

TNCC ASD/K-12 AMERICORPS VISTA PROJECT MANUAL



Tennessee | **Campus Compact**

Dr. Mani S. Hull, Ed.D., TNCC Executive Director
Rochelle Mayberry, TNCC VISTA Project Consultant
Nakia Hines, TNCC VISTA Leader
Tennessee Campus Compact
Lipscomb University
1 University Park Drive
Nashville, TN 37204-3951
www.tncampuscompact.org

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TNCC VISTA PROJECT GUIDELINES

I. Create Understanding

An initial discussion takes place between TNCC and the organization/school desiring to apply for a VISTA member. This connection details the mission and goals of VISTA, the benefits of VISTA, the role of a VISTA, and the role of a VISTA Site Supervisor. A VISTA Site Supervisor at the participating organization/school should be identified.

II. Sub-recipient Agreement/Contract

A Sub-recipient Agreement/Contract is signed between the organization/school applying for a VISTA and the TNCC host institution, Lipscomb University (the fiscal sponsor). The organization/school agrees to pay a \$4,500 VISTA management fee to TNCC for each VISTA that receives final approval.

III. Concept Paper (CP) & VISTA Assignment Description (VAD)

The organization/school desiring a VISTA completes a Concept Paper which provides responses to questions regarding community needs, VISTA project goals, the university's commitment to the community, and the ability to provide support for the VISTA member to complete the goals. Ultimately, the Concept Paper provides a written explanation of what a VISTA member will do to alleviate poverty in the community. The organization/school also creates a VAD detailing what the VISTA will do during his/her term, including goals, objectives, and timelines. Both documents must be approved by the TNCC and the CNCS State Office.

IV. Recruiting a VISTA

The organization/school recruiting a VISTA is encouraged to recruit a qualified candidate from any networks available to them. The organization/school is also encouraged to provide housing and/or meal assistance for the VISTA member if possible. The organization/school is required to give mileage reimbursement to the VISTA for project-related travel or work out a separate arrangement with TNCC regarding this reimbursement process.

V. Interview & Final Selection

The Site Supervisor should thoroughly interview potential applicants. We also encourage use of the required interview question form provided by TNCC. Upon final selection, the organization/school informs TNCC of the selected candidate. The interview questions for this candidate must be submitted to TNCC and the applicant should ensure their online application is complete. A background check will be conducted by the CNCS State Office upon the applicant's decision to accept the position.

VI. Preparing the Selected VISTA

Once the VISTA is approved by TNCC & CNCS, a series of documents must be completed through his/her My AmeriCorps online account in preparation for the Pre-Service Orientation (PSO). The Trainee Registration Profile (TRP) must be completed by all VISTA members. The VISTA also

completes a series of forms to include a W-4, End of Service Award Selection, Life Insurance, V-81 form, Direct Deposit, and other key information. If the VISTA is relocating, there are special forms that should be immediately requested from TNCC. Relocation documents must be submitted no later than five weeks prior to the PSO.

VII. VISTA Attends Pre-Service Orientation (PSO)

PSO is a regional training for new VISTA members. VISTAs learn about poverty and how their individual projects will address national and state goals. VISTAs will be asked to accomplish several items prior to attending PSO. The VISTA member’s service year officially begins the day immediately following PSO, even if it is a Saturday.

VIII. VISTA On-Site Training

The organization/school should prepare a thorough on-site training for the VISTA member that includes information about office expectations, organizational culture, resources, technological information/training, and overall orientation to the project and objectives of the VISTA.

IX. TNCC VISTA Monthly Timesheets & Check-Ins

VISTA members will be responsible for emailing completed monthly timesheets with signed supervisor approval to TNCC via the TNCC template provided. Timesheets should be emailed to TNCC each month within the first five days of the following month. For example, a signed timesheet for the month of August should be sent no later than September 5. At the end of the VISTA’s term, the VISTA should submit the entire Excel workbook of timesheets. VISTA members may also be asked to submit a brief monthly report to TNCC during the first three months of the service year.

X. VISTA Quarterly Progress Reports (QPRs)

Every three months per deadlines provided, VISTAs and Site Supervisors will turn in QPR documents to TNCC. In addition, notable accomplishments should be submitted throughout the month. VISTAs should regularly submit short entries on accomplishments to TNCC for use on the website’s blog/update feed. Establish consistent reporting measures and data collection methods for ongoing assessment and to assist in the completion of QPRs. In October, CNCS may also request a supplemental report that requires new information from the year prior.

