

## VISTA Assignment Description (VAD)

<b>AmeriCorps VISTA:</b> Kathleen Hannah	
<b>Member ID:</b> 1191317	<b>Effective Dates:</b> 03/21/2016 - 03/20/2017
<b>Title:</b> New American Volunteer Coordinator - Cincinnati	
<b>Sponsoring Organization:</b> Catholic Charities USA <b>Project Name:</b> CCUSA New Americans <b>Project Number:</b> 15VSANJ007 <b>Project Period:</b> 09/06/2015 - 10/29/2016	
<b>Site Name (if applicable):</b> Catholic Charities of Southwestern Ohio	
<b>Focus Area(s)</b> <b>Primary:</b> Economic Opportunity <b>Secondary:</b>	

### VISTA Assignment Objectives and Member Activities

**Goal of the Project:** To help newly-arrived refugees acclimate to American culture and responsibilities while providing meaningful connections to volunteers and parishes that foster awareness, understanding and solidarity across the refugee and mainstream communities in Cincinnati. The Refugee Resettlement VISTA project will build the capacity of CCSWOH by developing a sustainable volunteer recruitment and management system for the Refugee Resettlement department.

**Objective of the Assignment** (*Period of Performance: 11/15/2015 - 11/30/2015*)

Assess current department and client needs for volunteer services and roles to identify most pertinent needs.

**Member Activity:** 1. Review funder guidelines, cultural backgrounds of populations served and current volunteer role descriptions 2. Interview staff, clients and current volunteers to determine needs, challenges and incentives for participation. 3. Revise existing volunteer role descriptions and add new descriptions as determined appropriate based on assessment.

**Objective of the Assignment** (*Period of Performance: 12/1/2015 - 1/31/2016*)

Assess and convert the department's current recruitment, enrollment and training methods into a streamlined system of internet-based information, enrollment capabilities and training.

**Member Activity:** 1. Assess current training materials and needs. a. Review existing training materials b. Identify additional training needs based on review and volunteer interviews 2. Compile comprehensive volunteer materials utilizing existing materials and enhancements or reductions determined appropriate following assessment. 3. Assess current enrollment system functions and needs a. Review existing process for enrollment through staff interviews b. Develop a protocol for the flow of responsibility for volunteers from initial contact through volunteer opportunity match and follow-up r. Assess feasibility and option of online system for volunteer enrollment and training a. Create training modules of text and video to address needs identified in assessment. b. Work with IT department to convert training materials to internet based documents if determined feasible.

**Objective of the Assignment (Period of Performance: 2/1/2016 - 11/14/2016)**

Provide program and clients with 60 new volunteers who will facilitate educational programming (job search, ESOL, cultural orientation, financial literacy), transportation, donation management and housing/moving assistance to build agency capacity and social engagement.

**Member Activity:** 1. Establish recruitment protocols to attract volunteers a. Utilize facebook and other social mediums to conduct outreach, highlight volunteer needs, and spotlight existing volunteers b. Advertise volunteer needs and special volunteer events to schools and parishes who have expressed interest. 2. Develop system for staff to refer clients in need of volunteer assistance to Volunteer Coordinator 3. Develop reporting and tracking system for volunteer hours a. Review funder and Finance requirement for tracking volunteer hours b. Utilize existing racking forms and create new methods as needed. 4. Complete enrollment, training and matching of 60 volunteers according to established protocols. 5. Review strengths and needs of system and implement changes as needed.

**Objective of the Assignment (Period of Performance: 2/1/2016 - 11/14/2016)**

Increase community support of and connection to the refugee community.

**Member Activity:** 1. Identify and coordinate quarterly volunteer projects for refugees and mainstream community members to complete together. a. Work with Cincinnati-wide volunteer initiatives, colleges and other community organizations to identify group service projects b. Communicate and coordinate with mainstream community groups seeking volunteer opportunities. c. Communicate and coordinate with staff and existing volunteers to identify clients for participation d. Coordinate transportation of clients as needed e. Provide oversight of chosen service projects f. Document volunteer hours and maintain records of projects completed.

**Objective of the Assignment (Period of Performance: 2/1/2016 - 11/15/2016)**

Provide 15 newly-arrived refugee families with parish or family "mentor"s to facilitate acclimation, self-sufficiency of families and social networks.

**Member Activity:** 1. Establish "Parish/Family Mentor" program guidelines a. review best practices nationally through POWR Grants and currently existing agency documents b. create "Mentor" training and guidelines 2 Develop system for staff to refer clients in need of volunteer assistance to Volunteer Coordinator 3. Develop reporting and tracking system for volunteer hours and actively monitor participation, boundaries and impact of partnership a. Review funder and Finance requirement for tracking volunteer hours b. Utilize existing racking forms and create new methods as needed. 4. Complete enrollment, training and matching of 15 volunteer groups to newly arrived families. volunteers 5. Review strengths and needs of system and implement changes as needed.