



Welcome to

Sub-Site Supervisor Orientation



Today's Team



Jessica Burch
Training Coordinator
AmeriCorps VISTA



Amy Cannata
Education Northwest

Guest Speakers

Sub-Site
Supervisor



Michelle L. Eastman

Vice President of
Marketing and
Communications



Project Director



Jordan Frazier

Program Coordinator

Today's Agenda

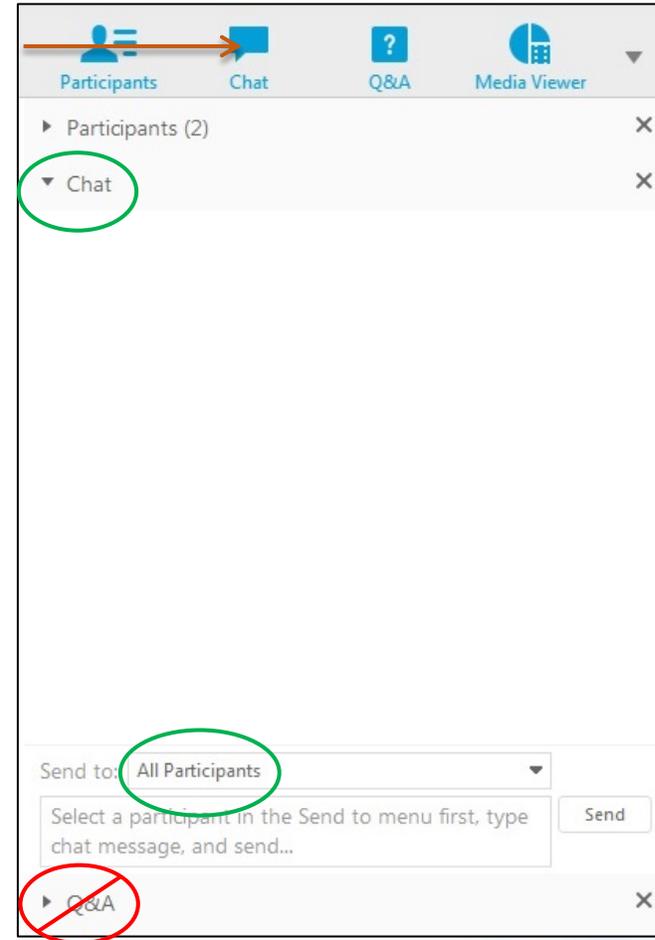
- How do you fit in?
- What do you need to know?
- What do you need to do?
- Where can you find resources?

Chat Question

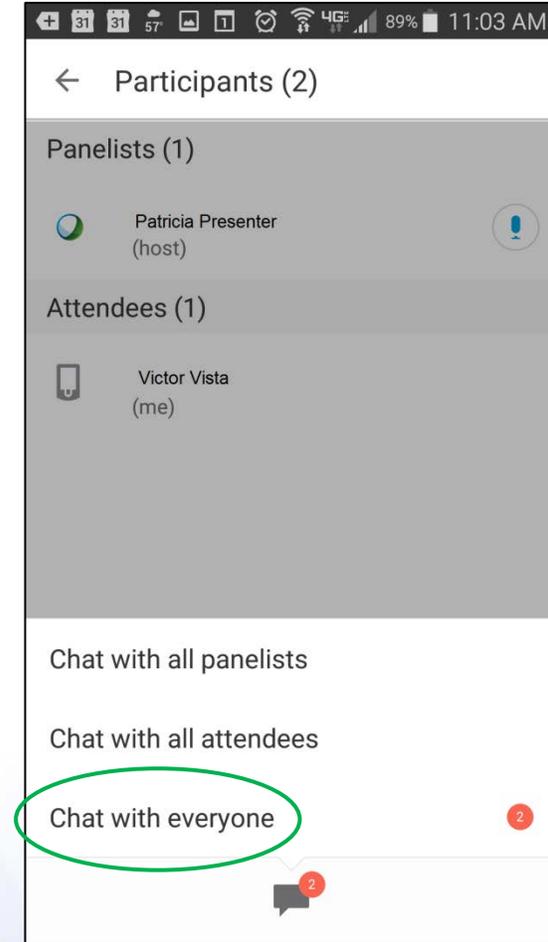
What types of resources do you look for as a VISTA supervisor?