XI. VISTA Days of Service

VISTA members should be aware that CNCS asks VISTA members to plan and participate in nationally designated “Days of Service” periodically throughout the year. The two main days are Martin Luther King, Jr. Day and the 9/11 Day of Remembrance. VISTA members are encouraged to work with their institutions to engage students in service on these days or to attend a community project to assist with direct service opportunities.

XII. VISTA Close of Service

Prior to the end of a VISTA member’s service year, the VISTA & Site Supervisor will both be responsible for various forms and a Completed VAD detailing accomplishments:

VISTA Systems of Processing

- a) Future Plans Form: Available online approximately 3 months prior to end of service, the VISTA will fill out this form and indicate if he/she would like to reenroll or end service. After the Site Supervisor's evaluation is entered by TNCC, the VISTA will have the opportunity to respond to the evaluation and then to certify the final Future Plans Form.
- b) Return Home Form (only for relocated VISTAs): After the Future Plans Form is submitted for final approval, a relocated VISTA may fill out a Return Home form.
- c) Completed VAD: Each VISTA is required to submit a completed VAD which details their overall accomplishments related to the VAD goals & objectives.

Site Supervisor Systems of Processing

- a) VISTA Performance Evaluation: Supervisors receive this evaluation form from TNCC prior to the end of service. Supervisors will summarize the VISTA's accomplishments & rate the VISTA's performance. After submission, it will be entered by TNCC online and the VISTA member will be able to review and respond with any additional comments.
- b) Completed VAD: Supervisors should assist the VISTA member with the submission of a Completed VAD detailing the year's accomplishments.

XIII. Reenrollments, Resignations, and Removals

- a) VISTA Reenrollment: If an allocation is available, the organization/school and the VISTA member mutually discuss the possibility of a second or third year of service. If both parties agree, the institution may choose to submit a new Concept Paper and VAD for a VISTA reenrollment request. These documents must reflect brand new activities and goals.
- b) VISTA Resignation: In the event that a VISTA resigns, several steps must be taken to ensure proper exiting. Ideally, the VISTA should provide a notice at least two weeks in advance, at which time the site supervisor will report the notice to resign to the TNCC. An official resignation letter from the VISTA is helpful for TNCC records. TNCC will then inform CNCS of the situation and the "Close of Service" steps above will need to be completed by the VISTA and Site Supervisor, specifying the reason for resignation and the resignation date on the online Future Plans Form.
- c) VISTA Removal: If an organization/school feels that a VISTA is not performing assigned responsibilities, they should notify TNCC immediately. TNCC will encourage the Site Supervisor to seek a resolution with the VISTA member and is available to assist with any suggestions. If the issue(s) cannot be resolved, the Site Supervisor can ask TNCC to advise the CNCS State Office of the recommendation for the VISTA's removal. The State Office will require documented evidence from the Site Supervisor and TNCC on why the removal request is being made. The VISTA member will also be given the opportunity to provide evidence of their service accomplishments and perspective. The VISTA member's benefits may continue for a period of time until s/he can find a more suitable assignment or until the CNCS State Office has closed out the VISTA member. The CNCS State Office will directly inform the VISTA of the alternatives and provide directions on ending the current assignment.

AMERICORPS VISTA PROGRAM

The AmeriCorps VISTA program is a national service program dedicated to “fight poverty with a passion.” VISTAs, or Volunteers In Service To America, commit to serve full-time for a year. The goal of VISTA service is to expand and create programs and capacity to ultimately bring individuals and communities out of poverty. Below are the four core principles of the VISTA program.

AmeriCorps VISTA Core Principles

Anti-Poverty Focus	The goal of every project must be to help individuals and communities out of poverty with a focus on long-term solutions.
Community Empowerment	The project must engage low-income community residents in planning, developing, implementing, and evaluating the project.
Sustainable Solutions	Projects should be developed with a goal to phase out the need for VISTAs & maintain the ability of the project to continue without them.
Capacity Building	VISTAs should strengthen and support organizations by building infrastructure, expanding community partnerships, securing long-term resources, coordinating training for participants, and more.

For more general information on the AmeriCorps VISTA program, visit www.americorps.gov.

