


**VISTA**  
 Volunteers in Service to America

Welcome to today's webinar!  
**Reporting and Data Collection**  
 August 18, 2020 | 2:00-3:00 p.m. ET

**Audio Access**

- Listen via computer:
  - Select Join Audio
  - Unmute your speakers
- Listen via phone:
  - Dial: **877-853-5257**
  - Webinar ID: **997-9417-0213**

 Click this icon below to open the Chat.

The webinar will begin soon. While you wait, please share in the Chat:  
**Your city, state, and what you enjoy most about data!**

 You will hear music until we begin.  
 Your microphone is muted.

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Stream audio through computer (Audio Settings)

Call in via phone (number listed on each slide)

Select a Speaker  
 Speakers (Mpow HC)  
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 Test Speaker & Microphone...  
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**Tips for Participating**

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1. Click View Options;  
 2. Select Exit Full Screen to display the Chat on the right side of the screen.

In the Chat, send your message to **"All panelists and attendees"** to:
 

- Participate in activities;
- Share ideas with participants;
- Ask questions.

Live captioning is available. If captions do not appear here, use the link posted in the Chat.




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## Webinar Management

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- Chat comments, responding to activities, and questions
  - Please send your message to **"All panelists and attendees"**
- Today's presentation and resources
  - PDF of the slides will be available via a link posted in the Chat
- Recording
  - Recording will be posted on the VISTA Campus Supervisor Webinars page in the next week

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## Reporting and Data Collection

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## Today's Speakers

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**Eric Powell**  
AmeriCorps VISTA  
Training Specialist  
Washington, DC  
VISTA Alum '06-'07  
VISTA Leader '08-'09



**Brian Mitterer**  
AmeriCorps VISTA  
Data Analyst  
Washington, DC  
Peace Corps Alum '13-'15

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## Session Goals

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By the end of the webinar, you will be able to:

- Reflect on the importance of collecting data
- Learn and develop ways to use the data you collect
- Understand the differences between, and information collected in, the VISTA reports

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## Today's Agenda

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- Data Collection
- Why collect data?
- Data Collection Examples
- Reporting
- CNCS VISTA Reports
- Resources
- Next Steps and Evaluation
- Q&A



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## Data Collection

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## Data Collection

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### Food Bank

Where do our clients live, and how far do they travel to our food bank?



### Ex-offender Reentry

When is recidivism most likely to occur?

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## Your Data

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The data you value can be:

- Collected by your organization – intake forms, surveys, etc.
- Pulled in from outside sources – U.S. Census, county health department, etc.
- Quantitative – numbers, percentages, median/mode
- Qualitative – stories, open-ended responses, observations
- Integrity of data may vary! (← this is a normal problem to have)

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## Why collect data?

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In the Chat, answer the following question:

*How do you use data in your VISTA project?*



1. Supercharge operations
2. Inform strategy
3. Tell your story

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## Why collect data?

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### Supercharge Operations

So much low-hanging fruit!



- Streamline routine work and core business processes
- Manage contact lists
- Plan the budget
- **CNCS Example:** Automatically alert staff when a VISTA Memorandum of Agreement is about to expire without a continuation in place

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## Why collect data?

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### Inform Strategy



- Answer the big picture questions that can profoundly affect the direction and impact of your organization
- **CNCS Examples:**
  - Do support grant funds correlate with lower attrition and higher levels of VISTA member satisfaction?
  - Are VISTAs serving where the need is greatest?
  - What would it cost to increase minimum living allowance to \$20k? And with flat federal funding, how many fewer VISTAs would that mean serving nationally?

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## Why collect data?

