



Welcome to today's webinar!

Teleservice Resources for VISTA Sponsors and Supervisors

April 23, 2020 | 3:00-4:00 p.m. ET

Audio Access

- Listen via computer:
 - Select Join Audio
 - Unmute your speakers
- Listen via phone:
 - Dial: **877-853-5257**
 - Webinar ID: **992-4083-2372**



Click this icon below to open the Chat.



Thank you for joining today! The webinar will begin in a few minutes.

 You will hear music until we begin.

 Your microphone is muted.

Connecting to Audio

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Call in via phone (number listed on each slide)

Stream audio through computer (Audio Settings)

A screenshot of the Zoom application's audio settings menu. The menu is titled 'Select a Speaker' and includes the following options: 'Speakers (Mpow HC)' (checked), 'Same as System', 'Test Speaker & Microphone...', 'Leave Computer Audio', and 'Audio Settings...'. The 'Audio Settings' option is highlighted with a blue arrow pointing from the text 'Stream audio through computer (Audio Settings)'. The background of the screenshot shows the Zoom interface with the AmeriCorps VISTA logo and the text 'Corporation for NATIONAL & COMMUNITY SERVICE'. At the bottom of the screenshot, there is a control bar with icons for 'Chat', 'Raise Hand', 'Closed Caption', and 'Leave Meeting'.

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Webinar Features

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The image is a screenshot of a Zoom webinar interface. At the top, a green status bar reads "You are viewing CNCS Webinar Support - LSI's screen". A "View Options" menu is open, showing "Zoom Ratio", "Fit to Window", and "Exit Full Screen". A yellow callout box contains the following instructions:

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

An orange callout box on the left side of the screen says "Use the Chat to:" followed by a bulleted list:

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

A purple callout box on the right side of the screen says "Live captioning is available. If captions do not appear here, use the link posted in the Chat." The background of the webinar shows a grid of video thumbnails with various participants. At the bottom, there is a control bar with icons for "Audio Settings", "Chat", "Raise Hand", "Closed Caption", and "Leave Meeting". The AmeriCorps VISTA logo is visible in the bottom left corner, and the text "Corporation for NATIONAL & COMMUNITY SERVICE" is in the bottom right corner.



- Please open the Chat and share a brief greeting; ***select "All Panelists and Attendees"***
- We will close Chat at some points of the presentation to reduce distractions
- The recording of this webinar will be posted along with the slides on the VISTA Campus next week:

<https://www.vistacampus.gov/supervisor-webinars>



Teleservice Resources for VISTA Sponsors and Supervisors



VISTA
Volunteers In Service To America

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Session Objectives

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Today, we will:

- Connect to the VISTA community
- Review resources to support VISTA members during full-time teleservice
- Identify key elements of VISTA supervision needed during full-time teleservice



Target Audience

- You are a direct VISTA member supervisor – or you will be if you don't yet have VISTAs on board
- You have a basic understanding of the VISTA program structure, supervisor responsibilities, and VISTA member role and requirements
- You and your members are/will be engaged in full-time teleservice



Today's Agenda Topics

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- Introductions
- Managing Remotely:
 1. What is teleservice?
 2. What is required for VISTA sponsors and supervisors?
 3. How do you manage teleserving VISTAs?
 4. What challenges are supervisors experiencing?
- Next Steps and Contacts
- Resources
- Webinar Evaluation
- Q&A
- Wrap-up



Today's Speakers

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Ericc Powell

VISTA Training Specialist
Teleworking in Silver Spring, MD



Barbara Ellen Reynolds

Director of the VISTA Training Unit
Teleworking in Baltimore, MD



1. Chat Questions:

What is your full name?

What is the name of your organization?

What city are you in/near right now?