Click this button if you don't see the chat panel.

COMPUTER



MOBILE



VISTA Campus

ABOUT VISTA

LIFE AS A VISTA

THE WORK

CONNECT & LEARN

LEADERS

SUPERVISORS

BECOMING A SUPERVISOR

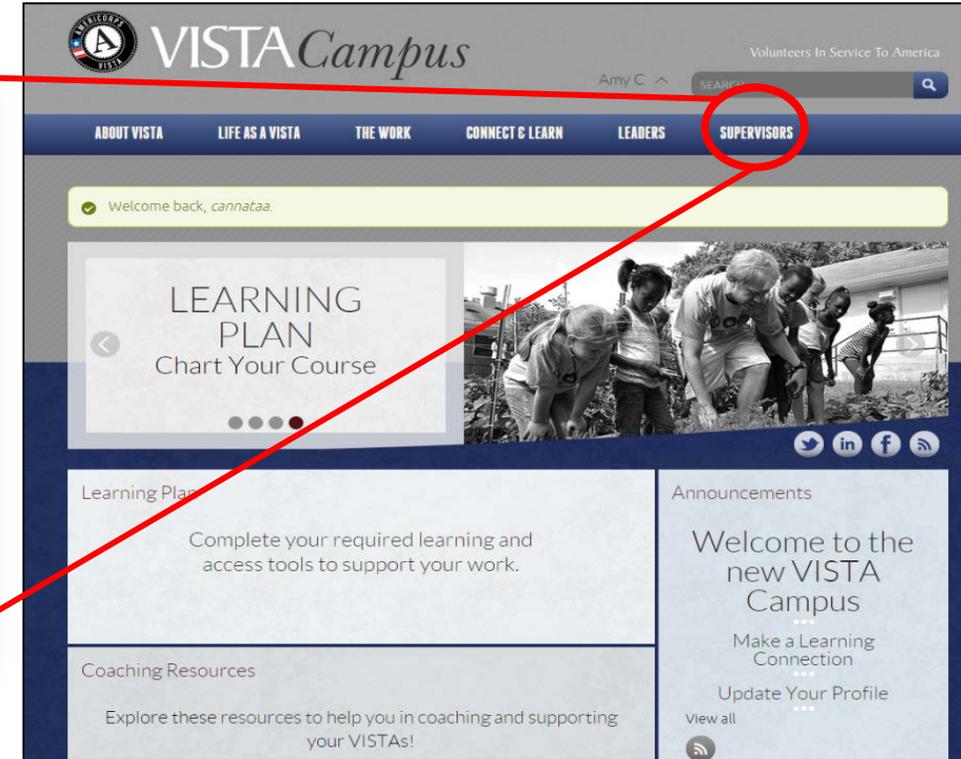
VISTA Supervisors Manual
The Big Picture
Getting Started
Member Policies
Contacts

SUPERVISING YOUR VISTAS

The VISTA Assignment
Recruiting
Orienting Your VISTA
Coaching and Supporting
Ongoing Training
Transitioning
Member Handbook

OTHER

Reporting and Evaluation
eGrants
Working with Sub-sites
Supervisor Cafe Forum
Supervisor Webinars
Cost Share Sponsors



www.vistacampus.gov

How do you fit in?

Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



How do you fit in?

A VISTA Supervisor is a...

- Guide
- Collaborator
- Advocate
- Supervisor
- Visionary
- Communicator
- Connector
- Team Leader

How do you fit in?

Explore the
“VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance” resource

VISTA Sponsor & Sub-site Supervisor Tasks At-A-Glance

This document includes important information for intermediaries and single-site sponsors (sponsors) as well as sub-site supervisor(s), along with the key tasks to be completed by the sponsor or sub-site supervisor(s). Use this resource as a tool to lay a foundation for project success.