Due to the nature of the AmeriCorps VISTA program, there are very specific guidelines and policies that VISTA members and Site Supervisors agree to abide by throughout the service year. The most comprehensive resource related to specific VISTA policies is the VISTA Handbook that can be found on the VISTA Campus website: <http://vistacampus.org/mod/book/view.php?id=2093>. You will also find information on key VISTA policies and guidelines specific to the TNCC project throughout this manual.

Service Expectations

All AmeriCorps VISTAs are expected to work full time and be available 24/7. While it is unrealistic for a VISTA member to serve all day, every day, each VISTA is expected to serve the equivalent of a full-time job at the minimum. It is not unrealistic for VISTA members to serve over the time requirements of a full-time job during their year of service. A minimum of 160 hours each month should be the goal, with the understanding that sick/personal/federal holidays are included.

Roles and Supervision

Each TNCC AmeriCorps VISTA reports to the Site Supervisor(s) at their host organization/school. VISTAs are expected to report regularly to their Site Supervisor, and Site Supervisors are in turn expected to provide guidance and direction to the VISTA. TNCC staff members are also available to provide administrative support to both Site Supervisors and VISTAs.

DIRECT VS. INDIRECT SERVICE

The AmeriCorps VISTA program was specifically designed to focus on indirect service projects, rather than direct service opportunities provided through other national service programs. This focus on indirect service means that the work of the VISTA member is hopefully sustainable after the service year has ended. Since an AmeriCorps VISTA is not an employee, they should not be focused on performing many of the administrative and clerical tasks expected of your organization’s staff members.

A good rule of thumb is to always think about who will do the proposed activities and duties after the VISTA is gone. VISTAs should not engage in any activities if it means temporarily filling the space of a full-time staff member or student worker. Everything they do should be with an eye towards increasing overall program capacity rather than meeting short-term needs.

“In determining whether VISTA is the right match for your organization's needs, think about the kinds of activities you expect VISTAs to perform. The role of the VISTA is to build the capacity and sustainability of the project and community and to work themselves out of a position. The chart below lists some examples of the natural progression in the types of service performed by a VISTA. Except for training purposes, VISTAs should not perform direct services, such as tutoring, teaching, counseling, driving clients, painting, manual labor, or clerical work.” (VISTA Campus, 2010)

Service	Capacity Building	Sustainable Endeavors
Train direct-service providers	Write training curriculum or manual; train trainers	Develop training manual and train the trainer curriculum
Coordinate project	Develop procedure and system	Develop volunteer management system and procedural guide
Public speaking	Develop speakers' bureau	Develop community partnerships
Write press releases	Develop press kits, media database	Secure media partners
Organize fundraising events	Grant writing, develop database	Secure project staffing
Organize task forces & coalitions	Develop leadership structure of task force or coalition	Create infrastructure
Conduct outreach	Design brochures, posters	Create mechanism for evaluation
Recruit volunteers	Develop forms, volunteer assignments	Develop volunteer handbook

CONCEPT PAPER & VAD CRITERIA

As the TNCC AmeriCorps VISTA project matures, Concept Papers (CPs) and VISTA Assignment Descriptions (VADs) must reflect the changes in TNCC and CNCS priority areas. Currently, it is critical that organizations develop the project by starting with an identified community need that can be established with data and statistics and then creating a VISTA project that effectively utilizes the organization’s resources to impact the community and to build capacity of community partners addressing the need.

When preparing Concept Papers (CPs) and VISTA Assignment Descriptions (VADs), please ensure that the VISTA projects being proposed are aligned with one or more of the Corporation for National and Community Service (CNCS) focus areas for AmeriCorps VISTA outlined in the following chart.

Education	Economic Opportunity
<ul style="list-style-type: none"> ❖ School Readiness ❖ K-12 Success and/or Improved Academic Performance ❖ College Access/Post-Secondary Success 	<ul style="list-style-type: none"> ❖ Financial Literacy ❖ Housing ❖ Employment
Veterans and Military Families (Impoverished)	Healthy Futures
<ul style="list-style-type: none"> ❖ Veterans and/or Family Members ❖ Active Duty Military and/or Family Members 	<ul style="list-style-type: none"> ❖ Food Resources ❖ Access to Health Care

It is important to thoroughly outline and prove the existence of the local need(s) in one or more of these focus areas and to demonstrate how the proposed VISTA project is poised to successfully address it. Also, please try to demonstrate how you will assess the effectiveness of the project and reach the intended outcomes. Evidenced-based programming is becoming increasingly important to CNCS.

