



Supporting Your VISTA Members

Connecting & Engaging VISTAs



Welcome to Supporting Your VISTA Members - Connecting & Engaging VISTAs

In the previous training you developed a foundation of knowledge around communication skills and conflict management, and started to think about how you would “set the tone” with your VISTA term. This section will build on that knowledge as we move the discussion to how to stay engaged and connected with your VISTAs as you support them through their year of service. **[[Next Slide]]**

Learning Objectives



- Member Check-Ins
- Answering Member Questions
- Facilitating Meetings & Trainings
- CNCS Special Initiatives



By the end of this training you'll know more about:

- **[[Click]]** Coordinating & structuring member check-ins
- **[[Click]]** Effectively responding to member questions
- **[[Click]]** Facilitating meetings & trainings for a VISTA team, and
- **[[Click]]** Engaging in CNCS Special Initiatives, like National Days of Service **[[Next Slide]]**



Member Check-Ins

A Quick Guide to Getting Started

Let's start with one of the easiest things a VISTA Leader can do to engage with and support their members throughout their service year – Member Check-Ins. **[[Next Slide]]**

Member Check-In Overview



Member Check-In Activities

Build Relationships & Provide Support

Identify & Respond to Member Needs

Provide Training & Support

Member Check-Ins are exactly what they sound like – an opportunity that you make as a VISTA Leader to touch base with your VISTA member, one-on-one, to see how things are going with their VISTA service.

With that in mind, which of the Six VISTA Leader Roles – The Ambassador, The Mentor, The Recruiter, The Educator or Facilitator, The Liaison & The Resource Generator - do you think will come into play most often during member check-ins

[[Click]] The Mentor; As a Leader, your VISTA members will often be looking to you for advice or guidance during member check-ins.

[[Click]] The Liaison; Member check-ins provide a great opportunity to find out what your VISTA member's needs are and help them manage their connections to other key project players

[[Click]] The Educator/Facilitator; Check-ins are an ideal time to provide one-on-one technical support or training to your members who may have specific professional development needs that you can help them to address.

The skills you develop as a Mentor, Liaison & Educator/Facilitator are going to help you effectively:

- Build strong relationships & provide better support to your VISTA members
- Identify & respond to VISTA members' needs
- Provide responsive & timely training and support to your VISTA members. **[[Next Slide]]**

Why Do Member Check-Ins?



- Build stronger mentoring relationships
- Address VISTA member needs
- Provide training & technical assistance
- Gain insight into project site & member performance
- Feedback on the VAD
- Learn more about the member experience
- Take note of changes or concerns

In person check-ins at the member service site give Leaders a unique “on the ground” perspective of how VISTAs and their sites are faring.

Are your members getting what they want out of their VISTA experience?

So why do we recommend VISTA member check-ins as a VISTA Leader activity?

As we mentioned in the previous slide – member check-ins offer a great opportunity for Leaders to **[[Click]]** build stronger mentoring relationships with their members, **[[Click]]** address member needs, and **[[Click]]** provide training. But check-ins also give Leaders valuable insight into **[[Click]]** how project sites are performing and if VISTA members are accomplishing their planned work.

[[Click]] This is especially true if Leaders are able to visit their VISTA members at their service sites – giving them an “on the ground” perspective of how sites and VISTA are faring.

A check-in also allows VISTA Leaders the chance to **[[Click]]** get feedback on the VISTA Assignment Description, **[[Click]]** the experience of the member, and to **[[Click]]** take note of any changes or concerns. As a Leader, you’ll want to know if the members feel that they are having meaningful service experiences. **[[Click]]** Are they getting what they want out of their VISTA experience? **[[Next Slide]]**

Coordinating Check-Ins



Check-Ins should always be “live.”

Set a schedule, but be flexible

Create a check-in checklist or standard questions.

Take Notes!

We hope that after hearing all of the ways that member check-ins can benefit you, the member & the project as a whole that you'll agree they're an important piece of the VISTA Leader assignment. So the next question is – How do you go about coordinating your check-ins?

- **[[Click]]** We recommend that check-ins always be live – that is either in-person, over the phone, or over an audio or video chat. E-mail is a great way to keep in frequent contact with your members, but it doesn't really fit into the goals of the member check-in.
 - For in person meetings you might arrange a meeting to a member's site or a neutral venue – whichever the member feels most comfortable with. For in-person visits it's helpful and considerate to let a member's supervisor and site, as well as your supervisor, know that you are meeting with a member – especially if the meeting has been scheduled to mediate or address a conflict.
 - Site visits were also discussed earlier in the VLO through the lens of supporting your supervisor – if you haven't already be sure to check out the “Designing and Conducting Effective Member Site Visits” Webinar for recommendation and resources to conducting effective site visits.