Build background knowledge by exploring the resources (additional resources can be found at vistacampus.gov). Use the “sponsor” and “sub-site supervisor” columns to assign each person’s tasks. Tasks in the first few sections have been pre-assigned, as indicated by check marks, because of their importance to both the sponsor and sub-site supervisor. You may want a separate document for each sub-site. Utilize the notes and follow-up columns to keep track of next steps and jot down questions you have on the last page.

| Background Information | | | What you need to know to be successful | | |
|----------------------------------------------------------------------------------------------------------------|---------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------|
| TASKS | SPONSOR | SUB-SITE SUPERVISOR | RESOURCES | NOTES | FOLLOW-UP |
| Learn about the history & mission of VISTA | ✓ | ✓ | AmeriCorps VISTA History & Legacy (Video) www.vistacampus.gov/resources/vista-legacy-video-1 VISTA 101 (Flash Course) www.vistacampus.gov/resources/vista-101-understanding-vista-0 | | |
| Become familiar with and identify your place within the National Service structure | ✓ | ✓ | Service Connections (PDF) www.vistacampus.gov/resources/service-connections | | |
| Articulate and apply capacity building concepts for your organization, community and site | ✓ | ✓ | Capacity Building in Action for Supervisors (Flash Course) www.vistacampus.gov/lessons/capacity-building-action-supervisors Capacity Building Game (PDF) www.vistacampus.gov/resources/capacity-building-game | | |
| Follow your Memoranda of Understanding (MOU) | ✓ | ✓ | Memorandum of Understanding (MOU) Sample (DOC) www.vistacampus.gov/resources/memorandum-understanding-mou-sample | Sponsor drafts MOU | |
| Know the elements of your overall Project Plan including targeted goals and performance measures for your site | ✓ | ✓ | VISTA Performance Measures (HTML) www.nationalservice.gov/resources/performance-measurement/vista | Sponsors share plan with sub-site supervisors | |

Supervisor Orientation Workbook | 1

VISTA Campus
www.vistacampus.gov/supervisors/working-sub-sites

What do you need to know?



VISTA: History and Mission



1965 - President Johnson created VISTA (Volunteers In Service To America) as part of the War on Poverty

1994 - VISTA was incorporated into the AmeriCorps network of programs



VISTAs Get Things Done!



\$222 million

Cash & in-kind resources raised



2.4 million

Disadvantaged children served



3,000

Sites across the country



1.2 million

Community volunteers mobilized



222,000

Veterans & Family Members served

...in 2015

Poll: Capacity building is...

- a) Create, expand, or strengthen an organization's systems or processes
- b) Provide services to the identified recipients or clients of a program
- c) Transfer knowledge, products, and relationships to the staff and volunteers of the program site
- d) Carry out the clerical work and administrative tasks of the host site
- e) I'm not sure but I'm looking forward to learning more

Know: Capacity Building

Capacity Building activities:

- *create, expand, or strengthen an organization's systems or processes*
- *transfer knowledge, products, and relationships to the staff and volunteers of the host site*

Capacity building allows the organization and the community to sustain the VISTA's project activities once the project period has ended.

Habitat Scenario

A VISTA member has been placed at a new Habitat for Humanity chapter to help build volunteer programs.

