



Managing Your VISTA Project

What you need to know about roles, responsibilities, and support



Session Outcomes



- Follow communication protocol with your CNCS State Office
- Recognize VISTA project responsibilities
- Identify opportunities for member support
- Know where to go, when, and for what!

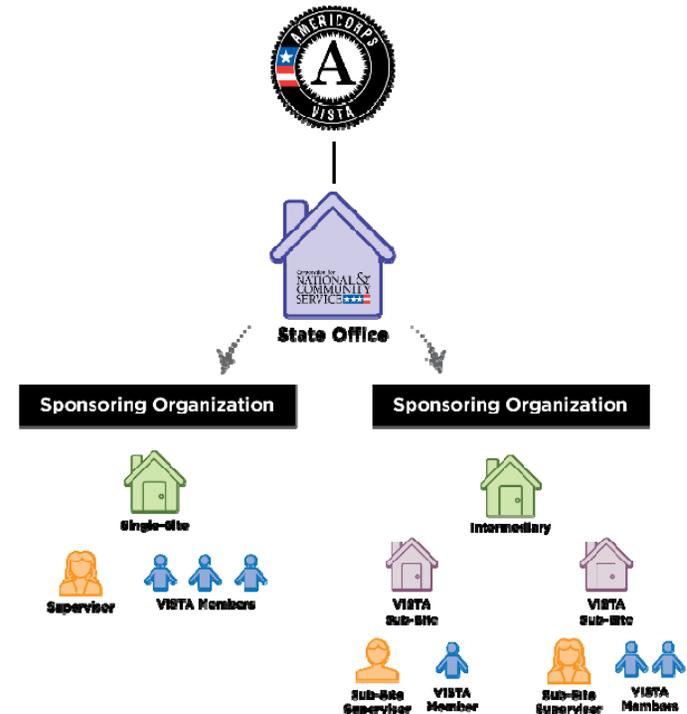


The Big Picture

What is the CNCS State Office?



- Helps develop, manage, and monitor VISTA projects
- Staff support your supervision of VISTA members and intervene in emergencies or difficult situations
- Staff are responsible for connecting you to resources



Support From Your CNCS State Office



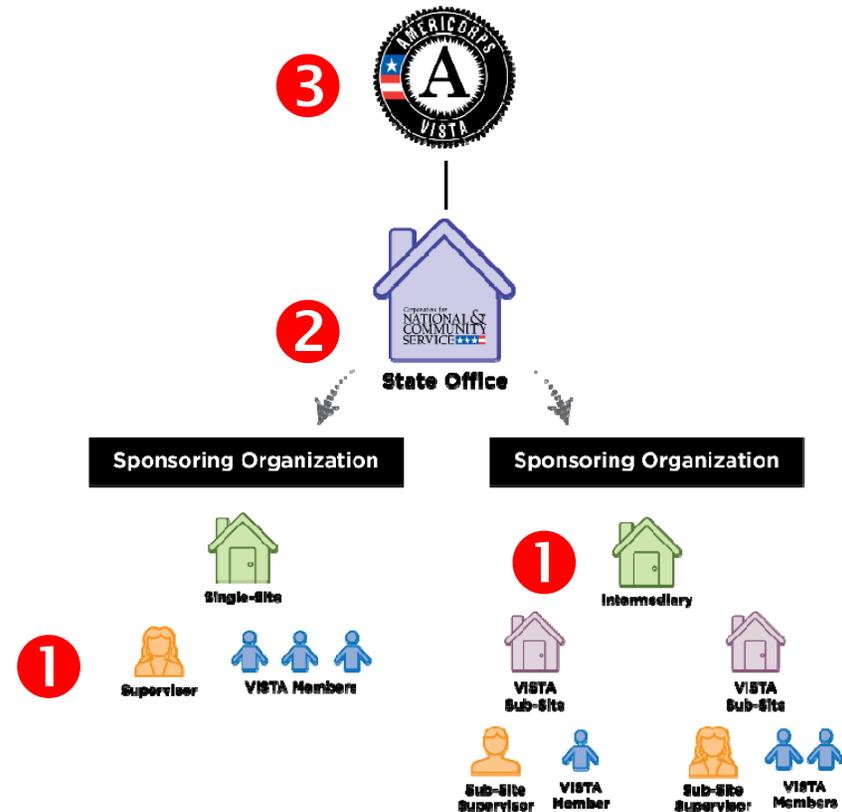
- Technical assistance via conference calls, webinars, etc. regarding:
 - eGrants
 - Recruitment
 - Training and program registration
 - Reporting
 - Adjusting project plans, VADs, and on-site orientation and training plans (OSOT)
 - Compliance monitoring of the project
- Support of the supervision of VISTA members

