Supervisor Orientation
July 18, 2019
Reviewing VADs and Performance Measures

• Common for supervisor to not be the same person as the organization’s grant writer so take a few minutes to look over your VISTA Assignment Description and Performance Measures. (Blue tab of your binder)

• Ask us questions! We need to be on the same page before the VISTAs begin service.

• How can we help VISTAs understand what these mean and how to report on them?

VISTA Assignment Description (VAD)

<table>
<thead>
<tr>
<th>Member ID: 1094455</th>
<th>Effective Dates: 07/09/2013 - 07/12/2014</th>
</tr>
</thead>
</table>

Title: Menhune Helpers

Sponsoring Organization: Executive Office on Aging
Project Name: Timebank Hawaii
Project Number: 13VSPK004
Project Period: 03/10/2013 - 06/06/2014

Site Name (if applicable): Hawaii Department of Health, Executive Office on Aging

Focus Areas:
- Primary: Economic Opportunity
- Secondary:

VISTA Assignment Objectives and Member Activities

Goal of the Project: To increase the State’s ability to offer more long-term support services, such as respite, to Hawaii’s families and caregivers. VISTA members will assist in planning a timebank demonstration project, “Menhune Helpers,” through the Maui County Office on Aging, Aging and Disability Resource Center.

Objective of the Assignment (Period of Performance: 07/13/2013-07/12/2014)

Collaborating with the VISTA member on this project, this VISTA member will research and analyze the feasibility of the implementation of “Menhune Helpers” into the Maui County Office on Aging’s Aging and Disability Resource Center (ADRC).

Member Activity 1: Complete a feasibility study of “Menhune Helpers.” To accomplish this activity, VISTA members will work with their VISTA cohort on completing a timebank literature review, analyzing existing alternative currency systems for home and community-based services (HCBS), and will evaluate policies to support “Menhune Helpers” and the impact of supporting and maintaining clients on the project, such as: Leadership, mission, infrastructure, policies and procedures, fiscal accountability, software programs, job descriptions, outreach, and marketing strategies, strategic direction, enrollment, and staffing.

Member Activity 2: Organize, plan, and conduct stakeholder interviews and focus groups, incorporating feedback from professionals, community members, and families into the feasibility study. This will be accomplished through the VISTA’s collaboration with the other VISTA member, community and cultural leaders, interns from the University of Hawai‘i at Manoa, the Maui ADRC, EDA, and Project Dana.
Welcome & Introductions
MNA VISTA Leaders

Zekiyе Salman
2017-18; 2018-19

Dylan Davids
2018-19

Meridith Murley
2019-20
Today’s Goals

1) Have a working understanding of AmeriCorps and VISTA

2) Better understand what to expect this year with MNA’s program

3) Prepare for supervising a member – their hurdles and celebrations

4) Feel connected to your fellow supervisors and supported by MNA
Icebreaker
BUILDING A COMMUNITY

...ONE BLOCK AT A TIME

For more information on VISTA, call:
1-800-424-5867

VISTA is a part of ACTION, the Federal Domestic
Volunteer Agency, Washington, D.C. 20525
AmeriCorps VISTA—50 years of getting things done for community and country, from sea to shining sea.
Figure: Organization Structure of Corporation for National and Community Service

- **Top Layer**:
  - Corporation for National and Community Service
  - NCCC
  - VISTA
  - State & National Grants
  - Social Innovation Fund

- **Middle Layer**:
  - State Office
    - Single Site
    - VISTA Members
      - Supervisor
      - VISTA Sub-Sites
        - Sub-Site Supervisors
        - VISTA Members
    - Intermediary

- **Sponsoring Organization**
Fight Poverty with PASSION
m.n.a
Michigan Nonprofit Association
VISTA Campus

Volunteers in Service to America
Learn more. Serve better.
Build your skills here on the VISTA campus

Not yet a part of the VISTA program?

BECOME A MEMBER
Want to learn what VISTA service is all about?

