

PSO Blend's Inauguration

The Dimensions. The Proponents. The Expectations.

The Dimensions

- Enrollment
 - Current Circumstances and Future Planning
- Relocation Travel
- Onboarding
 - Paperwork/Forms (Portal)
 - Coursework and Comprehension Check (Campus)
- Syllabus/Training Model
 - Webinars & Virtual Classrooms (First and Third Week)
 - OSOT (First and Second Week)
 - Forums (Throughout in support of learning and community building)
 - Onsite Activities & Fieldwork (Periodically throughout)

and ...

The Dimensions

- Criminal History Check
 - Disclosure
 - Fingerprints
- Assessment
- Communications

The Proponents

- Candidates / Members
- Sponsors and Supervisors
- State Offices
- Member Support Unit
- Training Unit
- Facilitators and Blend-Site Support Team
- Fingerprint Support Team
- Assessment Team (ICF and Research & Evaluation)

Enrollment (February/March)

- Feb 22: PSO Blend with 360 people were broken out by percentage by cluster based on MSY prediction
 - Relocators attend PSO Blend
 - 2/2/16: Deadline for Blend & Classic, whereupon VTU sorted Classic & Blend*
 - March 1: Classic with 183 candidates & 57 supervisors in Dallas
 - March 21: PSO Blend II with up to 360 people to train remaining candidates/members†
- † Please alert your State Office if these start dates pose significant problems

Relocation Travel

- The Member Support Unit creates TRP for the Candidate
 - Done on a rolling basis as they're enrolled in the PSO Blend
 - Candidates notified about their relocation (approval and amount) within one week of being enrolled
 - Notification includes guidance on how to follow up with the VMSU if HOR or Site Address is incorrect
 - Accurate addresses—HOR and service site—are essential.
- All candidates are required to relocate prior to the first day of service and PSO Blend
- Relocation vouchers posted to the member's Portal page on first day of service
- Member prints, signs, and mails the voucher to the VMSU within 5 days

Onboarding

1. 17 days prior to start date (day one of PSO & Service), VTU* emails candidates, linking them to Member Portal to complete their paperwork/forms
2. In same email, VTU links them to the “Guide” which outline the steps they are to take with a personalized link
3. EdNW registers the participants in the Blend site on Campus, and sends them the personalized link
4. The Blend site is a learning pathway that directs them through the coursework

Onboarding

4. The Blend's (pre-service, asynchronous) coursework consists of the following:
 - a. Guide to Entering Service—East & West Coasts (step by step guide through process and syllabus)
 - b. VISTA's Mission and Legacy
 - c. Terms and Conditions (with electronic acceptance)
 - d. Benefits
 - e. Civil Rights and Responsibilities
 - f. Child Care *–and–* Using the Ed Award (optional)
 - g. Comprehension Check

Onboarding

5. VTU coordinates with VMSU and EdNW to monitor the Candidates' progress
 - a. VTU alerts Candidates of what must be completed by day one—2 weeks prior to start date, and then the Wednesday prior to start date (and copies CSOs)
 - b. Incomplete Portal forms and/or Coursework will in most circumstances prevent the Candidate's entry to service
 - c. If Candidate completes work by Friday prior to start date, VTU sends link to "Launching Your VISTA Service" webinar

PSO Blend Syllabus

- Self-directed online coursework (ref “Onboarding”)
- Launching Your VISTA Service Webinar & Induction (*Day 1*)
- OSOT (*Week 1~2*)
 - Fieldwork: VAD Worksheet, OSOT Inventory, Developing a Community Profile and forums
- Accomplishing Your VISTA Assignment Webinar (*Week 3*)
- Fieldwork (*Week 4~5*)
 - a. THE “MINUTE INTRO”
 - b. UNDERSTANDING POVERTY IN AMERICA
 - 13 Lessons About Poverty
 - How Poverty is Measured in the US

and...

PSO Blend Syllabus

- Closing
 - a. Certificate of Completion
 - b. Recorded Send Off (TBD)

Launch Webinar & Induction

- To track attendance, & use certain interactive functions, Supervisors direct each candidate to log in *individually*.
- Webinar opens 30 mins early to facilitate peer introductions.
- Training Coordinator opens plenary, welcomes, overviews Blend syllabus, presents support network, and reviews T&C.
 - Interactive functions include chat, quiz and votes.
- Facilitator with Program Officer/Director opens virtual breakout, intros roles each play, discusses any state/local resources or key issues (project/communities), reminds of CHC & disclosure, intros fieldwork, intros OSOT, & administers oath
- Training Coordinator reconvenes plenary and closes

Induction

- CSO ensures Supervisors have a PDF copy of the oath form
- VISTA member prints out oath form, signs it, and returns it to the supervisor
- Supervisor collates all forms and sends it (them) in one email to CSO
- CSO collates all forms from all supervisors and sends it (them) in one batch in one email to VM<SU
 - Format does not matter—series of single PDFs or one PDF of multiple forms—whatever is easiest
- VMSU prints and witnesses the forms

OSOT

- Supervisor implements orientation to the organization—the staff, culture, project, VAD—and the community— culture, history, stakeholders, etc
- Fieldwork is designed around the OSOT & VAD, facilitating conversation and guiding acquisition of key info
 - VAD Worksheet: Identify goals and objectives of VAD, describe the activities, identify the skills they bring or need, & clarify aspects of the VADs that are unclear
 - Project & Community Inventory: Acquire key information about the organization—including mission, policies, procedures—and their community

and...

