

## Capacity Building Game Step-by Step Guidelines

Timing	Content: Topic/Steps/ Activities	Notes to Facilitator	Resources/ Materials
	<p><b>Preparation</b></p> <ul style="list-style-type: none"> <li>➤ <b>Session set-up:</b> <ul style="list-style-type: none"> <li>○ Familiarize yourself with the facilitator guide and game cards.</li> <li>○ Print and cut Capacity Building Game card decks. One set for every group of 4-6 people.</li> <li>○ Print game instructions, one set per group.</li> <li>○ Prepare a visual aid or handouts of the Capacity Building Answer Key (see p. 5 of this document)</li> </ul> </li> </ul>		
20 min.	<div style="display: flex; align-items: center;">  <p><b>THE CAPACITY BUILDING GAME</b></p> </div> <ol style="list-style-type: none"> <li>a. Have participants form groups of 4-6.           <ul style="list-style-type: none"> <li>○ <u>Option one</u>: Stay at existing tables</li> <li>○ <u>Option two</u>: Mix up the group by counting off and moving to new tables</li> </ul> </li> <li>b. Distribute game cards and instructions to each group.</li> <li>c. Play the game.</li> <li>d. Bring the group back together and give them time to check their answers on the Answer Key visual aid or handout via the numbers that are listed on the top right corner of each card.</li> </ol>	<p><b>Capacity Building Definition:</b>  <i>Tasks and activities to create, expand, or strengthen an organization's systems or processes.</i>  <i>Capacity building allows the organization and the community to sustain the VISTA's project activities once the project period has ended.</i></p>	<p><b>Materials:</b></p> <ul style="list-style-type: none"> <li>• Game Cards</li> <li>• Game Instructions</li> <li>• Capacity Building Game Answer Key (*see last page)</li> </ul>

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	<p>e. Then debrief and answer questions.</p> <p>f.  <b>Key Questions</b></p> <ul style="list-style-type: none"> <li>• During the game what examples surprised or puzzled you?</li> <li>• How would you describe the difference between capacity building and direct service?</li> <li>• What questions do you still have?</li> </ul>		
20 min.	<p> <b>WHEN IS DIRECT SERVICE APPROPRIATE?</b></p> <p>a. Read the Direct Service Definition</p> <p>b. Review the key points about when is direct service Appropriate.</p> <p> <b>Key Points</b></p> <p>When Is Direct Service Appropriate?</p> <ol style="list-style-type: none"> <li>1) A brief period of direct service is necessary to understand the service elements of the sponsoring organization</li> <li>2) Direct service is incidental to the time and effort in carrying out the primary responsibilities of the member assignment</li> <li>3) Direct service is necessary to train direct-service providers</li> </ol>	<p><b>Direct Service Definition:</b>  <i>Provides immediate solutions to help people in need. These can include activities like tutoring, performing manual labor, teaching, doing clerical work, or counseling.</i></p>	

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	<p>c.  <b>Key Questions</b></p> <ul style="list-style-type: none"> <li>• What are some other examples of direct service activities that might be appropriate for a VISTA to do? How do they build capacity?</li> <li>• If an activity falls within a “gray area” how will you decide if the activity is allowable?</li> </ul> <p>d. If needed to further elucidate when direct service is needed, read the following story:</p> <p><i>There once was a VISTA member who had a VAD focused on fund development at a domestic violence shelter. She felt very unsuccessful after a couple of months and did not feel compelled to complete her service. She felt like she was not making a difference. Instead, she wanted to contribute in a position where she could be “effective.”</i></p> <p><i>Her supervisor realized that the VISTA had been unsuccessful at raising funds for the shelter because she did not have an understanding of the issues or a passion about the people she served. The supervisor decided to temporarily put the VISTA on the crisis phone line for a few hours a week so the VISTA could learn more about the issues of the shelter and the women they serve. This direct service was part of her ongoing training and development.</i></p> <p><i>Doing a limited amount of direct service activities via the crisis phone line made the VISTA much more effective as a fundraiser</i></p>		

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	<p><i>and much happier overall.</i></p> <p> <b>Key Point</b></p> <ul style="list-style-type: none"> <li>➤ The role of the supervisor is to be a gatekeeper of direct service, making sure it is used only to enhance the VISTA's service—not to replace the VISTA's service nor to replace anyone else's job in the organization (e.g. answering phone or tutoring full time).</li> </ul>		