VISTA member responsibilities should not include work to identify a community need, but should focus on building the capacity to positively impact the identified area and alleviate poverty. Duties like managing service programs, coordinating service events, distributing newsletters, creating institutional databases and reports, etc. are not usually activities that will be approved for VISTA members unless they are clearly linked to local community needs and sustainable poverty alleviation.

For example...

1. “Assist teachers in tutoring students in their classrooms.”
The word “assist” indicates that the VISTA is acting in a supportive, staff capacity. It raises the question ‘Who will do this once the VISTA is gone?’ indicating an unsustainable activity. It also clearly indicates that the VISTA member will be responsible for student learning in a direct-service role, not through building sustainable partnerships or leveraging resources to build the capacity of the school/teachers to increase learning.

2. “Develop sustainable MOUs between local agencies & the school to increase the number of volunteers serving in partnership with teachers in the classroom in order to effectively increase student learning by ____%.”

This is a bit too general in its approach, but it specifies how the work of the VISTA is to increase partnerships and overall capacity to positively impact students learning. One step further is also identifying how the impact that occurs is will be measured and the intended outcome. It is helpful to show how the activity will be sustained post-VISTA as well.

In summary, all VADs and CPs should reflect...

1. A focus on one or more specific, measurable community needs supported by statistics demonstrating why the proposed VISTA project would alleviate poverty in this area.
2. The CNCS VISTA priority area(s) and the VISTA mission of alleviating poverty.
3. Proposed measures to address these issues through sustained community-campus links and capacity-building initiatives in the community.
4. Clear ways that the impact of the VISTA will be measured and demonstrated.

CP/VAD WRITING SUGGESTIONS

Concept Papers (CPs)

The Concept Paper is written by the organization/school with support from the TNCC Central Office through a feedback process. Upon approval of the CP and VAD by TNCC, CNCS may then offer their own feedback before final approval.

1. Be concise and direct. Give specific data that demonstrates and proves the existence of the identified local need(s).
 - a. Avoid giving poverty and education data general to the state or nation. Instead, provide specific data on the areas that will be impacted by your project. For example, if you are addressing high school dropout rates, you should outline the absentee and dropout rates for the specific schools you plan to work with, rather than statewide or national figures.
 - b. Show clear and definitive links from the community needs data to the VISTA project goals, objectives, and desired outcomes.
 - c. Address the ways your VISTA priority focus area(s) match local community needs.
2. If you already have a strong engagement programs in place, you must carefully outline why your proposed VISTA program is needed. Specify how this VISTA project will address a different project or focus than past VISTA member(s), or how it would bring that work to a higher level to merit another year of service. If you have a civic engagement office at your organization/school, specify what you need the VISTA for that cannot be covered by your full-time staff members or regular volunteers to impact the community. VISTA members should receive the organizational support of a staff member, but remember that they should not be given the same responsibilities as a long-term staff member.

VISTA Assignment Descriptions (VADs)

The VISTA Assignment Description, commonly referred to as the VAD, is submitted through the same process as the Concept Paper. These two documents should be developed to correlate, especially the overall project goal included in both documents. While the CP is meant to establish the need, focus, and overall purposes of the project, the VAD serves as more of a “job description” and outline of tasks for the VISTA project. It should detail what the VISTA will do during his or her term to accomplish the project goal(s). The VAD must include specific objectives, activities, and timelines that demonstrate a full year of uninterrupted service. The VAD must be approved by TNCC and the CNCS State Office.

1. A primary function of the VAD is to outline VISTA activities that constitute a full year of dedicated service. The proposed planned period of work section is the best indicator for this, so give as accurate an estimate as possible on how long each activity should take and ensure the project is spread out to cover the full calendar year.
2. Be mindful of key words and phrases (outlined below) that indicate that the VISTA may be engaged in direct service, and replace them with indirect service indicators.

Direct Service Indicators	Indirect Service Indicators
Manage	Create/develop templates
Assist	Develop tools
Help	Design/originate plans
Work with	Generate/refine/set up systems
Attend	Enhance mechanisms
Meet with	Develop organizational plans
Train	Create mechanisms to organize/orient
Participate in	Develop monitoring mechanisms
Coordinate	Develop and outline
Report	Research and compile

VISTA RECRUITMENT

Recruitment Considerations

Recruitment is an essential component in your preparation for your upcoming VISTA year. Host organizations often do their own recruiting and project promotion, but the TNCC Central Office is here to support you in whatever way possible. Think creatively about your local community networks and how you can begin to get the word out. Finding the right candidate can easily “make or break” the success of the project.