BECOME A SPONSOR
How can VISTA members benefit your organization?
VISTA Benefits
Benefits: VISTA Healthcare
Benefits: Providing Additional Support to Your VISTA

What can you do as a VISTA sponsor to support your VISTA member?
Housing
Food/gifts
Clothing/Promotional items (agency logo apparel)
Health insurance
Ongoing training

Be fair and equitable in support to all VISTAs serving with you
Outside Employment Restrictions
Prohibited Activities
Prohibited Activities
VISTAs: How do they fit in your organization?

- VISTAs may not be used as an administrative stopgap.
- Unlike an employee, a VISTA:
  - Limited in activities by VISTA Terms & Conditions
  - Is not “hired” or “fired”
  - “Works for” multiple stakeholders: community, CNCS, host site
  - Does not receive traditional compensation
  - More focus on professional & leadership development
  - Timesheets come to the VISTA Leaders
- Like an employee:
  - Works in collaboration with staff and community members
  - Included in staff meetings and other events
  - Receives regular feedback on performance
  - Workday as defined by host site
VISTAs’ Responsibilities

- Engage in capacity-building activities
- Create sustainable projects
- Perform activities outlined in VAD
- Meet with a supervisor weekly
- Support efforts to gather data and information
Host Site Responsibilities

On-board members
Provide day-to-day supervision and coaching
Site reporting and evaluation
Acknowledge members as VISTAs and AmeriCorps as a funder/supporter
Shared Responsibilities with MNA

Outreach, recruitment, selection of VISTAs
Writing VADs
Planning/delivering OSOT
Problem solving
Reporting and Evaluation
Logistics & Paperwork

Time is money, money is power, power is pizza, pizza is knowledge. Let's go!
<table>
<thead>
<tr>
<th>Program Manager</th>
<th>VISTA Leaders</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Oversees program overall</td>
<td>• Support VISTAs</td>
</tr>
<tr>
<td>• Supports Supervisors</td>
<td>• Help identify problems and successes</td>
</tr>
<tr>
<td>• Steps in if problem arises</td>
<td>• Help plan meetings/trainings and sometime facilitate</td>
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<tr>
<td>• Facilitates meetings/trainings</td>
<td>• Help coordinate reports</td>
</tr>
<tr>
<td>• Supervises VISTA Leaders</td>
<td>• Share resources among VISTAs</td>
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<tr>
<td>• Reports to CNCS</td>
<td>• Coordinate VISTAs</td>
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<tr>
<td>• Submits federal paperwork</td>
<td></td>
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<tr>
<td>• Guides program direction</td>
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Supervisor Communication

What you can expect from Maggie:
- Supervisors’ Digest (quarterly emails)
- emails or phone calls

What you can expect from VISTA Leaders:
- recruitment information in the spring
When to involve Maggie

- VISTA is getting close to using up sick/vacation days
- Leave is taken without approval
- There are still behavioral problems after receiving written or verbal warnings
- There is a change in the VAD
- There is a change in address of VISTA or project site
- There is a change in supervisors
- There is a change in community partners
Disciplinary Process

WILL FOLLOW THE RULES
I WILL FOLLOW
WILL FOLLOW THE RULES
WILL FOLLOW THE RULES
WILL FOLLOW THE RULES
Early Terminations and Removals

If the VISTA chooses to leave service early:

• Maggie must notify CNCS staff if early termination is expected.
• The VISTA member & supervisor must complete the Future Plans Form and CNCS Exit Form.
• Authorization to replace a VISTA is not automatic! Communicate closely with Maggie about your options.

