



The Fundamentals of Managing Multiple VISTA Project Sites



Dial: 877-853-5257
Webinar ID: 102-457-746



Welcome Dial: 877-853-5257
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25 YEARS of NATIONAL SERVICE
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Ericc Powell
AmeriCorps VISTA
Training Specialist
Washington, D.C.
VISTA Alum '06-'07
VISTA Leader Alum '08-'09



VISTA
Volunteers in Service to America

Guest Speakers Dial: 877-853-5257
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Jamie Rich
For Inspiration and Recognition of
Science and Technology (FIRST)
VISTA Specialist
Manchester, NH



Laura Martin
McLean Institute for Public Service and
Community Engagement
University of Mississippi
Associate Director
University, MS

Session Goals

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

- define the different project sponsor models
- describe characteristics of good intermediary-site relationships
- cite examples of ways to better manage your project sites
- develop action steps tailored to your project and sites

Where is the fun?

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- Visit community partner sites
- Get to know community, members, and supervisors
- Create environment that feels like family
- Communicate effectively and often

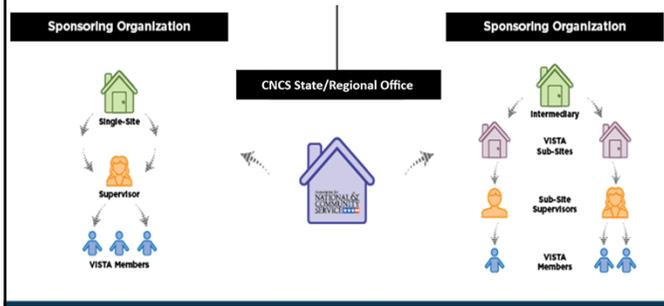


Definitions and Responsibilities



Definitions

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Intermediary Projects

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- Main organization
- Responsible for managing VISTA project
- Have multiple VISTA members
- Submits reports to CNCS
- Has Memorandum of Understanding with sites
- Trains each site on their responsibilities

Multi-Site Projects

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- Responsible for managing VISTA project
- Have multiple VISTA members
- Submits reports to CNCS
- Trains each site on their responsibilities
- All sites are part of the same organization

Single-Site Projects

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- Single organization
- Single site
- Project Director may or may not be the VISTA supervisor
- Responsible for managing VISTA project
- May have multiple VISTA members
- Submits reports to CNCS

Project Models

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Intermediary

- Completed application
- Lead agency
- Primary responsibilities
- Inform sub-sites
- Must have MOU with sites

Multi-Site

- Completed application
- Primary responsibilities
- Sites are part of same organization
- Inform sub-sites

Single-Site

- Project management
- Managing VISTAs day-to-day
- No sub-site responsibilities
- Supervising VISTA members

Poll Activity

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- Which model of VISTA project sponsor or supervisor are you?



Project Responsibilities

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VISTA projects are responsible for:

- Managing the VISTA project, including:
 - Managing members
 - Completing and submitting reports
 - Other, as outlined by the CNCS State or Regional Office
- Ensuring each VISTA has a direct supervisor and their own VAD
- Communicating with CNCS State/Regional Office
- Having Memorandum of Understanding with sites (if intermediary)
- Reviewing VISTA Sponsor Handbook for additional details
- Completing any requirements from CNCS State/Regional Office

Current Examples



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University, MS



THE UNIVERSITY OF
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AND COMMUNITY ENGAGEMENT



Challenges

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- **Training Norms** – Each site is different and has their own unique challenges that VISTAs need to be educated on.
- **Consistency in Data Collection** – Each site has their own unique way of reporting data.
- **Program Education** – While we consistently educate on direct service vs. capacity building, we usually run into 1-2 cases a year who need additional training – usually due to staff turn over.