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



Supervisor Training Program



- Onboarding materials on the VISTA Campus
- Virtual Supervisor Orientation
- Webinars and Micro Learning opportunities for supervisors
 - <http://www.vistacampus.gov/supervisor-webinars>
- Use the VISTA Campus for ongoing support
 - Tutorials, tools, recorded webinars, forums, etc.



Sponsor Handbook:

<https://www.vistacampus.gov>

Supervisor Tab

- Becoming a Supervisor
 - VISTA Sponsor Handbook





Roles and Responsibilities

Project and Member Management

Project Management Responsibilities



- Monitor progress and collect data in relation to your performance measures
- Report to CNCS (more on this later)
- Ensure VISTA members know our expectations, including the amount of living allowances

The screenshot displays the 'eGRANTS Progress Report' interface. At the top, it shows the grant number (06VSPCA001), NOFA (FY 2016 AmeriCorps VISTA State), application ID (16VS185306), and legal applicant name (The Regents of the University of California). The navigation tabs include General Info, Member Development, Demographics, Narratives, Performance Measures (selected), and Summary/Staff Review.

The main content area is titled 'PM52 - Capacity Building & Leverage - Full Time VISTA - Year 1'. It contains two tables:

Capacity Building Performance Measures				
Measure Type	Measure #	Target	Actual	Progress
Output	G3-3.7	100	0	0.00 %
Outcome	G3-3.16	2000	0	0.00 %
# of Full time VISTAS		1	0	0.00 %

Below this is a section for 'Mapped Focus Area Measures':

PM ID	Focus Area	Measure Type	Measure #	Target	Actual	Progress
53	Education - Other Education	Anti-Poverty Output	OUTPT9351	125	0	0.00 %
		Anti-Poverty Outcome	OUTCM10271	125	0	0.00 %
		# of Full time VISTAS		1	0	0.00 %

Additional fields include 'Staff Rating', 'Staff Note', 'Sponsor Note', and a 'Done With Section' button.

Member Management Responsibilities



- VAD development
- Orientation and Training (OSOT)
- Administrative support (space, supplies, equipment)
- Supervision (guidance, support, coaching)



Monitoring, Transportation, and Emergency Funds Responsibilities



- Monitor attendance and use of leave days
 - No personal leave in first 3 months or last month
- Teleservice
 - No teleservice in first 3 months
- Reimburse service-related transportation (not commuting)
- Submit Sponsor Verification Form
- Emergency Funds Advance, if required

Fingerprinting Responsibilities



- CNCS State Office sends fingerprinting packet and instructions to supervisor
- Supervisor sends it to VISTA member
- VISTA member responsible for getting fingerprinted
- \$25 fingerprinting subsidy
- Recommend getting fingerprinted in first week
- Submit fingerprints to VISTA HQ
- Deadline: 30 days from service start date



VISTA Sponsoring Agency Responsibilities



Recognize members as VISTA members:

- On your website, blogs, and social media
- In print and broadcast publicity
- On member business cards
- At public meetings and conferences

Resources:

- CNCS logos: www.nationalservice.gov/logos
- Outreach Hub



Understanding VISTA Relocation Responsibilities



- VISTA candidates participating in Virtual Member Orientation (VMO)
 - Must relocate to their service site prior to attending VMO & prior to starting service
- Know your VISTA candidate's relocation plans

Housing Responsibilities



- Advise VISTA members on safe areas to live
- Ask Board, staff, community for housing leads
- Additional support you can provide
 - Offer temporary housing if possible during the search
 - Pay all or part of the rent directly to landlord
- Allow them time for the search and settling in

On-Site Orientation and Training (OSOT) Responsibilities



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





Questions?