- Begin your on-campus and community candidate search immediately.
- Utilize college campus, community, and student networks.
- Local media, newspapers, etc.
- Career services offices and websites.
- If you would like to broaden your pool for consideration, TNCC receives several applications on a regular basis through the AmeriCorps VISTA website. Contact the TNCC VISTA Leader if you would like information on these applicants.

It is important that you not downplay that this opportunity is to give a “year of service.” While VISTA members receive some helpful benefits, they are asked to live on a minimal living allowance based on the poverty line. This can be a difficult adjustment if the candidate does not clearly think through the commitment and plan accordingly. If the candidate is properly prepared, it can be an incredibly rewarding experience, both personally and professionally. Read and become familiar with this manual and the VISTA Member Handbook so that you can adequately inform candidates.

On-Site Logistics

It is important that your site is prepared to house and provide support to your VISTA. Prior to your VISTA’s arrival, please ensure all required office space and technical support needed is provided and that the VISTA is trained on how to utilize office resources.

- Office Space, Tools, & Resources
 - Computer (computer login), e-mail account, phone, fax, voicemail, etc.
 - Be sure the VISTA has keys and necessary staff passes
 - Establish procedures for VISTA mileage reimbursement for project-related travel
- Additional Incentives You Might Offer
 - On-campus housing
 - Meal plan or assistance
 - Name tag and/or business cards
 - Recreation/health center pass
 - Parking permit
 - Staff/employee pass

VISTA MANAGEMENT TIPS

Supervising a VISTA is different from supervising a local, paid employee. VISTAs are volunteers and commit themselves to serving the goals of the project and the community for a full year with a community development and capacity-building focus. One of the challenges may be helping others understand this type of role. At the same time, VISTAs should be held to the same or similar working conditions as their colleagues and should not be exempt from professional rules of conduct. Supervisors must support the integration of VISTAs into the workplace, while at the same time giving appropriate feedback on the VISTA's service performance and appropriate community involvement.

Communication between Site Supervisors and VISTAs is the most important tool to ensuring a successful and productive service year. Do not assume that the VISTA understands the bigger picture or community context regarding the project. Meet regularly with your VISTA(s) throughout the year.

Below is a checklist of some responsibilities to consider. In addition, the CNCS National Service Resource Center has a general publication for supervisors entitled *Becoming a Better Supervisor*: <http://www.nationalserviceresources.org/becoming-supervisor>.

Welcoming Your VISTA

- Prepare a site orientation (facilities tour, history, highlights, etc.).
- Prepare a local community orientation for the VISTA (demographics, geography, etc.).
- Introduce the VISTA to key staff members.
- Introduce VISTAs to key partners and identify community resources that the VISTA may need.
- Introduce the VISTA to organizations leaders.
- Provide office training with information on how to use the printer, copy machine, fax, etc.
- Have a discussion on the CP, VAD, and expected project impact.
- Provide office space, phone, and other supplies needed by VISTAs to perform their assignments.
- Clarify internal policies for requesting leave, obtaining reimbursements, requesting supplies, accessing technology and support, etc.

During Service Year

- Provide information to local media on project accomplishments.
- Assess assignment performance regularly and give the VISTA consistent feedback.
- Ensure that the rules, regulations, and guidelines of the VISTA program are met.
- Complete Quarterly Progress Reports by the provided deadlines.
- Reimburse VISTAs for on-site service-related or provide other means of transportation.
- Work with the VISTA on meeting personal and professional goals.
- Collaborate with TNCC & other organizations to provide in-service training opportunities.
- Ensure that your organization has a fund (up to \$500 per emergency) available for VISTA emergencies (to be reimbursed by the VISTA or Corporation).
- Ensure that the health and safety of VISTAs are not jeopardized during their assignments.
- Report to TNCC within 24 hours of any change in the status of VISTAs, such as resignation, arrest, hospitalization, and other extended absences.

VISTA PROJECT REPORTING

Quarterly Progress Reports (QPRs)

Every three months, VISTAs and Site Supervisors will turn in QPR documents to TNCC. These are gathered to assess the VISTA members' progress in completing their VADs, ensure that the VISTAs are serving in a full-time capacity, and to ascertain site accomplishments and challenges. Once these reports are collected, TNCC submits an overall progress report to CNCS.