Sponsor requests removal of a member from project:

• We do not have the authority to remove a member from a project – only the CNCS State Office can do so.
• Call Maggie and MNA before taking action
• The sponsor can request removal of member from a project but NOT removal from VISTA program as a whole.
• A legal process must be followed and the member is entitled to an appeals process.
• Requests for removal must be in writing to the CNCS State Office; include a description of corrective actions and meetings that have taken place to this point.
• Living allowance payments cannot be withheld from the VISTA.
MNA Resources

**MNAVISTA.org**: Paperwork, Toolkits, Blogs

**Member Assistance Program** – offers concierge services to AmeriCorps members

Program Handbook (orange tab)

On-Site Orientation Checklist (blue tab)
  - VISTA will need to take initiative to fill this out, but will need help answering some questions
  - Please conduct your own On-Site Orientation too
Program Dates

**Quarterly Trainings:**
- VISTA Orientation (September)
- Field Trips (Fall/Spring)
- Leadership Development (March)
- Shark Tank event (May)
- End of Year Celebration (August)

**Virtual Meet-ups:**
- first Wednesday of the month at 10am
- please build VISTAs’ service schedule around these times
- great way for VISTAs to reconnect with their cohort/MNA
- excellent professional development opportunity for members to lead

**CNCS In-Service Training:**
- available through the VISTA Campus website
- VISTA Blend courses
MNA Trainings

• VISTA Orientation
  – September 5-6
  – Detroit

• Field Trips
  – Fall and Spring
  – Content-specific
  – Required to attend 2 during the year
MNA Trainings

• Mid-Year Training
  – March 5-6
  – Lansing
  – Focus on “Life After VISTA” and member support

• Shark Tank training in May
  – VISTAs required; supervisors encouraged

• End of Year Research Symposium
  – August
  – Gather feedback on HCD testing and *Celebrate!*
Supporting AmeriCorps

Goal: Increase program visibility

– Required VISTA participation in Russ Mawby Signature Service Projects
– Wear VISTA Polo shirts to trainings
– Increase media hits on VISTA program
  • Press releases
  • Social media tagging
Time

- A minimum of 35-40 hours per week is required
  - roughly 7.5 hours of service each day
  - VISTAs complete monthly timesheets, CC Supervisors
- No official comp time, but supervisors can grant flexibility
- VISTAs may not use leave to end service early (without CNCS approval)
- If VISTA uses their personal/sick time, they must notify you & VISTA Leader
- If site is closed for more than 2 days, VISTA must make alternate arrangement for service
- If site is closed for 2 days or less, VISTAs can count it as “host site holiday.”
Reimbursing Expenses

• Host sites are responsible for reimbursing mileage for VISTAs as they travel during their service day.

Dress Code & Professionalism

Dependent on culture of the host site
For MNA trainings, generally casual or business casual
Will be communicated prior to the training
Err on the side of professionalism – especially for younger VISTAs, including those who work with students.
Site Visits

• At least one per year, but we’ll do two if it’s necessary or if time permits
• Rubric in the Program Handbook (Section 9 and Section 13)
• Great way to show off VISTA’s work and connect with program staff

Evaluations

• Giving VISTAs a chance to evaluate themselves and reflect on their service months.
• VISTAs will not be penalized for a less satisfactory report, but we will have to take a closer look if there are problems.
Monthly
   Helps VISTAs remember what happened when it’s time for QPR
   More informal; like a check-in
   Supervisor can read but not obligated to

Quarterly (QPR)
   Important
   Site supervisor must sign off and read the report prior to VISTA inputting info
   Where VISTA shares data about performance measures
Check-in Calls
Quarterly or when needed; VISTA Leader initiated

Blogs
Each VISTA is assigned to write twice a year. Can be found at mnavista.org

Weekly Emails
Created by VISTA Leaders for VISTAs
Includes resources, upcoming deadlines, reminders, professional development opportunities,
Also includes blog updates – another chance for cohort to celebrate one another.
CNCS ORIENTATION
Training from CNCS

Pre-Service Orientation is required by CNCS. All VISTAs must attend this training.