- **[[Click]]** Regardless of the mode of communication, it's important to establish a set check-in schedule with members. You might check-in every two weeks or monthly depending on the size of your VISTA team. But even if you have a schedule be flexible to allow for members who may need to reschedule because of events or high workload at their service site, or for members who have a time sensitive situation that they need to discuss with you.
- **[[Click]]** Create a member check-in checklist or set of standard questions. We'll give some examples of helpful questions in a second. Having questions that you always ask helps to identify changes or patterns that could be impacting your member's service year. But remember the check-in isn't just a Q&A – let your members talk about other things they may be interested in or concerned about. Or use the check-in as an opportunity to check-in with members around concerns such as late data or timesheet submission. Remember if you have these concerns you should always also speak to your VISTA Supervisor.
- **[[Click]]** Finally, be sure to take notes. You can take them while you're talking with your member, or if you're uncomfortable taking notes when you're speaking in-person be sure to write down key points after the meeting. With multiple members and check-ins to keep track of, having notes to go back to if concerns arise will be important.
- **[[Next Slide]]**

Sample Member Check-In Questions



Meet Jena.

"Yesterday I finished my term as an AmeriCorps VISTA, dedicating one year of my life to serve the Leadville community. Never in a million years did I think it would be so incredibly rewarding. Devoting yourself to your community around you and building compassion into action, truly make change. Really glad I trusted my gut one year ago. I love you Leadville!"

SERVICE:
Lake County School District
Leadville, CO

- What are you working on?
- How satisfied are you with your service?
- Do you feel engaged with your service?
- What skills are you learning or building?
- What are your goals for this year?
- How can I help you achieve your goals?
- Do you feel valued and supported?
- What challenges are you facing?
- Tell me about progress on the VAD!
- Tell me about a new success!

Learn more and apply to serve:
AMERICORPS.GOV/VISTA



Every member check-in is going to be a little different depending on how your member's service experience has been since the last time you spoke, but having a standard set of questions helps to set the tone for the meeting, and can help members anticipate what information you're hoping to receive from them. Try to keep check-in questions as open-ended as possible. Remember, you aren't looking for Yes or No answers, you really want to know more about how your VISTAs are doing!

Here are some questions we recommend asking:

- **[[Click]]** What are you working on?
- **[[Click]]** How satisfied are you with your VISTA service?
- **[[Click]]** Do you feel engaged with your service activities?
- **[[Click]]** Tell me about some new skillsets you're building or working on? Or what professional development opportunities have you had recently?
- **[[Click]]** What are your goals for this year? Or if it's a question you ask more frequently – what are your goals for the next two weeks or month?
- **[[Click]]** What can I do to best help you achieve those goals?
- **[[Click]]** What has your service site, your supervisor, or your project done lately to make you feel valued and supported?

- **[[Click]]** What challenges are you facing? And can I do anything to help you overcome those challenges?
- **[[Click]]** Tell me about how progress is going on your VISTA Assignment Description. Are you happy with your progress toward achieving your service objectives? Do we need to consider updating the VAD?
- **[[Click]]** What's at least one success you've had since the last time we spoke?

This last question is also a great opportunity to collect member impact data to share later as marketing or social media material. Site visits can also help you grow your project's collection of VISTA member photos for posts and materials as well. Always be sure to bring some VISTA gear & get a photo or two of your members in action!

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Answering Member Questions



It's not about knowing all the answers.
It's about knowing where to find them!

- The VISTA Campus
 - The VISTA Member Handbook
 - Benefits of AmeriCorps VISTA Service
- The National Service Hotline
1-800-942-2677
- Create a Guide to Local Resources
 - Housing
 - Public Benefits
 - No-cost or low-cost community activities
 - Grocery Stores
 - Local Transit

During member check-ins you'll also be answering any questions that your members might have. Check-ins aren't the only time you'll get questions from members, but it's important to know how to respond regardless of when or what members ask. VISTA members often have questions about member benefits like their living allowance, health coverage, the education award, non-competitive eligibility, and travel reimbursement. They may also have questions about outside employment or education, public benefits, housing or other community services.

[[Click]] The important thing to remember is that it's not about knowing all of the answers. It's about knowing where to find them!