Site Supervisors and VISTAs are expected to turn in four Quarterly Progress Reports to the TNCC in total per service year. Deadlines will be listed on the templates provided by TNCC. Please note, however, that you should never wait until a progress report is due to notify TNCC of major challenges or accomplishments.

QPRs require a great deal of quantitative and qualitative information, so we highly suggest an early focus on building systems to track these numbers before the first report is due.

Please ensure that your QPR documents include:

- ❖ Specific details about events and accomplishments related to the VAD goals
 - May include dates, attendees, number of volunteers, or numbers that demonstrate the positive impact on the community and those in poverty.
- ❖ Concise, meaningful content that demonstrates your project's effectiveness.
- ❖ Information on any challenges encountered.
- ❖ Measures being put in place to ensure the sustainability of the VISTA's efforts.
- ❖ Information on progress toward the milestones submitted with your Concept Paper.

Other Reporting

- ❖ Notable accomplishments should be submitted throughout the month.
- ❖ VISTAs should regularly submit short entries on accomplishments to TNCC for use on the website's blog/update feed.
- ❖ VISTAs will be asked to submit specific information on National Service Day activities, including Martin Luther King, Jr. Day and the 9/11 Day of Remembrance.
- ❖ In October, CNCS may also request a supplemental report that requires new information from the year prior.

VISTA HOLIDAY & LEAVE POLICIES

As service volunteers, VISTAs adhere to different holiday leave than what is common for educational systems. All hours served and leave days taken must be reported to the TNCC via the monthly timesheet document.

Personal Leave: VISTAs are entitled to 10 workdays of personal leave during their year of service, but must request and receive approval from the site supervisor a minimum of one week in advance.

Medical Leave: VISTAs are entitled to 10 days of medical leave during the one-year service term. As with personal leave, the VISTA must request time off for medical leave from the site supervisor a week in advance.

Holiday Leave: VISTAs are only given official time off for national and federal holidays recognized by their sponsoring organization. Any holidays that are not recognized by the sponsoring institution, such as religious holidays, must be requested off as personal leave.

Other Policies: As service volunteers rather than employees, VISTAs do not adhere to holiday breaks typical of K-12 schools. Spring Break, Winter Holiday, Summer Recess, and other “floating holidays” extended to staff members are not extended to VISTA members. VISTAs are expected to serve on assignment during these times unless the VISTA requests off for personal leave. If the school limits access to service site buildings, arrangements must be made for the VISTA to continue to serve from an alternative site during the break.

(VISTA Handbook via <http://vistacampus.org/mod/book/view.php?id=2093&chapterid=2137>)

VISTA RESOURCES & SUPPORT

VISTAs often serve as federal volunteers in a new environment. They are also accepting to live for a year earning a living allowance based on the poverty threshold. This can be a difficult shift for many VISTA members, but all TNCC AmeriCorps VISTA members have support systems available to them.

Pre-Service

The TNCC Central Office is on hand to assist with registration forms, as an advisor on matters like navigating the VISTA pay scale and choosing between the end of service award or cash stipend, and as a resource to connect VISTAs directly with other TNCC VISTA members, campuses, or site supervisors.

During Service

TNCC is a comprehensive resource for VISTA members throughout their service term. This includes and is not limited to the organization of annual conferences, regular correspondence with VISTAs, site visits, and network opportunities for VISTAs.

Post-Service

The AmeriCorps Alum resource is open to all VISTA alumni. Through this network, former VISTA members can help recruit new AmeriCorps VISTA members, share their stories of service, and develop new initiatives. They also provide information on events, opportunities, and benefits available specifically to AmeriCorps Alumni. Visit www.americorpsalums.org/ for more information.

Other Resources

The Corporation for National Community Service (CNCS) is a federal agency that engages more than five million Americans in service through Senior Corps, AmeriCorps, and Learn and Serve America. The Corporation State Office is responsible for providing monitoring and oversight to support the sponsoring organization during VISTA service. VISTA support from CNCS is available through <http://www.nationalservice.gov/> and the state office.

VISTA Campus is a comprehensive site that provides limitless resources, including the VISTA member handbook, a comprehensive VISTA alumni page, and tips on building capacity and community development during VISTA service. Visit www.vistacampus.org.

The VISTA Member Support Unit (VMSU) is a fully staffed toll-free hotline with an AmeriCorps Help Desk that addresses VISTA health care, child care, and educational award questions and concerns, as well as general inquiries. 1-800-942-2677.