2. Poll Questions

CNCS Coronavirus FAQs

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- Please be sure to check these often; changes are made as we have new policy or procedural updates for VISTA sponsors and members
- Include updates on:
 - Emergency leave/teleservice for members
 - Emergency travel benefits for members
 - Criminal history check requirements
- <https://nationalservice.gov/coronavirus>
- Submit questions about the FAQs to your CNCS Program Officer or Portfolio Manager (or project lead if you are a sub-site or host site)

Managing Remotely

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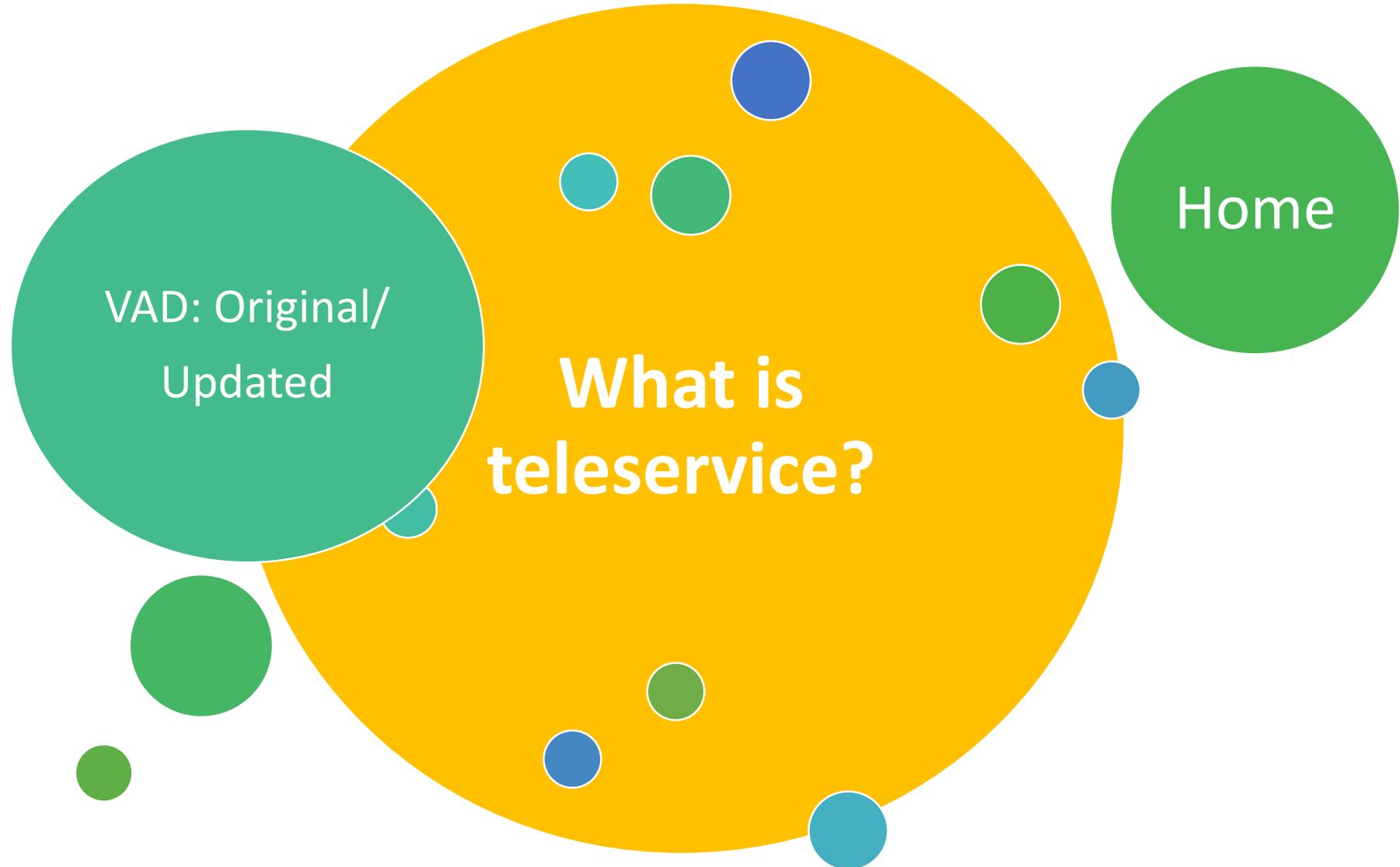


1. What is teleservice?
2. What is required for VISTA sponsors?
3. How do you manage teleserving VISTAs?
4. What challenges are supervisors experiencing?