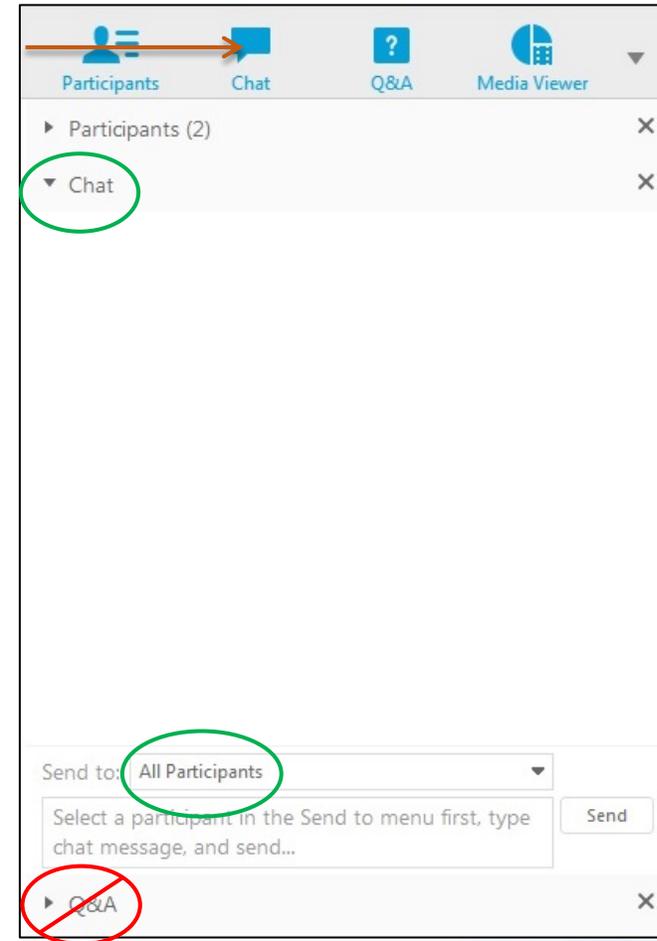


Chat Question

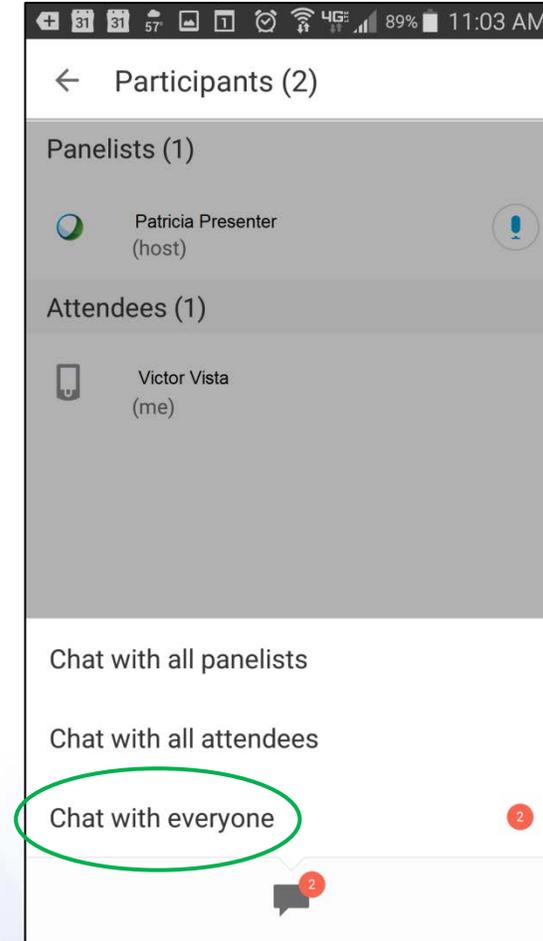
Click this button if you don't see the chat panel.

➤ What capacity building activities might the VISTA do for Habitat?

COMPUTER



MOBILE



Habitat Capacity Building Activities

| Capacity Building Activities | Direct Service Activities |
|------------------------------------------------------|------------------------------------------------------------------------------|
| Create volunteer task descriptions | Work on a home under construction |
| Develop a volunteer database | Drive the agency van each week to pick up volunteers from local high schools |
| Write a volunteer training plan | Complete landscaping for each new home |
| Establish a volunteer policies and procedures manual | Clean out homes damaged by natural disasters |

Know: The VISTA Assignment Description (VAD)

- Position description for each VISTA
- Describes the VISTA's role including overarching goal
- Outlines specific objectives and activities for member's service year

VAD Sample

| | |
|-------------------------|---------------------------------------------------------------------------------|
| TITLE | Mentor Recruitment and Management Systems Designer |
| SPONSORING ORGANIZATION | Waketa Community Services (WCS) |
| PROJECT NAME | MentorCorps |
| PROJECT NUMBER | 12ABCD345 |
| PROJECT PERIOD | 08/20/20XX - 08/19/20YY |
| SITE NAME | if applicable |
| FOCUS AREA(S) | Education (Primary) |
| NOTE | If your VAD is not accepted, the State Office will note the reason(s) why here. |

VISTA Assignment Objectives & Member Activities

PROJECT GOAL To help ensure that children of incarcerated parents receive the educational, social, and emotional support they need to help them break the cycle of poverty, the MentorCorps VISTA project will build the capacity of WCS by developing a sustainable volunteer recruitment and management system for its mentoring program.