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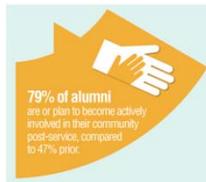


### Tell Your Story



- Tell your story to management
- Tell your story to external stakeholders
- Emotional hook + quantitative data create a powerful combination

*"The takeaway from my experience is simple yet profound: We can still give to others even if we have nothing for ourselves."*



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## Quantitative Example

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- Our VISTA member recruited new volunteers for our VISTA project:
  - Quarter 1 = 20 new volunteers
  - Quarter 2 = 27 new volunteers
  - Quarter 3 = 4 new volunteers
- Volunteer statistics:
  - 23% of volunteers had a first-time experience with our organization
  - 95% of volunteers were satisfied or highly satisfied and would return
  - 74% of volunteers returned at least a second time

*What question(s) come to your mind in this quantitative example?*

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## Qualitative Example

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- Our volunteers:
  - Were pleased with the volunteer training prior to serving
  - Said that our organization's mission resonated with them
  - Were passionate about serving
  - Learned valuable information about themselves and the community
- Volunteer quotes:
  - "It was an amazing experience to work with these individuals!"
  - "Great opportunity! Suggest encouraging volunteers to do pre-work to learn about the organization and community before volunteering."

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## Understanding Data

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- You want to understand:
  - What your data mean
  - Where your data and statistics have biases
  - How your data may be misinterpreted or misunderstood
  - What information is missing from your data
  - What additional data you NEED to collect
  - What additional data you WANT to collect
  - What you will do with your data
  - How the data can inform past and current progress as well as next steps



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## Pitfalls

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- Human error unchecked
- Misinterpretation and misincentivization
- Causation bias
- Selection bias
- Survivorship bias

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## Chat Question

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*What software, tools, or resources have you found helpful to collect data and report?*

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## Today's Agenda

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- ✓ Data Collection
- ✓ Why collect data?
- ✓ Data Collection Examples
- *Reporting*
- CNCS VISTA Reports
- Resources
- Next Steps and Evaluation
- Q&A



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## Reporting



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**CNCS VISTA Reports** Dial: 866-804-5824 ID: 997-9417-0213 

-  • [Sponsor Verification Form \(SVF\)](#)
-  • [Future Plans Form \(FPF\)](#)
-  • [Project Progress Report \(PPR\)](#)
-  • [VISTA Progress Report Supplement \(VPRS\)](#)
-  • [Federal Financial Report \(FFR\)](#)

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**Your Reports Matter** Dial: 866-804-5824 ID: 997-9417-0213 

**ANNUAL IMPACT OF AMERICORPS VISTA**

- 1 8,000+ Members Serving
- 2 4,500+ Locations Across the U.S.
- 3 720,000+ Volunteers Leveraged
- 4 \$195M Raised from Other Sources
- 5 220,000 Members Since 1965




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**Your Reports Matter** Dial: 866-804-5824 ID: 997-9417-0213 

In 2018, AmeriCorps VISTA members generated **\$195 MILLION** in cash and in-kind resources to support local efforts to overcome poverty. That's more than **DOUBLE** every dollar invested in the program.





In 2018, AmeriCorps VISTA members mobilized **720,000+** volunteers, who collectively volunteered more than **7.5 MILLION HOURS** of time.





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**Your Reports Matter** Dial: 866-804-5824 ID: 997-9417-0213

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**Your Reports Matter** Dial: 866-804-5824 ID: 997-9417-0213

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**Poll Activity** Dial: 866-804-5824 ID: 997-9417-0213

- With which VISTA report do you most need assistance?

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Sponsor Verification Form (SVF)	Project Progress Report (PPR)	VISTA Progress Report Supplement (VPRS)	Future Plans Form (FPF)	Field Financial Report (FFR)
Every 2 weeks	Semi-annually (Twice a year)	Annually	90 days prior to each VISTA member's end of service	If applicable
Verifies each member's status	Compiles accomplishments	Outlines data	Notes a member's plans after service	Only if you have a program or support grant

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### Sponsor Verification Form

This is where you verify or update the status for each member, using the dropdown menu next to each name.

"No Action" means that the member is still actively serving.

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### Future Plans Form

VISTA members complete and submit Part A.

