, 2015, we will offer a healthcare allowance to members **who maintain insurance throughout their service year**
- Healthcare Allowance: up to \$6,350
- Can be used towards
 - annual deductible or coinsurance costs
 - co-payments for office visits
 - prescriptions



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Helping Your VISTA

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

- Housing
- Food/gifts
- Clothing/Promotional items (agency logo apparel)
- Health insurance
- Provide ongoing training

Be fair and equitable in support to all VISTAs serving with you



VISTA Leaders

VISTA Leaders have already served one year or more.

- Leaders help:
 - Recruit
 - Mentor
 - Train
 - **coordinate report writing**
 - generally support teams of at least six VISTAs serving projects
- They can guide in data collection & interpret data (but not perform the reporting)



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Q and A



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REPORTING



Sponsor Verification

- Bi-weekly e-mail notification
- Completed in eGrants
- See “AmeriCorps VISTA Supervisors Manual” on the VISTA Campus for detailed instructions



Project Reporting

- **Project Progress Report:** Submitted in eGrants, the PPR reflects the accomplishments (milestones) of the overall project, not the VISTAs' tasks in their VADs.
 - Supervisor' s Narrative
 - Member(s)' Narratives
- **Additionally**, a sampling of press coverage, newsletters, curriculum in hardcopy or email is sent to the State Office
 - Links, attachments, and images are not supported through eGrants



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Reporting Periods (PPR)

- First year projects report quarterly
- Second and third year projects may report semi-annually, at the discretion of the State Office
- Confirm your reporting periods and due dates with your state office

Project Period Covered:

Date Report is Due:

- | | |
|---------------------|------------|
| ▶ Oct. 1 – Dec. 31 | January 30 |
| ▶ Jan. 1 – Mar. 31 | April 30 |
| ▶ April 1 – June 30 | July 30 |
| ▶ July 1 – Sept. 30 | October 30 |



VISTA Progress Report Supplement (VPRS)

- The VPRS, submitted through eGrants, is an annual supplement to the PPR.
- The data are aggregated and reported externally—the VPRS is not used to assess project progress performance.
- The VPRS asks for performance information that CNCS tracks from all Corporation programs.

VISTA Progress Report Supplement (VPRS)

VPRS reports on CNCS Performance Measures
in Capacity Building Activities

Capacity Building is defined as a set of activities that expand the *scale, reach, efficiency, or effectiveness* of programs & organizations.

VPRS Measures in Brief

- # community volunteers recruited and/or managed
- # organizations implementing 3 or more effective volunteer management practices
- # staff & community volunteers received training
- # organizations completed community assessment



VPRS Measures in Brief

- # hours of service contributed by community volunteers
- # organizations more effective, additional activities, new systems or processes
- Dollar value of cash/in-kind resource leveraged



VPRS Reporting

- Annual report due October 31st for the previous fiscal year (Oct. 1 – Sep. 30)
- Confer with your State Office to determine what data you will collect & report
- Establish tracking tools to collect the data
- AmeriCorps VISTA Impact App



Reporting Recap

- PPR:
 - Quarterly and perhaps later semi-annually
 - Reports on the accomplishments of the overall project
- VPRS:
 - Annually
 - Reports on CNCS Performance Measures



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Informal Communications

In addition to quarterly reports, we encourage you to communicate with your Corporation State Office:

- Email (snippets of accomplishments, member activities are helpful)
- Individual state page on VISTA Campus
- Phone



Monitoring & Compliance Visits

Site visits

- Conducted by State Office staff (occasionally HQ)
- May be informational, to provide technical assistance, or for monitoring

Compliance Monitoring visits

- Scheduled in advance
- Interviews with project staff, VISTAs, advisory council members, and community
- Review of documentation & procedures
- A letter outlining conclusions is shared after



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Q and A



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NEXT STEPS

Training and Resources

Going to Orientation

Your Supervisor Orientation will be held:

- November 4th – 6th in Atlanta
- OR
- November 18th – 20th in LA

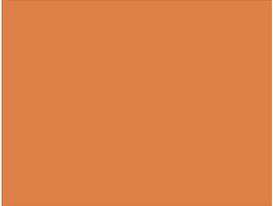


To do and bring

VISTACampus.gov:

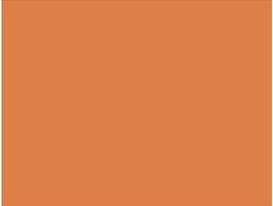
- Welcome Packet
- Terms & Conditions

- Laptop or tablet
- VAD
- OSOT



Contacts and Resources

VISTA Campus: vistacampus.gov
VISTAwebinars@cns.gov



Evaluation

When the session ends, please take a few moments to share your feedback.

Thank you very much for your time and participation!