OBJECTIVE Assess the current state of WCS' efforts in reaching, selecting, and supporting volunteer mentors, and create or revise policies, procedures, and documents to improve the effectiveness and sustainability of the mentor recruitment and matching system.

MEMBER ACTIVITIES

1. Research the history of volunteer programs at WCS.
 - a. Identify strengths and challenges of the current program.
Based on this report, make a plan for improvement.
2. Develop systems for screening and matching mentors.

OBJECTIVE Set up outreach systems and build partnerships with community organizations in order to spread the word about the mentor program. Develop targeted marketing materials.

MEMBER ACTIVITIES

1. Plan for outreach and recruitment.
 - a. Identify skills, abilities, and experiences sought in volunteer mentors.
 - b. Write volunteer task descriptions that include: qualifications, activities, benefits, time commitment, and other expectations.
 - c. Develop partnerships with community organizations whose members are possible mentors or who can support the organization in other ways.
 - d. Develop partnerships with people or organizations that understand the needs of children of prisoners and can assist with the training and support of mentors.
2. Market the program to targeted audiences.

Managing Expectations



- Maximizing a service year
- VAD Objectives & Activities
- Organizational Culture
- Change the world!

Know: VISTA Member Benefits

VISTA Member Support Unit
(VMSU)

National Service Hotline Toll

Free: 800-942-2677 Fax:

202-403-3457

questions.nationalservice.gov



www.vistacampus.gov/in-service/benefits-service

Know: VMSU Support Areas

Living Allowance

- Bi-weekly
- State taxes not withheld

End of Service Benefits

- Education Award (\$5,815)
OR
- Cash stipend (\$1,500)
- Interest Accrual
- Forbearance Requests

Healthcare

- VISTA Healthcare Allowance
OR
- VISTA Health Benefit Plan

Travel

- Reimbursements
- Emergency

Childcare

- GAP Solution

Know: Terms and Conditions

VISTA Policies

- Policies related to political activity, criminal activity, and religious activity
- Time & attendance
- Nepotism
- Early terminations
- Outside Employment

www.vistacampus.gov/lessons/vista-terms-and-conditions

VISTA Terms and Conditions

Welcome to VISTA Terms and Conditions

As a VISTA member, you'll gain experience, a wide range of benefits, such as a living allowance, health care, financial help with school or student loans, and a lot more. You'll also have to adhere to a few terms and conditions while you serve.

This course will help you make sense of the requirements. Once you've completed it, you can print a copy of the *Terms and Conditions Acceptance Form* to bring to Pre-Service Orientation (PSO).

Please note that you must be logged in to the Campus for your completion of this required course to be recorded and to print your required acceptance form. You must also be logged in to the Campus to view the Spanish version of the course. If you do not have a Campus account yet, please [create one here](#) first, then log in and take the course.

en español

Know: PSO Training (Classic & Blend)

| Classic | Blend |
|-------------------------------------------------------------------------------|----------------------------------------------------------|
| Mostly face-to-face, with online prerequisites. OSOT follows the Classic PSO. | Mostly online, and incorporates the OSOT (face-to-face). |
| Takes place regionally at hotels or conference centers. | Takes place at VISTA project site and in the community. |
| Travel required. | No travel required. |
| Presented in 3.5 days. | Sequenced over 3 weeks. |
| VISTA service begins the day after PSO Classic ends. | VISTA service begins on the first day of PSO Blend. |

Submit Your Questions



- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”
- Q&A session will be held at the end of the webinar

Participants (2) x

Chat x

Q&A x

All (0)

Ask: All Panelists

Send

Poll: My responsibilities include...