**Future Plans Form**

Click here to reset this member's Future Plans form

**Part A - To be completed by VISTA**

Name: \_\_\_\_\_ Program Name: \_\_\_\_\_  
 NPI ID: \_\_\_\_\_ Site Address: \_\_\_\_\_  
 Expected Completion Date: 06/30/2020

I would like to:

Extend my service for less than one year  
 Renewed for an additional year  
 and also  Education Award  Stipend  
 Complete my service as scheduled on 06/30/2020  
 Terminate my service early  
 Defeat my assignment

Preferred Mode of Travel: [Select]  
 Desired Return Location: \_\_\_\_\_  
 Special Needs: \_\_\_\_\_  
 Comments: \_\_\_\_\_

What is the highest level of education you have completed?  
 Institution Name: \_\_\_\_\_  
 Type of Degree, Diploma or Certificate: [Doctoral degree]

**Privacy Act Information Release**

Yes, I give the Corporation for National and Community Service permission to release the following information about me to an AmeriCorps Alumni Association (check all that apply):

Name  Address   
 Email  Telephone Number

No, I do not give the Corporation for National and Community Service permission to release my information to an AmeriCorps Alumni Association.

**Post Service Opportunities**

The Corporation for National and Community Service would like to provide you with information and resources to help you stay engaged in service and connect with educational, professional, and alumni opportunities. Please check all that apply:

I am interested in connecting with other AmeriCorps alumni.  
 I am interested in learning more about educational opportunities and how to use my education award.  
 I am interested in professional development, training, resume writing resources, and career opportunities.  
 I am interested in information about serving again through AmeriCorps or the Peace Corps.  
 I am not interested in this information and resources.

Please verify and update your permanent address and telephone number as necessary\*

\* Street Address 1: \_\_\_\_\_  
 Street Address 2: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_  
 Zip code: \_\_\_\_\_  
 Phone: \_\_\_\_\_

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**Future Plans Form (FPF)** Dial: 866-804-5824 ID: 997-9417-0213 

**Part B - VISTA Performance Evaluation**  
Describe VISTA's major duties and accomplishments (2000 characters maximum):

Please rate the following

	Poor	Adequate	Above Average	Excellent
Initiative	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Judgment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Acceptance of Responsibility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Relationships with Co-Workers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Relationships with Community	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall Performance	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Recommendation  
 Reassignment  
 Extension  
 Termination/Class of Service  
 Deferral of Service

Response to VISTA Sponsor Comments (2000 character maximum):

**VISTA supervisors complete and submit Part B.**

CNCS State or Regional Office staff complete and submit Part C.

**Part C - Extension And Enrollment Information**  
 Action Approved by CNCS  
 Extension of Current Project  
 Reassignment of Current Project  
 Reassignment of New Project  
 Regular Exit  
 Early Termination  
 Other  
 Approved for End of Service Travel

Additional pertinent information about VISTA not included in Part B (2000 character maximum):

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**Project Progress Report** Dial: 866-804-5824 ID: 997-9417-0213 

**eGRANTS Progress Report**

Capacity Building Performance Measures

Measure Type	Target	Actual	Progress
Costs	10,000	10,000	100%
Outcomes	100,000	100,000	100%
# of Partners (VISTA)	1	1	100%

Project of Focus (New Measure)

Project #	Project Name	Measure #	Target	Actual	Progress
01	Alcohol Abuse Prevention	00100001	100	100	100%
02	Job Training	00100002	100	100	100%
03	# of Partners (VISTA)	0	0	0	0%

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**VISTA Progress Report Supplement** Dial: 866-804-5824 ID: 997-9417-0213 

- Annual report
- Tracks demographic VISTA project information
- Based on CNCS' fiscal year of 10/1-9/30
- Report typically due late in the calendar year

Dollar value of cash resources leveraged
Dollar value of in-kind resources leveraged
# of community volunteers recruited
# of community volunteers managed
# of veterans & military family members engaged in providing services
# of organizations made more efficient
# of organizations made more effective
Did your organization gain capacity through VISTA?
# of veterans, military & family members served
# of youth supported
# of adults served by opioid programming
# of youth in opioid programming
# of adults in job training/placement programs

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## Federal Financial Report

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- Only required if you have a program or support grant



- Contact your CNCS State or Regional Office to confirm your status



- Connect with your organization's fiscal staff, as appropriate, to prepare the FFR



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## Chat Question

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*What tips do you have for preparing VISTA reports?*

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## Reporting Tips

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- Start early! You and VISTAs track data regularly
  - VISTAs find reporting data easier when it's done regularly
- Document member activities carefully
  - Helps with reports and planning future member assignments
- Consider frequency of your sites reporting to intermediary
  - You can require more than twice a year if desired; specify expectations in your Memoranda of Understanding (MOUs)

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Resources, Evaluation,  
and Q&A



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## Resources

**Reporting and Evaluation**

Home | Site | Features

**Overview**  
How? What? When? Reporting is a core responsibility of VISTA Supervisors. Find detailed instructions, templates, calendars, guides, and more on how to help you manage your VISTA reporting tasks.