So where are some of the best places to look for answers to member questions?

[[Click]] If your VISTAs have questions about VISTA policies, regulations, benefits or anything related to their service – it's very likely that the answer is on the VISTA Campus. And the first two places you should look are the VISTA Member Handbook and the Benefits of AmeriCorps VISTA Service page. We recommend pinning these sites to your favorite internet browser for ease of use. These and other common VISTA Campus resources are linked below this training video.

If the question is too specific for the resources on the VISTA Campus you, or the VISTA member, can always call the National Service Hotline at 1-800-942-2677.

[[Click]] If your program doesn't already have a guide to local resources for your VISTA members, creating one can be a useful way to build capacity for your project while also building your own knowledge around local resources such as affordable housing, public benefits, no or low-cost community activities, lower cost grocery stores in the area, and local transit. This kind of resource will be helpful for your current members, and for any recently recruited candidates as they may be preparing to move to the area. **[[Next Slide]]**

When to Involve Your Supervisor



You're concerned for a member's health and well being.

You're feeling overwhelmed or uneasy.

You've taken initial action to find resources, but are unsure of next steps & could use support.

There is conflict between the member and the member's site supervisor.

When the situation involves project non-compliance, or unallowable activities.

As with the scenarios we discussed relating to managing conflict with your VISTA team, there are some questions members may ask, or situations that come up during member check-ins when you should involve your Supervisor.

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Let's work through a few scenarios of member issues or questions that you might experience as a VISTA Leader. For each scenario we'll offer a few thoughts & resources, but we recommend you also bring these scenarios to your supervisor & discuss how you might handle them together. **[[Next Slide]]**

Scenario 1



- Did she receive the resources you prepared about low-cost housing when she started?
- Do you have any other members – new or onboarding soon who may need a roommate?
- Are there any other local service projects who may have members looking for roommates?
- Bring your supervisor into the discussion.
- Ultimately, it's your member's decision.



A VISTA member is having issues with housing. She relocated to serve, and initially found a shared living arrangement. Now she's not getting along with roommates and unhappy with the living conditions. Her living situation is affecting her performance at her VISTA site and she's unsure she will be able to continue service, though she wants to. She seeks your help at a check-in. What would you do?

A few things to consider: **[[Click]]**

- Did she receive the resources you prepared about low-cost housing when she started?
- Do you have any other members – new or onboarding soon who may need a roommate?
- Are there any other local service projects who may have members looking for roommates?
- Bring your supervisor into the discussion, the project or organization may have additional ideas or resources to share. And it's important for your supervisor to know if a member may need to end service early.
- Remember, your member's finances are going to factor heavily into this situation. You and your project can offer options to consider, but ultimately the member needs to decide what's best for her. **[[Next Slide]]**

Scenario 2



- Are the activities the VISTA member is being asked to do unallowable?
- How did your VISTA member discuss the situation with his supervisor?
- Does your VISTA member want help speaking to his supervisor?

A VISTA member is having issues with his Site Supervisor. He feels he is being micromanaged and asked to perform duties unrelated to his VAD. He brings up his concerns to his Site Supervisor at their bi-weekly 1-on-1, but this only stirs the pot. Your VISTA member reaches out to you for guidance. How would you advise him?

A few things to consider: **[[Click]]**

- Are the activities the VISTA member is being asked to do unallowable? If so it's time to get your supervisor involved. If you aren't sure about the allowability of certain activities be sure to check-in with your supervisor before you respond to the member!
- How did your VISTA member discuss the situation with his supervisor? It's possible that he didn't implement some of the key communication skills you learned about in the last training video. If your VISTA is willing to speak with his supervisor again can you provide some guidance on a better way to approach the situation?
- Does your VISTA member want help speaking to his supervisor? If so, again, it's time to get your supervisor involved. Remember, as a Leader you can't intervene with a site supervisor on behalf of your VISTA members.

Scenario 3



- Has the site supervisor tried to intervene in any way?
- If they have tried to address the situation, but think that the members might respond better to some peer mentoring, you might set up a site visit with your supervisor.
- Have a lot of different things been tried already? Or are the actions of the VISTA members inappropriate?



You have two VISTA members serving at the same sub-site. Some of their service activities involve collaboration with one another but they are simply not getting along, and it's affecting their performance and the energy in the office. Their Site Supervisor reaches out to you for help. How would you approach this situation?