- a) Recruiting candidates
- b) Selecting and screening candidates
- c) Conducting onsite orientation and training
- d) Meeting with candidate regularly for coaching sessions
- e) Submitting data for reports
- f) I'm not sure yet and look forward to learning more



Do: Recruitment and Selection

- Orient yourself to VISTA Assignment Description (VAD)
- Participate in member recruitment and selection
 - Plan recruitment
 - Conduct outreach and marketing
 - Screen applicants
 - Interview finalists
 - Select candidates

Recruitment

- Identify the skills and personality needed for success.
- Confirm their commitment & skill set through a thoughtful interview.
- Take the time to recruit someone great!



Professional Development

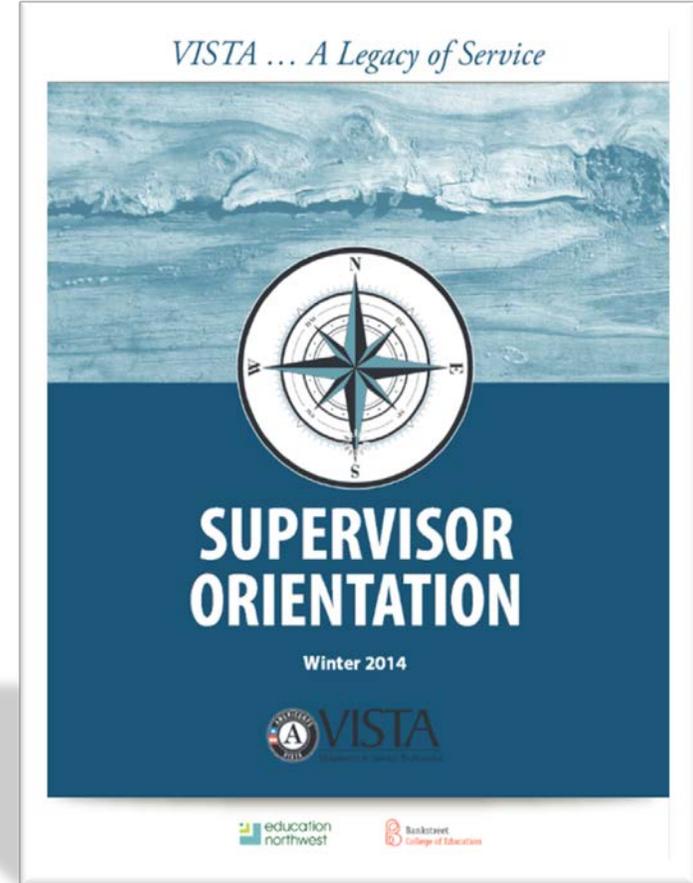


- Give VISTAs opportunities to build their skill sets.
- Help them plug into your network.
- Give Feedback!!

Do: OSOT Planning

Sample topic areas:

- Introduction to the organization and community
- Organizational purpose and mission
- Member assignment/VAD
- Supervisory roles
- Professional development



Supervisor Orientation Workbook
OSOT Checklist

Do: Coaching & Support

VISTAs who receive supervision and coaching:

- Are the most satisfied and successful
- Gain the greatest number of competencies

Members who **left service early** had **less one-on-one contact** with their supervisors

70% of Alumni met one-on-one with their supervisor at least once per week, compared to **52%** of Early Terminators

(JBS International, 2013)

Regular communication is key

Set a regular scheduled day, time

- Face-to-face is best
- Some VISTA need more than others
- Be flexible
- Google Docs
- CC Emails often, goes both ways



RAINBOWS
bringing potential to life

Do: Data Points & Collection

1. Member is serving or member is not on site
 - Member has resigned or been removed
2. To what extent project milestones (from the application) are being met
3. To what extent the performance measures (for application) are being achieved
4. Anecdotes that reflect the benefits of the program
5. VISTA/CNCS Performance Measures:
 - a) # hours of service contributed by community volunteers
 - b) Your organization (and/or its sites) more effective, additional activities, new systems or processes
 - c) Dollar value of cash/in-kind resource leverage