**Virtual Member Orientation**
* Must have computer/internet access to attend
* Consists of online sessions beginning before service through the first two weeks
  • Emphasis on site and program’s OSOT

<table>
<thead>
<tr>
<th>Pre-Service Coursework &amp; On-boarding Forms</th>
<th>Completing My AmeriCorps forms and VISTA coursework (already sent out by Maggie)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Webinar: Countdown to VISTA Service</td>
<td>Covers what to do before service; what to do on first day of service; relocation; criminal history check; chance to ask questions</td>
</tr>
<tr>
<td>First day of service</td>
<td>Launching Your VISTA Service live webinar (3pm EST) ~60 min. <em>Induction Ceremony</em></td>
</tr>
<tr>
<td>First two weeks of service</td>
<td>Completing Early-Service Coursework (5 min – 2 hrs)</td>
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Virtual Member Orientation

Before the VISTA member starts, ensure they have the following worksite technology:

- Individual computer for each VISTA with high speed internet access, telephone, access to internal systems, etc.
- Ensure your IT systems and equipment will allow your VISTA to attend webinar sessions via Skype for Business and Cisco WebEx (visit https://www.webex.com/test-meeting.html to verify that the WebEx platform is accessible through your org’s computers)
- Obtain IT security clearances (if needed)
Virtual Member Orientation: VISTA Arrival

Please be present on-site on the VISTA’s first day of service to welcome the candidate and ensure they take the Oath of Service.

Guide your VISTA to attend the webinar on their first day at 3:00 pm ET.

Print and distribute a VISTA Oath Form to each VISTA prior to the first webinar. Be present with your VISTA(s) during the swearing-in to witness the oath.

After the webinar, collect a signed Oath Form from each VISTA, sign on the witness line, scan, and email the form to the VISTA Member Support Unit. The Oath Form must be submitted on the day the oath is taken.

VISTAs will receive information about submitting their fingerprints to CNCS. Fingerprinting will occur during MNA’s Orientation and MNA will take care of sending them to CNCS.
HUMAN-CENTERED DESIGN
Maximizing your MNA Membership

Talent Strategy Summit
Keynote Speaker: Rita Fields, 313 Industries and Copper Phoenix Consulting
Royal Oak
August 27

Other items of interest:
Michigan Nonprofit Compensation & Benefit Report
Diversity, Inclusion and Equity Assessment
Census 2020 – becountedmi2020.com
LUNCH

Regroup at 12:45
WHAT DOES IT MEAN TO BE A VISTA SUPERVISOR?
A Common VISTA Cycle of Service

Enthusiastic Beginner

Training ➔
Disillusioned Learner

Contributor (may lack confidence)

Peak Performer!

Start ➔
Second thoughts
2 weeks
90 days
6 months
9 months
12 months

there is a process...
you are the seed...
you are making a difference...
Adapted from Ken Blanchard's Situational Leadership

Maintain yourself... how can I help... we have function
Celebrate!

VISTA Integrated Training Program
January 2012

OM-63

Michigan Nonprofit Association
Supervisor Roles & Responsibilities

Educate the community and staff about VISTA
  What is the VISTA’s role in the organization?
  Who is the VISTA, personally?

Ensure adequate resources to accomplish VAD tasks
  This means making sure the VISTA has a computer/laptop, access to
  the internet, e-mail, phone, etc.

Speaking of the VAD...
  Make sure the VISTA understands what’s expected
  Review the VAD frequently, together

Provide regular feedback
  Not only to the VISTA...
  ...but also the VISTA Leaders & the Program Manager!
Supervisor Roles & Responsibilities

Make sure the projects the VISTA is doing are sustainable
   “How can this continue when the VISTA is gone?”

Encourage and provide opportunities for VISTA’s personal and professional growth
   MNA will provide trainings and professional development
   If you see something in your community you feel would benefit the VISTA professionally or personally, do it!

Attend the supervisor meetings/trainings provided by MNA.
   New this year: Supervisor sessions led by Jenny McArdle.

Support the integration of VISTA(s) into your organization and community!
   Add the VISTA to office-wide email distribution
   Host a potluck lunch for the VISTA
   Other suggestions?