1. What is teleservice?

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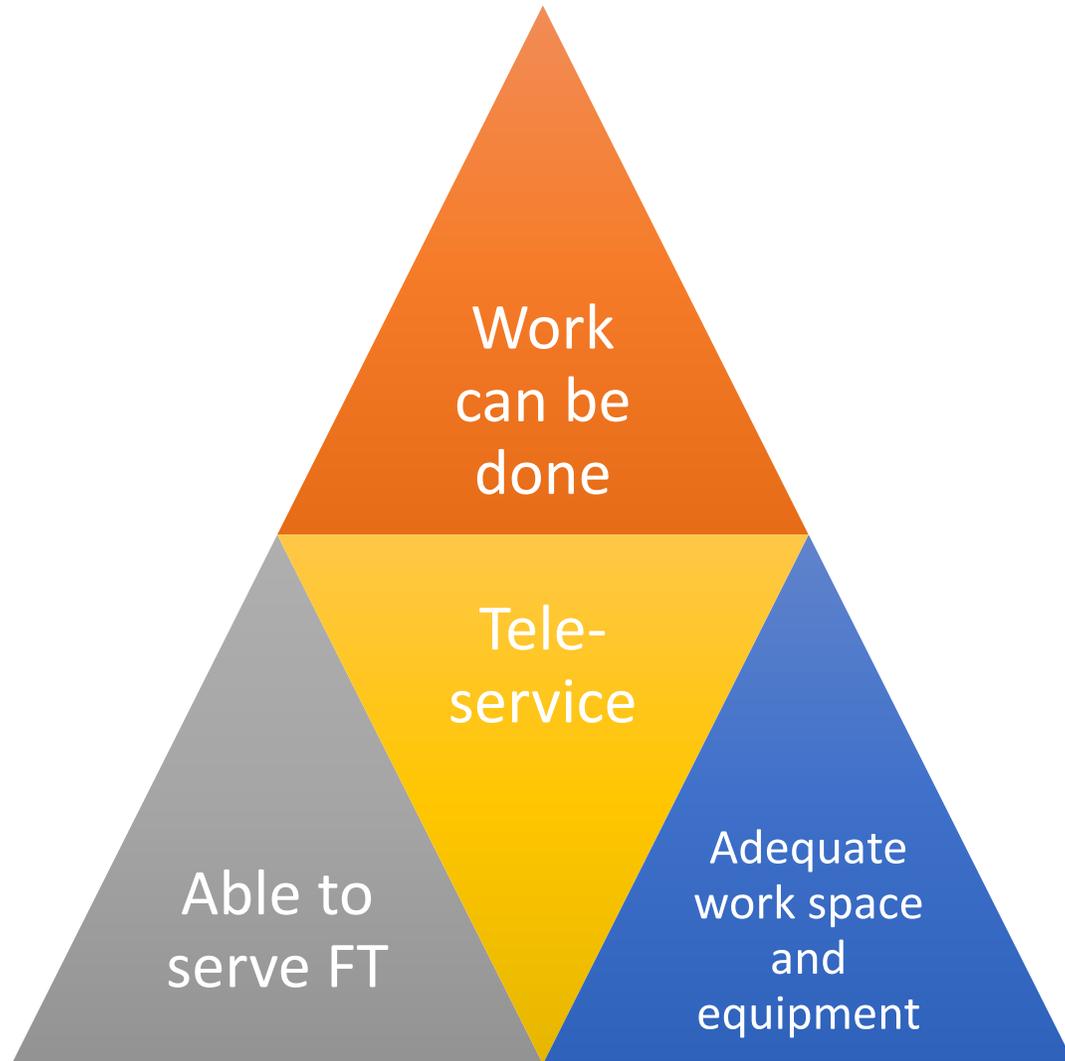


From CNCS Coronavirus FAQs:

- Temporary policy exception to allow full-time teleservice by all currently serving VISTAs
- Teleservice agreements required
- Updated VISTA Teleservice Request Form posted on the VISTA Campus