Do: Reports & Due Dates

Reports:

1. Sponsor Verification Report

- Certifies the member is serving (full-time)

2. Project Progress Report (PPR)

- Milestones; Performance Measures; Anecdotes

3. VISTA Progress Report Supplement (VPRS)

- community volunteers; cash/in-kind resource leverage; developed capacity

Talk to your project director if you have any questions

Agency Investment

- VISTA on organization chart
- Include in meetings
 - Internal and external
- Future plans
 - Resume
 - Be a reference
 - Suggest job openings



Where to Find Resources: VISTA Campus

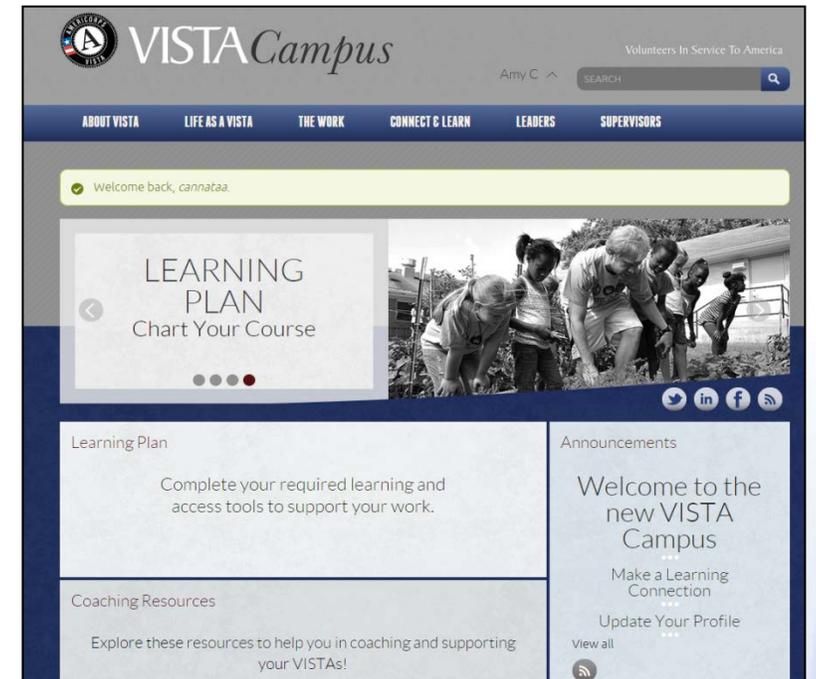
www.vistacampus.gov/supervisors/working-sub-sites

Campus Self Study Guide

- Training Sub-Site Supervisors Syllabus
- ## Checklist
- VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance

Supervisor Orientation Materials

- Workbook
- Visual Aids (slides)
- Activities (Capacity Building Game)



Next Steps

- ✓ Create a list of questions
- ✓ Set up a time to discuss the checklist:
“VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance”
- ✓ Block time for regular check-ins with members
- ✓ Participate in future supervisor webinars
- ✓ Connect with other supervisors

Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

Questions ?

- To ask a question verbally, call in using the number on this slide and press *1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”

The screenshot shows a user interface with a sidebar on the left containing three items: 'Participants (2)', 'Chat', and 'Q&A'. The 'Q&A' item is highlighted with a red circle. Below the sidebar, there is a section titled 'All (0)'. At the bottom of the interface, there is a form with a dropdown menu labeled 'Ask:' containing the text 'All Panelists', which is also circled in red. To the right of the dropdown is a 'Send' button. Below the dropdown is a large empty text input field.

Thank You for Your Participation!

If you have further questions or for more information, contact us:
VISTAwebinars@cns.gov

Next supervisor webinar:
VISTA Member Recruitment
March 28, 2017
2:00pm EST

Upcoming VISTA member webinar:
**Creating High Impact Images for
Better Outreach**
February 28, 2017
2:00 PM EST

*Visit the Webinars page on the VISTA Campus
for a schedule of upcoming webinars and recordings of past webinars*