Be your VISTA's GREATEST support!
COMMON ISSUES
Common Issues: Organization and Community Entry

1) Introduce members to key staff and community members
2) Include member in staff meetings and functions
3) Help them feel like they belong
4) Give them time to settle-in if relocating
Common Issues: Provide Regular Feedback and Direction

1) Schedule check-in meetings (weekly is best) 
   Use their VAD to guide performance feedback
2) Partner with VISTAs to think through challenges and opportunities
3) Problem solve and coach 
   Summarize the opportunity and challenge and agree on next steps together
Common Issues: Find out What Members Need to Succeed

1) Gain awareness of their prior volunteer/work experience and professional knowledge
2) Talk about short and long-term goals
3) Ask key questions of your VISTA while reviewing the VAD:
   - What are some things from the VAD which you are really excited about starting?
   - What are some of the things that make you anxious?
   - What can we do to make you feel ready to tackle your year of service?
Common Issues: Give VISTAs’ Ownership of Projects

1) Let them know it’s okay to take the lead.

2) Equip them with the resources they need to succeed.

3) Empower members to bring their ideas to the table.

4) Agree on check-in points.
Common Issues: Provide professional development

1) Utilize community and online offerings
2) Encourage VAD-specific training opportunities
3) Think beyond the project year
   - Invite them to shadow colleagues
   - Practice interviewing and reviewing resumes
4) Make time for them to attend member webinars
Common Issues: Provide Recognition and Thank Them

1) Thank them personally
2) Recognize them publicly
3) Appreciate and acknowledge their commitment to VISTA and the sacrifices they are making
MOTIVATION &
SUPERVISION VS. COACHING
How do you motivate your VISTA?

Connect with why they wanted to serve in the first place!

Talk about goals!
Provide opportunities for the member’s leadership
What does they want to accomplish by end of service term?

Use performance reviews effectively
Constructive criticism
What is the VISTA excelling at?

Provide positive reinforcement
Highlight the VISTA’s work in a newsletter or website
Mention positives to the staff

Make the work relevant (not busy work)
## Supervision vs. Coaching

### Supervision
- Familiarize yourself with each member’s VAD.
- Create a weekly check-in schedule.
- Prepare for the end-of-service transition.
- Create measurement milestones and progress indicators aligned with project goals (refer to the VAD).
- Provide resources and guidance in working with the community.
- Provide contact methods (phone, text, email, etc.) and reasonable hours of availability for a member to contact you.

### Coaching and Communication
- Promote a culture of ongoing learning and growth.
- Ask open-ended questions and collaborate in problem-solving with your VISTA(s).
- Share with your VISTA(s) your conversation style, how you’ll give feedback, and other working agreements.
- Provide actionable, positive feedback when appropriate.
- Be open to hearing VISTA complaints, obstacles, and frustrations without judgment.
- Assist VISTAs in finding their own solutions to problems.
- Develop protocols for addressing conflict.
President Johnson welcomed the first group of 20 VISTA volunteers saying, “Your pay will be low; the conditions of your labor often will be difficult. But you will have the satisfaction of leading a great national effort and you will have the ultimate reward which comes to those who serve their fellow man.”
STORIES FROM THE FIELD

Serving to Lift
PEOPLE
OUT OF
POVERTY
Since
1965

Find Out More At:
http://www.nationalservice.gov
YOU ARE A SUPERVISOR HERO

Jenny McArdle
NATIONAL SERVICE IN MICHIGAN

2,113 local service sites
9,585 Senior Corps & AmeriCorps members
$63.7 million CNCS and local funding
$99.2 million AmeriCorps scholarships earned since 1994

NationalService.gov/Michigan
With only three-quarters of the service year complete, the 2018-2019 MNA VISTAs have brought about the following:

* 1,481 community volunteers managed for service, performing 16,263 hours of community service
* $89,857 in grants or monetary donations brought in to support their service in Michigan communities
* $36,591 worth of in-kind goods or services donated to support their service in education and economic opportunity
* 812 partnerships with organizations that have been created and sustained.
* 87 events implemented to promote college access & success with low-income and/or first-generation college students
* Workshops related to employability reached 1,628 low-income job-seekers; 37 of them have been placed in jobs.
Final Reflections