2. What are sponsor requirements?

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1. All policies, terms, and conditions are still in effect
2. Full details on teleservice requirements are provided in the CNCS Coronavirus FAQs
3. In addition, to assess the appropriateness of teleservice, projects must be sure and VISTA members must agree that:
 - Member activities may be accomplished remotely
 - Members will have adequate access to resources to complete their tasks
 - Members will be able to serve full-time with limited distractions or other commitments

Teleservice Reminders

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- ✓ VISTA assignments and availability could be dramatically impacted by the coronavirus
- ✓ VISTA assignments may be modified, and VISTAs must agree, to add teleservice appropriate tasks and/or direct service
- ✓ Contact your CNCS State/Regional Office or your project lead (for sub-sites, host sites) to update VISTA Assignment Descriptions, confirm direct service activities, clarify procedures, etc.

3. How do you manage teleservice?

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Teleservice
Agreement

VAD and Work
Plan

Communication

A. Teleservice Agreements

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VISTA Request Form

- Standard form (applies to all)
- Logistics
- Timing to complete
- Signatures
- One and done
- Link on the VISTA Campus

Agreement Management

- Tailor to your project, supervisor, VISTA member needs and characteristics
- Address full range of managerial relationship: Goals, requirements, communication, support needed and provided, evaluation, and more
- Include up-front documentation, regular assessment and correction



Teleservice Agreement Management Tips

- Supplement the required VISTA form with a memo or other document
- Be specific up front about required work hours, communication frequency and methods, and access to resources required (phone, computer, video, Internet)
- Set early check points to assess how teleservice is going for you and the VISTA

B. VADs and Work Plans: Ideas

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Think AHEAD

Update planning documents, reports, timelines/calendars

Read partner, funder strategic plans and communications; plan to engage

Think BACK

Reflect on recent efforts: "What has worked well for us? What hasn't?"

Think DEEP

"Spring clean" your email, shared folders and systems

Catch up on data entry, filing/storage, and other backlogs

Think GROWTH

Read everything; watch free videos, tutorials; learn new skills

Become a ZOOM expert (or other engagement software you use)

What are VISTAs doing now?

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➤ *Online communications*

- Website, social media
- Ads, flyers
- Newsletters

➤ *Research*

- Program
- Partners
- Funding

➤ *Direct service*

➤ *Professional development*

➤ *Sustainability planning*

- SOPs
- Manuals
- Needs assessments

➤ *Fundraising*

- Grants
- Cash donations
- In-kind donations

➤ *Curriculum development*

➤ *Program development*





- Best practice; valuable management tool
- Built from the VISTA Assignment Description (VAD)
- VISTAs write the work plan; supervisors approve and monitor its implementation (e.g., as a standing discussion item in weekly meetings)
- Components:
 - VISTA Position Title, VISTA and Supervisor Names
 - Date Completed
 - Review and Update Process
 - Performance Standards Required (e.g., complete/not in draft form, free of errors, on time)
 - Activities (from the VAD)
 - *Incremental Steps with Deadlines; Actual Delivery Dates (may start with the VAD activities or be new details created at start of service)*
 - Staff, Resources Available



VISTA Position Title: MentorCorps Volunteer Coordinator

OBJECTIVE	By August 21, 2020, set up outreach systems and build partnerships with community organizations—and then develop targeted marketing materials—to spread the word about the mentor program.
MEMBER ACTIVITIES	<p>Plan for outreach and recruitment.</p> <ul style="list-style-type: none">a. Identify the skills, abilities, and experiences sought in volunteer mentors by January 31, 2020.b. Write volunteer task descriptions that include qualifications, activities, benefits, the time commitment, and other expectations by February 28, 2020.c. Attend 10 community events, as well as identify and develop partnerships with 10 community organizations whose members are possible mentors or who can otherwise support the organization, by March 31, 2020. Continue to update the internal database to track mentor screening and matching. <p>Market the program to targeted audiences.</p> <ul style="list-style-type: none">a. Develop community organization-specific marketing emails by May 15, 2020.b. Design marketing materials to post on five social media sites by May 29 2020.c. Create marketing binder/electronic folder with updated marketing materials by June 30, 2020.