Member Terms & Conditions and Benefits

Support and Enforcement as a Supervisor



Conditions of Service



Prohibited actions and policies related to:

- Employment
- Criminal activity
- Religious activity
- Political activity



VMSU and Benefits



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

800-942-2677

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

VMSU Support Areas



End of Service Benefits

- Education award
- Cash stipend
- Interest accrual payment
- Forbearance requests

Travel

- Reimbursements
- Emergency

Service Letters

- Verification of service
- Income disregard

Benefits

- Child care
- Health benefits

Forms

- W-4
- Direct deposit

Living Allowance



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

VISTA Health Benefits



Two health benefit options:

- One for members who have health coverage (Healthcare Allowance)
- One for members who don't (Health Benefit Plan)



Healthcare Allowance



- For VISTA members who maintain insurance throughout their service year
- Healthcare allowance: up to \$7,900 (in 2019)
- Can be used towards:
 - Annual deductible or coinsurance costs
 - Copayments for office visits
 - Prescriptions
- Also gives access to Telehealth benefit

Health Benefit Plan



- For VISTA members who don't have other coverage
- Limited health care plan
 - Designed to reduce out-of-pocket costs
 - Free for VISTA members
 - Individual coverage (dependents are not covered)
 - Not full major medical coverage
 - Prescription benefit (\$0-5 copay)
 - Does NOT cover pre-existing conditions
 - Limited dental and vision
 - Telehealth care benefit

Enrolling in a Health Benefit



- When VISTA members start service, they need to enroll in a benefit plan on the International Medical Group (IMG) website <https://americorpsvista.imglobal.com>
- More details at www.vistacampus.gov

Helping Your VISTA Member



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

- Housing
- Orientation to community, safety, and security
- Health insurance
- Ongoing training
- Clothing/promotional items (agency logo apparel) – www.nationalservice.gov/logos
- Food/gifts

Be fair and equitable in support to all VISTA members serving with you.



VISTA Leaders



VISTA leaders served at least one year of national service (not just VISTA), and help:

- Recruit
- Mentor
- Train
- Coordinate report writing
- Support teams of at least six (6) VISTA members

They can guide in data collection and interpret data (but not perform the reporting).



Questions?





Reporting

Sponsor Verification



- Biweekly email notification
- Completed in eGrants
- See “VISTA Sponsor Handbook” on the VISTA Campus for detailed instructions
- Must be completed on-time

Project Progress Report (PPR)



- The PPR is located & submitted in eGrants
- Reflects accomplishment (milestones) of overall project
 - Not the VISTA member's tasks in their VADs
- Contains:
 - Supervisor's narrative
 - Member(s)' narrative(s)

Project Progress Report (PPR) (cont'd)



- Additionally, a sampling of the following can be sent via e-mail or hard copy to the CNCS State Office:
 - Press coverage
 - Newsletters
 - Curriculum
 - Other

Links, attachments, and images are not supported in eGrants



Project Reporting Periods



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

Project period covered	Date report is due
October 1 – December 31	January 30
January 1 – March 31	April 30
April 1 – June 30	July 30
July 1 – September 30	October 30



- The VPRS is located and submitted in eGrants.
- It 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 CNCS programs.



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 and organizations.

VPRS Measures in Brief



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

VPRS Measures in Brief (cont'd)



- # 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 CNCS State Office to determine what data you will collect and report
- Establish tracking tools to collect the data



Sponsor Verification Form

- Bi-weekly member attendance

PPR

- Quarterly and perhaps later semi-annually
- Reports on the accomplishments of the overall project

VPRS

- Annually
- Reports on CNCS performance measures

Informal Communications



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

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

Monitoring and Compliance Visits



Site visits

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

Compliance monitoring visits

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

Regulatory Compliance



Red flags:

- Replacing staff or serving as administrative assistant
- Assignments unrelated to the VAD
- Direct service

CNCS Office of Inspector General

800-452-8210

hotline@cncsoig.gov

www.cncsoig.gov



Questions?





Thank you!