A few things to consider: **[[Click]]**

- Has the site supervisor tried to intervene in any way? If not, you may want to talk with your supervisor. Part of the role of a site supervisor is to help their team work together more cooperatively & they might benefit from some additional supervisory training.
- If they have tried to address the situation, but think that the members might respond better to some peer mentoring, you might set up a site visit. But be sure to work with your supervisor in this scenario as it could involve areas of member management that aren't appropriate for you to address as a leader. If your supervisor thinks peer mentoring is appropriate, remember from the conflict management training that the most important thing is hearing both sides of the story before trying to find solutions. You might talk to each member separately & then have a group conversation.

- Have a lot of different things been tried already? Or are the actions of the VISTA members inappropriate? If so it's time to involve your supervisor. They might need to consider changing member activities to prevent these two individuals from working together so often, or personnel actions such as removing a VISTA member from the site. **[[Next Slide]]**

Scenario 4



- You actually may have two issues to address here.
- Is the member's home close? Do they have the leave time and resources to travel home?
- Member social events.
- Access tele-counseling services through the AmeriCorps VISTA Telehealth benefit
- Now may be a perfect time to remind her of the capacity building impact she's having.
- You might suggest a meeting to work through her VAD and create an action plan.

You have a VISTA member who relocated to serve. She is having a difficult time adjusting to the community and feeling homesick. She's been serving 5 months at her site, but she's feeling increasingly frustrated and unfulfilled. She confides in you at a check-in meeting. How would you offer support?

A few things to consider: **[[Click]]**

- You actually may have two issues to address here – your member's homesickness AND her frustration with her service. Let's address the homesickness first.
- Is the member's home close? Do they have the leave time and resources to travel home? Sometimes member's who are very committed to their service don't practice great self care or use their personal time when they need to. If that's the case with this member, you might suggest a long weekend home to recharge.
- Maybe it's time to plan a member get together, or if you do schedule them, but this member hasn't participated before – encourage her to do so.
- If you feel comfortable doing so, or if the member has previously disclosed mental health struggles you might remind the member that they can access tele-counseling services through the AmeriCorps VISTA Telehealth benefit. Remember! If you're very worried about your member's mental health, it's time to involve your

supervisor.

- Now what about the second issue, feeling frustration with her service.
- Take a look at recent data you've collected. If the member really is accomplishing great things this may be a perfect time to remind her of the capacity building impact she's having.
- But if it looks like she's struggling to meet service goals you might suggest a meeting to work through her VAD and create an action plan for accomplishing service objectives in her remaining months of service. **[[Next Slide]]**

Scenario 5



- It's time to involve your supervisor
 - Possible Emergency Medical Leave
 - Possible Early Termination for Medical Reasons
- How could you have identified this issue sooner?



One of your VISTA members is experiencing health issues and is in and out of the hospital. He wants to continue serving but has already used up almost all of his personal and sick leave days. He contacts you for advice. How would you handle this situation?

This is a difficult situation, **[[Click]]** but at this point your choices are pretty limited & you'll have to involve your supervisor:

- Depending on your member's illness and medical needs, and how much service time he has left your supervisor might ask for extra Emergency Medical Leave days for the member. This process is facilitated through the CNCS State Office.
- However, if the member's health problem is ongoing, they may make the decision that they need to leave service for medical reasons. In this case your supervisor will need to contact your CNCS State Office to facilitate the member's early termination from service. In many cases of early termination for medical reasons, VISTA members may receive a pro-rated amount of their Education Award or end-of-service cash stipend depending on how long they have served.
- How could you have identified this issue sooner? If you collect member timesheets be sure you're working with your supervisor to track how many of their personal

and sick days they've used. If it looks like a member is going through their 20 days quickly be proactive and reach out. **[[Next Slide]]**

Be Proactive! Get Creative!



- Connect new VISTA candidates with others looking for housing
- Outreach to local businesses
- Reach out, network, and collaborate with other National Service program streams in your area
- Create a scavenger hunt
- Create a tips and tricks for living on a VISTA budget.
- Start a monthly social get-together event for your members



But being a supportive VISTA Leader isn't all about responding to difficult member situations; it's also an opportunity to get creative in the ways that you support your onboarding and existing VISTA Members. Here are just a few examples to get you started:

- Find a way to connect new VISTA candidates with others looking for housing (i.e. closed VISTA Facebook group).
- Do outreach to local businesses to see if they might offer discounts for National Service members.
- Reach out, network, and collaborate with other National Service program streams in your area - like AmeriCorps State and National, returned Peace Corps volunteers, and Senior Corps for National Days of Service, or other opportunities to work together
- Create a scavenger hunt to introduce new members to VISTA and their community
- Create a tips and tricks resource guide for living on a VISTA budget.
- Start a monthly social get-together event for your members (i.e. trivia nights, Taco Tuesdays, movie nights). Chances are that there are fun, low-cost events in your community that you can utilize to help bring your VISTAs together to foster a sense of community. **[[Next Slide]]**



Facilitating Meetings & Trainings

VISTA Member Professional Development

Another opportunity that you'll have to connect and engage with your VISTA members is through facilitating meetings & trainings for your VISTA team.