Work Plan Example

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VISTA Position Title: MentorCorps Volunteer Coordinator

VISTA Name: Vic McVISTA (started in August)

VISTA Supervisor Name: Sue O'Supervisor

Date Completed: 9/27/19

Work Plan Review and Update Process:

1. Discuss at weekly VISTA-Supervisor check-ins (to include status of tasks, deadlines, help needed)
2. Update in writing quarterly (due 12/31, 3/31, 6/30)
3. Complete final updates, include with close of service final written report, and discuss at exit interview (by 8/21/20)

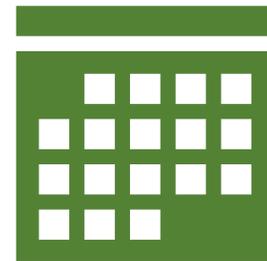
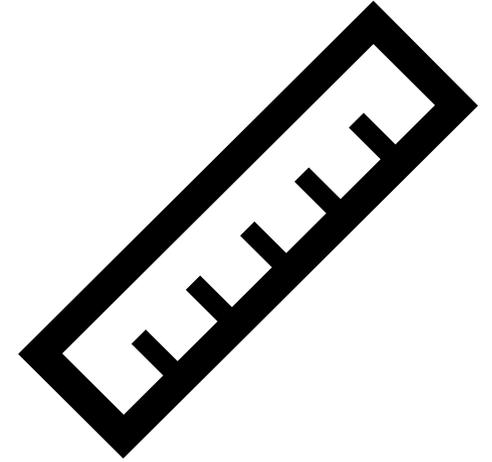
Performance Standards:

1. Written materials are professional, final, free of errors
2. Written and verbal communications follow agency guidelines
3. All deliverables are submitted on time (i.e., by 5:00 p.m. on due date)
4. Deliverables incorporate supervisor feedback and reflect instructions/direction given

ACTIVITY (from VAD)	INCREMENTAL STEPS	DEADLINE	COMPLETED DATE	STAFF, RESOURCES AVAILABLE
Identify the skills, abilities, and experiences sought in volunteer mentors by January 31, 2020.	Example: <i>Research 10 existing mentor programs to assess outreach systems, materials; draft pros and cons observed from 10 existing mentor programs</i>	Example: 10/18/19	Example: 10/21/19 (late)	Example: Supervisor to assign 10 research targets
	Assess needs for volunteer mentor skills, abilities at the County Community Health Services Agency; create needs assessment form; conduct surveys or interviews; compile input; document results	10/31/19	10/28/19 (early)	Use program's Survey Monkey account; write report in Word
	Draft MentorCorps volunteer position description with recommended skills, abilities, and experiences based on research and program needs assessment	11/25/19	11/25/19 (on time)	Supervisor to review and provide feedback
	Seek additional feedback on draft volunteer position description; refine content	12/20/19 (feedback) 1/10/20 (refine)	12/20/19 1/10/20	Agency staff, current mentors
	Complete MentorCorps volunteer mentor position description with skills, abilities, and experiences	1/31/20	1/31/20	

Work Plan Tips

- Include extreme detail with incremental steps and deadlines
- Map out all 12 months of the VISTA's term of service
- Keep the work plan alive; use it constantly to guide the VISTA's activities, capture accomplishments, identify challenges, and more; update the plan regularly



C. Communication

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Organizational Culture

Individual Styles and Preferences



Schedule

Working through Miscommunication





Replicate organizational culture:

- Traditions – meeting style, schedules
- Engagement – shout-outs, jokes, photos, memes
- Reflection – staff perceptions
- Welcoming environment – new VISTAs



Identify and work with individual styles and preferences:

- Phone/email/IM
- Extravert/introvert
- Cookie Monster/Kermit the Frog
- Early bird/night owl
- What else?



Establish and maintain a productive meeting schedule:

- Recurring meetings – one on one; team/staff
- Spontaneous meetings – best method for you/the VISTA?