OSOT

- **Fieldwork** *CONT'D*
 - CREATING THE COMMUNITY PROFILE: An interactive tutorial to compile data regarding their community—demographics, poverty rates and potential assets—to share with supervisor
- **Forums**: Facilitator curates the class forum
 - guiding the fieldwork , answering questions, etc
 - directing appropriate project questions to the Program Officer

Accomplishing webinar

- Facilitator with Program Officer opens virtual classrooms with overarching issues gleaned from forum/fieldwork, explores key learning from their OSOT re VAD or community, assigns fieldwork, and raises issue of development needs regarding assignment/tasks (segue)
- Training Coordinator reconvenes plenary and intros IDP and planning professional development
 - VISTA Campus resources
 - Accredited courses on Volunteer Management & Resource Development
 - Webinar series

Fieldwork II

- Minute Intro: Introducing Yourself and Your Organization
 - Developing a terse and persuasive speech about VISTA and the project in their community; a first step in engaging the community
- Understanding Poverty: Reflection on the Definitions , Assumptions, Measures and Causes
 - 13 LESSONS: Based on assignment or passion, create and caption image that reflects their relation to the aspect of poverty.
 - POVERTY MEASUREMENT IN THE US: Reflect & post in forum on how measurement impacts policy, programs and people
- Engaging the Community
 - Explore through readings VISTA's theory of change in terms of community involvement

and ...

Fieldwork II

- Closure:
 - Download Certificate of Completion.
 - View video of Director, and stakeholders (HQ, VMSU, OFL...) celebrating and exhorting the members to excel in service.

Criminal History Checks

- Full self-disclosure of all convictions remains a mandate
 - CH Justification Form remains a requirement of CSO
 - Sponsors' reminding applicant of full disclosure is a wise practice
 - Last chance for disclosure offered on day one in webinar (deadline March 25)
- CSO check of NSOPW required prior to candidacy
- Fingerprint Team will send kits to each state office (aim to complete this week)
- State Offices send kits to Sponsors, ensuring that all sites have kits for each member entering service
- Supervisors distribute kits to each of their members no later than day one of service

Fingerprinting

- Members have 5 weeks to procure fingerprints and send to HQ
 - Members will receive a \$25 subsidy to defray any costs
 - Grantees will either reallocate funds or CSO will amend the grant
- Communications:
 - VTU & Fingerprint Team will remind Members of fingerprinting throughout the Blend
 - Supervisors should direct Members to acquire prints
- Communications/Reports to CSO:
 - Extensions of Deadline—10 days before deadline (eg, March 14)
 - Non-Compliance—5 days before deadline (eg, March 21)
 - Admin Hold & Termination—3 days after deadline (eg, March 28)

Fingerprinting

- Admin Hold & Proposed Termination
 - Non-compliance is grounds for termination
 - Process is being streamlined and templates have been developed with OGC
 - Admin Hold & Proposed Termination will be one step/one notification to Member
 - Member has opportunity to submit fingerprint within the 10 day admin hold period

Assessment

- Data will be collected from Members, Supervisors, Leaders, State Offices, VMSU, VTU and Facilitators
- Surveys and focus groups examine:
 - attainment of learning objectives (same competencies & objectives as the classic model)
 - satisfaction & comfort with model
 - sense of preparedness and engagement
 - retention rates
 - level of VISTA staff effort (# hours)
- Members are surveyed:
 - immediately after each webinar
 - immediately after the entire training, ie, after 5 weeks
 - focus groups are conducted 3 months into service
 - finally surveyed 4 months into service

Assessment

- Supervisors (and Leaders, if applicable) are surveyed 4 months into their member service
- VMSU, VTU & CSO track levels of staff effort and submit data 4 months into member service
- Results will be used to inform continuous improvement of the Blend and enhance complementary support mechanisms for members

Communications

Members:

- Welcome email with instructions re Portal forms (auto-generated)
- Personalized link in email from EdNW
 - Learning pathway includes “Guide to Entering VISTA Service” which addresses Portal forms, online coursework, and Blend syllabus
- Reminders 14 days out & 5 days out regarding forms and coursework
- Email with link to Launching webinar upon completion of forms and coursework from Training Unit
- Open forums connected to cohort, facilitator and CSO
- Email with link to Achieving webinar from Training Unit
- Reminder email to submit fingerprints 4 days out from Fingerprint Support Team
- Certificate of Completion

Communications

State Offices:

- Alert from Training Unit of open enrollment
- Email link to the Guide (each one is updated for each cohort) from Training Unit
- Report 14 & 5 days out regarding Members' forms and coursework from Training Unit
- Email with link to Launching webinar rehearsal and webinar from Training Unit
- Open forums connected to cohort, facilitator and CSO
- Email with link to Achieving webinar rehearsal and webinar from Training Unit
- Reminder email copy to submit fingerprints 4 days out from Fingerprint Support Team
 - Link to report on Admin Hold/Termination cases for non-compliance

Communications

Supervisors:

- Email link to the Guide (each one is updated for each cohort) with Supervisor's foreword from Training Unit
- Email with link to Launching webinar from Training Unit

From CSO:

- Alert on report 14 & 5 days out regarding Members' forms and coursework
- Alert on any important issues raised in forums
- Alert as to who must submit fingerprints 4 days out
- Alert as to who will be Terminated for Cause (non-compliance)