In this section we'll provide some insights into meeting topic ideas, sample ice breakers, securing speakers & mobilizing your members as active participants. **[[Next Slide]]**

Facilitating Meetings & Trainings Overview



Meetings & Trainings Activities

- Create Relevant Trainings
- Partner with Local Organizations
- Mobilize your VISTA Members

Going back to “The Basics” where you learned about the Six VISTA Leader Roles – The Ambassador, The Mentor, The Recruiter, The Educator or Facilitator, The Liaison & The Resource Generator. Which roles will be most active as you prepare and present VISTA meetings and trainings?

[[Click]] The Educator/Facilitator is the first of course! The role is all about creating and implementing successful meetings & trainings, and the

[[Click]] The Resource Generator. A lot goes into the creation of engaging meetings & trainings

The skills you develop as an Educator/Facilitator and Resource Generator are going to help you effectively:

- Create trainings and meetings topics that are relevant to the needs & interests of your VISTA members.
- Partner with local professionals, organizations & businesses as speakers, trainers, or donation providers
- Mobilize your members & capitalize on their skills to make trainings more engaging

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Meeting & Training Topic Ideas



Mediation Skills	Life After VISTA	Grant Writing	Social Media
Data Measurement & Evaluation		Individual Development Plans	
Disaster Preparedness		Personal Finance	
The VISTA-Supervisor Relationship	Time Management	Volunteer Recruitment	Community Issues
Resume Building			Cultural Competency

There are dozens of possible topics that you can cover with your VISTA members during trainings or meetings. We'll provide you with a few for inspiration, but you should also base your choices on topic areas that are particularly pertinent to your project's organization or areas that your members indicated were interesting to them in the member surveys that we discussed in the previous training.

Some training ideas you might consider are:

- [[Click]] Volunteer Recruitment
- [[Click]] Disaster Preparedness
- [[Click]] Cultural Competency
- [[Click]] Life After VISTA
- [[Click]] Resume-Building
- [[Click]] Personal Finance
- [[Click]] Project Planning and Management
- [[Click]] Data Measurement and Evaluation
- [[Click]] Community & Poverty Issues
- [[Click]] Social Media
- [[Click]] Grant Writing

- [[Click]]** Mediation Skills
- [[Click]]** Time Management
- [[Click]]** Individual Development Plan, and
- [[Click]]** Navigating the VISTA-Supervisor Relationship

Keep in mind that your plan for training VISTA members will be shaped by the physical location of your members. If you're unable to bring your members to the same location for a training, be sure to ask yourself: "Will I be able to provide this training via a conference call or webinar, or through a self-guided resource?"

The VISTA Campus is a perfect place to start looking for resources to support your VISTA member training initiatives. A useful webinar to get started is linked below this training video: "Leveraging the VISTA Campus for Project Training" provides insights from individuals who have used the VISTA Campus to successfully support member training.

But VISTA Leaders can also look to their communities to find training resources.

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Securing Speakers & Trainers



- Ask Your Supervisor: Are there training funds available?
- Utilize your local networks and connections
 - VISTA Supervisors
 - Nonprofit Leaders
 - Government Agencies
 - VISTA Members
 - Your CNCS State Office
 - Universities & Colleges
 - Other National Service Programs
 - Other VISTA Leaders



Securing speakers and trainers can be a real challenge for VISTA Leaders. Be sure you ask your supervisor if there's funding available for VISTA Training, or if you'll need to search for individuals who are willing to donate their time and talent to your project.

Whether or not funds are available, here are some local networks and connections you might mobilize to support your VISTA training goals:

- Your project's VISTA Supervisors
- Local Nonprofit Leaders – including staff at your project's sub-sites
- Local Government Agencies may have low or no-cost training initiatives for public service professionals
- Your VISTA Members may have skills, training or experiences to share
- Your CNCS State Office may be able to offer training – particularly related to Life After VISTA
- Local Universities & Colleges
- Other National Service Programs. Start by finding your State Service Commission – see the link below this training
- Other VISTA Leaders may already have training ideas or resources that they're willing to share. Contact your State Office to see if they can connect you with other Leaders.