Work through miscommunication:

- Over-communicate
 - Frequency
 - Explanations of decisions, what's happening, why things are happening
- Check your assumptions often
- Acknowledge and address tensions early

4. Current Challenges

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- Isolation, loneliness
- Fear of job prospects
- Overall stress
- Lack of focus

- Computer
- Phone
- Desk
- Distractions



- Emerging needs don't fit VAD, member
- Not enough work for 40 hours
- Internet/WiFi
- Phone service
- Physical barriers
- Lack of professionalism

Recommendations

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- **Sound management reminders:**
 - Establish clear expectations for work to do, communication and responsiveness
 - Build/update a detailed work plan to help focus and push forward
 - Check-in on tasks, progress, challenges – formally and informally
 - Over-communicate; increase phone interactions and incorporate video, if possible and appropriate
- **Emotional/social challenges:**
 - Connect online: <https://uit.stanford.edu/guide/telecommuting>
- **Lack of enough work to do and/or professional experience:**
 - Be explicit about workspace: <https://www.youtube.com/watch?v=WqZiBugq4ts>
 - Assign heavily; don't assume 'they'll figure out what to do'
 - Assign professional development; require report out to expand knowledge for all staff/VISTAs:
 - Research institutions, foundations, universities (issue-, program-specific)
 - LinkedIn Learning (professional skills): <https://learning.linkedin.com/blog/productivity-tips/new-to-working-remotely--these-resources-can-help>
 - TED Talks (everything in the world)

Let's Review

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- ✓ Introductions
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Next Steps and Contacts

- Review great teleservice resources on the VISTA Campus
- Attend the next supervisor webinar led by the VISTA Training Unit
- Check in with your project and/or CNCS contacts
- Reach out to the VISTA Training Unit with questions about today's presentation:
VISTAtraining@cns.gov





The screenshot shows the VISTA Campus website. At the top left is the VISTA Campus logo. To the right are navigation links: HOME, MEMBERS, LEADERS, SUPERVISORS, and a search bar. Below the navigation is a breadcrumb trail: Home > VISTA Teleservice Resources for Supervisors, and a 'Log In/Sign Up' link. The main heading is 'VISTA Teleservice Resources for Supervisors'. The content area contains a paragraph about updated teleservice policy due to the coronavirus, followed by a list of resources for supervisors.

Home > VISTA Teleservice Resources for Supervisors Log In/Sign Up

VISTA Teleservice Resources for Supervisors

In response to the national emergency created by the spread of the coronavirus, VISTA updated the teleservice policy to allow VISTA members to serve full-time remotely, including from home. The updated policy and additional details for VISTA sponsors and members may be found at www.nationalservice.gov/coronavirus/.

With this sudden schedule change, many VISTA sponsors have updated their VISTA Assignment Descriptions to allow members to serve full-time from home while their communities are under stay at home orders from government officials. Resources are provided below to support the design and management of full-time teleservice for VISTA members.

1. Getting Started

In general, effective management of members serving from home includes following organizational policies that cover remote working; confirming adequate resources available at home; establishing clear expectations with a telework agreement; writing a specific work plan that includes deliverables and incremental deadlines; and engaging in extensive and multiple forms of communication. VISTA sponsors may have existing organizational policies and procedures that address each management element. For those who do not, the resources below may be useful to create teleservice policies and procedures for VISTA members.
2. Examples of Organizational Policies
 - a. 7 Things to Do When Creating an Emergency Work-From-Home Policy for COVID-19: <https://www.uschamber.com/co/run/human-resources/emergency-work-from-home-policy>
 - b. City of Baltimore, MD Telework Policy: <https://ca.baltimorecity.gov/am/files/AM-200-13.pdf>.
3. Planning for Remote Work
 - a. COVID-19 Has My Teams Working Remotely—A Guide for Leaders: <https://www.gallup.com/workplace/288956/covid-teams-working-remotely-guide-leaders.aspx>.
 - b. COVID-19 Pandemic: Supervisor Tips and Tools for Motivating Remote Staff to Stay Engaged and Productive: <https://www.hr.pitt.edu/news/covid-19->



**About your VAD:
Creating a Tool for VISTA Success!**
Tuesday, May 12, 2020
2:00-3:00 p.m. ET

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

Webinar Evaluation

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



What questions do you have?

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Thank you!



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