## Capacity Building Game Step-by Step Guidelines

### Capacity Building Game Answer Key

#### Direct Service

2,3,6,7,  
10,11,14,15,  
18,19,20,23,  
24,28,29

#### Capacity Building

1,4,5,8,  
9,12,13,16,  
17,21,22,25,  
26,27,30

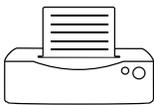


# Direct Service or Capacity Building

*game instructions*

**Objective:** Identify whether or not each card represents a direct service or capacity building activity.

1. Shuffle the deck of cards and place them in a stack face down in the middle of the table.
2. Choose someone to start, player 1 chooses a card from the deck and announces the service area listed at the top of the card (e.g. employment, education, food security, housing).
3. Player 1 reads the card and identifies if the example is a direct service example or a capacity building example and why they think so.
4. Come to consensus on the activity type as a whole group then create a stack for direct service cards and one for capacity building cards.
5. Set aside cards that you have questions about.
6. Repeat process with the next player moving in a clockwise manner until you sort all the cards or the facilitator reconvenes the group.



**Note:** If you want to create a set of cards that have a front & back, use a double sided printer and use the BACK as your second page. Trim marks are also provided as guides for cutting.

1 EMPLOYMENT

**VISTA member builds relationships with local companies and educates companies about the benefits of hiring veterans.**



2 EMPLOYMENT

**VISTA member assists veterans with job searches.**



3 EMPLOYMENT

**VISTA member teaches workplace competency skill classes.**



4

EMPLOYMENT

**VISTA member designs guest speaker program featuring former clients who have found job success.**



5

EMPLOYMENT

**VISTA member researches and creates a list of local trainers they can hire to facilitate workshops for the job center.**



6

EMPLOYMENT

**VISTA member assists clients with résumé edits.**



7

HOUSING

**VISTA member coordinates weatherization inspections for low income seniors.**



8

HOUSING

**VISTA member writes training curriculum to teach volunteers how to inspect and weatherize homes.**



9

HOUSING

**VISTA member researches and verifies a master list of "safe and affordable" landlords and housing units.**



10

HOUSING

**VISTA member searches for safe and affordable housing posts online for specific clients each week.**



11

HOUSING

**VISTA member helps veterans identify affordable housing units.**



12

HOUSING

**VISTA member attends Homeless Action Committee meetings to educate case workers about services and funding available to veterans through their agency.**



13

HOUSING

**VISTA member designs a tip sheet to explain the affordable housing application process.**



14

HOUSING

**VISTA member helps clients complete applications for affordable housing units.**



15

EDUCATION

**VISTA member trains mentors at the beginning of each term.**



16

EDUCATION

**VISTA member creates mentor training curriculum.**



17

EDUCATION

**VISTA member develops screening and background check procedure for staff to use to screen volunteer tutors.**



18

EDUCATION

**VISTA member reviews volunteer tutor applications and calls tutor references.**



19

EDUCATION

**VISTA member drives the van to pick up students from school and bring them to the after school program.**



20

EDUCATION

**VISTA member takes students to the local church to access free clothing closet for winter coats.**



21

EDUCATION

**VISTA member works with the school liaison to organize an activity bus to bring students from the school to the after school program.**



22

EDUCATION

**VISTA member partners with the local church to seek in-kind donations for warm clothing and school supplies.**



23

FOOD SECURITY

**VISTA member delivers meals to homebound seniors.**



24

FOOD SECURITY

**VISTA member plants veggies and tends the community garden.**



25

FOOD SECURITY

**VISTA member organizes a fundraiser to help pay for a new delivery van.**



26

FOOD SECURITY

**VISTA member designs a volunteer program that pairs kids with local master gardeners.**



27

FOOD SECURITY

**VISTA member creates a master schedule, recipe list, and food list for the healthy cooking demonstration project.**



28

FOOD SECURITY

**VISTA member leads healthy cooking demonstrations.**



29

FOOD SECURITY

**VISTA member prepares bulk food bins and packaging supplies for service projects.**



30

FOOD SECURITY

**VISTA member partners with local businesses to set up "All Hands to End Hunger" service projects at the food bank.**



# DIRECT SERVICE

— or —

# CAPACITY BUILDING



# DIRECT SERVICE

— or —

# CAPACITY BUILDING



# DIRECT SERVICE

— or —

# CAPACITY BUILDING



# DIRECT SERVICE

— or —

# CAPACITY BUILDING



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