Challenges

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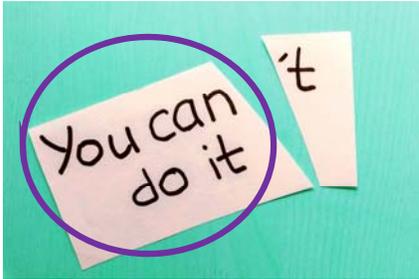


- **Distance** from North Mississippi VISTA Project office can create a sense of isolation.
- **Cultivating a sense of community** among mission-aligned organizations that do not ordinarily collaborate.
- **Providing face-to-face support to members** who may be struggling to adjust and navigate challenges.



Creating Opportunities

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What Works

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- **Service Planning Workbook** – In addition to a VAD this is a site specific document that helps our sites outline projects and goals for the Year with their Host Site Supervisor.
- **America Learns** – Tool we use to track timesheets and impact data required in progress reports.
- **Resources** – Bi-weekly training calls, training recordings from Orientation, and other training events.
- **Communication** – At least a monthly communication to both the VISTAs and the Host Site Supervisors.



What Works

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- **Set the tone** to build relationships and create community
 - In-person orientation for members
 - Supervisor networking session
 - Site visits
 - Professional development sessions
- **Cluster sites** around geographic and thematic areas
- **Celebrate!**



Chat Question

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*What works well for your VISTA project to effectively manage sites?
Please be specific.*

Examples and Suggestions

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- **Listen** to your community and the needs that they have.
- **Adapt** – Don't get stuck in one way of doing things.
- **Communicate**, communicate, communicate.



Examples and Suggestions

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- Take the **long view** while **celebrating the victories** along the way.
- Share your **collective impact** to encourage, energize, and inspire.
- **Collect data** and **share your story**.





VISTA Campus Resources Dial: 877-853-5257 ID: 102-457-746

Working with Sub-sites

Overview

Does your project have VISTA members at multiple sites? The resources on this section are created specifically for intermediate supervisors responsible for training and supporting sub-site supervisors throughout the VISTA project lifecycle. Download and explore each slide deck, video, and application for use and reference at your training sessions to build strong working relationships with your sub-site.

Your sub-site supervisors will also be helpful in reporting and evaluation of your project. Reporting is tied to OIG performance measures. For more information on performance measures, please see the [Annual Report VISTA Performance Measures](#) and the [Performance Measures](#) section of the [VISTA Handbook](#).

Training Sub-site Supervisors Syllabus

Use this syllabus as a guide to plan training and support for sub-site supervisors.

MESSAGES FOR SUPERVISORS: INTRODUCTION TO TRAINING SUB-SITE SUPERVISORS

Discover effective practices to train and support sub-site supervisors with this recorded session.

MEMORANDUM OF UNDERSTANDING (MOU) SAMPLE

Provide a template for your VISTA project using this template to define working agreements, roles, and operating procedures.

SUB-SITE SUPERVISOR ORIENTATION

This video will provide the general responsibilities and clear expectations of you and will help the sub-site supervisors for understanding your monitoring, role and mission. This session is intended for sub-site supervisors who are not able to participate in training.

SUPERVISOR TASKS

Complete this task list to make sure you and/or your sub-site supervisors have the tasks needed to manage VISTA members.

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What additional information do you need to successfully manage your sites?
Where could you find this information?

Next Steps

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- ✓ Revisit your project plan; think about similarities and differences between sites
- ✓ Effectively articulate the structure of your project to your sites and your VISTA members
- ✓ Remind your sites about requirements in the Memorandum of Understanding (if you are an intermediary)
- ✓ Schedule regular check-ins with your sites
- ✓ Consider new/creative ways to train your sites and build relationships

Webinar Evaluation

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



What questions do you have?

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Thank you!

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If you have further questions or would like more information,
contact VISTAtraining@cns.gov

Please join us for the next supervisor webinar:

VISTA Member Supervision: Six Strategies for Success

Tuesday, December 17, 2019

2:00 p.m. ET

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



Thank you!