Ice Breakers & Team-Building Activities



Some people love them, some people dread them – but as a VISTA Leader you’ll learn to love ice breakers and team building activities as a way to get your VISTA members actively participating in training.

Below this training is a link to the VISTA Campus that will bring you to an external team-building resource page. Pause the video here and take a few minutes to explore this great resource! Before you come back to the training pick an ice breaker that might work well for your first VISTA team meeting or training. **[[Next Slide]]**

Mobilizing Your Members as Participants



- Member identified professional development
- Site Supervisors too!
- Don't overload the agenda
- Create a schedule & share it
- Think outside the box!
- Aim for inclusivity
- Rotate facilitation



Don't forget that - even though you may be assigned the responsibility of creating new meeting ideas and training facilitation for your VISTA team - that your VISTA members themselves can be a great resource!

- Encourage your members to share professional development opportunities in the community they may have heard about at their service sites
- That goes for your site supervisors as well! Make sure you inform them of your training goals for your members, and request their investment in the professional growth of their members
- Don't overload the agenda with activities; leave some time for members to connect with one another
- Don't wait until the last minute! Create a schedule of topics you have to address and share it with your members. They may have great ideas for training resources! Depending on your projects resources and needs, trainings may be quarterly, every other month, or monthly.
- Think outside the box! Even if your project already has trainings developed there's always room for growth and improvement
- Aim for inclusivity. Engage members virtually if they are unable to attend in-person meetings. And be sure you're aware of any accommodations you may need to

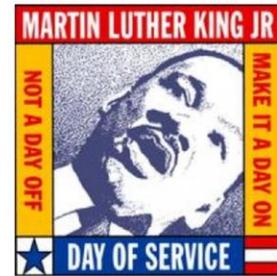
consider for your members.

- And finally, encourage members to rotate facilitation. This could be a way for them to share a skill or knowledge set they already have, or an opportunity for them to find and facilitate an ice breaker or team-building activity. **[[Next Slide]]**

Special Initiatives & National Days of Service



- National Days of Service - Martin Luther King, Jr. Day of Service & 9/11 Day of Service and Remembrance
- Other Special Initiatives & Days of Service
 - MLK Day (January)
 - AmeriCorps Week (March)
 - National Service Recognition Day (NSRD) (April)
 - Volunteer Week (April)
 - 9/11 Day



Each year CNCS leads National Days of Service. AmeriCorps programs, including VISTA, are encouraged to participate in these National Days of Service with specific focus on Martin Luther King, Jr. Day of Service and 9/11 Day of Service and Remembrance. As a VISTA Leader, you may play a part in coordinating these Days of Service.

National Days of Service present programs with a special opportunity to address unmet community needs, collaborate with other AmeriCorps programs, build national service member morale and teamwork, promote volunteerism, and service in local communities, and highlight the difference national service members and volunteers make across the nation.

MLK Day and 9/11 Day aren't the only opportunities you may have to engage your VISTA members in special service opportunities – you and your project may also consider participating in AmeriCorps Week in March, and National Service Recognition Day or Volunteer Week in April. Be on the lookout for any other CNCS special initiatives that may be announced during your year of service.

All of these events can present opportunities for your VISTA members to engage in a

different kind of service than their regular capacity building responsibilities, strengthen your project's ties to the community, and build team spirit. **[[Next Slide]]**

Let's Review!



- Member Check-Ins
- Answering Member Questions
- Facilitating Meetings & Trainings
- CNCS Special Initiatives

Let's review what new skills you've added to your member support tool box. You now know more about:

- **[[Click]]** Coordinating & structuring member check-ins
- **[[Click]]** Effectively responding to member questions
- **[[Click]]** Facilitating meetings & trainings for a VISTA team, and
- **[[Click]]** Engaging in CNCS Special Initiatives, like National Days of Service **[[Next Slide]]**

With these tools at the ready – you'll be well prepared to support VISTA members throughout their year of service.

Up Next!



You got this...
Let's make it a great year.

Up next we'll focus on how you can plan and resources you can access to grow your own personal and professional development during your VISTA Leader year.

Once you're ready to move on to the next topic scroll down to "Continuing Leader Development"

Remember you can always come back to this video, reference the slides in the PDF version linked below, and use the other resources in this section whenever you need them!