**Performance Measurement Core Curriculum**  
Understand the CIES performance measures. This page on the CIES Knowledge Network includes online courses and reporting material covering key concepts such as performance measurement basics, theory of change, evidence, quality performance measures, and data collection and analysis.

Reporting and eTools	Reporting Tools
<p><b>MY SUPERVISOR AND SUPERVISOR SUPPORT FOR VISTA PROGRAMS</b></p> <p>Access FAQs, training materials and technical assistance for VIs, knowledge and eTools.</p>	<p><b>REPORTING TASK LIST</b></p> <p>Obtain and track due dates for VISTA project program reports (PPR), report registrations (RRR), sponsor modification forms, and monthly submissions.</p>
<p><b>STEP-BY-STEP INSTRUCTIONS FOR COMPLETING THE PERIODIC FINANCIAL REPORT (PFR) IN BUREAUS</b></p> <p>This PFR is a sample table to be used for PFR and required financial reports.</p>	<p><b>SAMPLE FINISH SHEET TEMPLATE</b></p> <p>Adapt this sample template to track the basic core numbers and metrics. Disclaimer: VISTA is not a 9-5 job, and a 40-hour work position, but that time belongs to a mutually agreed-upon practice that is shared between a supervisor and a VISTA volunteer and the staff, as well as including time off!</p>

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## Webinar Evaluation

- How can we improve this session?
- Please complete a brief webinar evaluation survey, accessible:
  - Now, via the link in the Chat; and
  - After the webinar ends, the survey will open in the Internet browser you used to join this webinar.
- Thank you for your feedback!



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## Next Webinar

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Please join us for the next supervisor webinar:

### Supervisor Circle: VISTA Member Benefits

Tuesday, September 15, 2020

2:00-3:00 p.m. ET

Visit the *Supervisor Webinars* page on the *VISTA Campus* for upcoming live webinars and recordings of past webinars.

If you have further questions or would like more information, contact [VISTAtraining@cns.gov](mailto:VISTAtraining@cns.gov).

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## Q&A with an Expert

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### How can we motivate VISTA members to give us *accurate and detailed reports on their work?*

- *Enhanced communication about how the data help them share their story*
  - *Help them see "What's in it for me?" and how it also helps their VISTA project*
- *Possible fun competition about on-time reporting*
- *Other incentives that encourage VISTA members to prioritize data reporting and collection*



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## Q&A with an Expert

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### What are some tips for coordinating data collection with sub-site partners?

- *Strong communication*
- *Training*
- *Checking assumptions*
- *Continually reviewing the data provided and giving feedback/recommendations for improvement*
- *Find out about all the data sites collect and see if there is a way to help them make the process easier*

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## Q&A with an Expert

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### Are there free databases for data collection besides Excel?

- *AirTable*
  - Free for basic services but costs money at different levels. Think of it as a hybrid between Excel and a database and a front-end data collection tool.
- *MySQL and POSTGRES*
  - Open source databases used in this type of industry.

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## Q&A with an Expert

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### What are best practices? Are there any platforms or ways to collect/report data that are best?

- Lots of content on the Internet, depending on your needs.
- Pay close attention to how questions are phrased, how data are documented and what it means at different points of time, etc.
- Plan to mitigate process errors or biases at every phase of the data lifecycle; they can negatively impact data quality.
- Many online courses (some free), such as:  
<https://www.coursera.org/specializations/data-collection>.

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## What questions do you have?

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## Session Goals

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Today we discussed:

- ✓The importance of collecting data
- ✓Ideas and different ways to use the data you collect
- ✓The differences between, and information collected in, the VISTA reports

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