

VISTA Assignment Description (VAD)

AmeriCorps VISTA: Natassia Iman Oliver	
Member ID: 1339243	Effective Dates: 11/14/2016 - 11/13/2017
Title: New American Volunteer Coordinator -- Cincinnati	
Sponsoring Organization: Catholic Charities USA Project Name: CCUSA New Americans Project Number: 15VSANJ007 Project Period: 09/06/2015 - 05/27/2017	
Site Name (if applicable): Catholic Charities of Southwestern Ohio	
Focus Area(s) Primary: Capacity Building Secondary: Economic Opportunity	

VISTA Assignment Objectives and Member Activities

Goal of the Project: To assist the Legal Immigration Services Department (LIS) provide affordable legal immigration services to low-income foreign nationals in the Greater Cincinnati area by actively recruiting, engaging, training, and supervising volunteers. The Legal Immigration Services VISTA project will build service capacity at CCSWOH by developing a sustainable volunteer recruiting, training and management system to support LIS staff in case management, regular legal workshops, and direct legal service.

Objective of the Assignment (*Period of Performance: 09/20/2016 - 10/31/2016*)

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

Member Activity: 1. Review department 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: 11/01/2016 - 02/01/2017*)

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 4. 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: 02/01/2017 - 09/19/2017)

Provide LIS with 15 new volunteers who will assist with legal workshops, client applications for services, provide translation and interpretation services, and assist LIS staff with case management to build agency capacity and social engagement.

Member Activity: 1. Establish recruitment protocols to attract volunteers by advertising volunteer needs and special volunteer events to schools and parishes who have expressed interest and to interest groups with high numbers of Spanish-speaking population. 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 tracking forms and create new methods as needed. 4. Complete enrollment, training and matching of 15 volunteers according to established protocols. 5. Review strengths and needs of system and implement changes as needed.

Objective of the Assignment (Period of Performance: 02/01/2017 - 09/19/2017)

Streamline department processes, such as the electronic case management system and the client Application for Services process.

Member Activity: 1. Coordinate volunteers to input data in migrated, closed files according to case management policy. 2. Assist the Director in creating a process flow for new client applications and case management. a. Train BIA representatives, pro bono attorneys, and volunteers on how to use the new case management program, as well as the process flow. b. Assist the Director with ideas for organization and efficiency of case management and how best to utilize volunteers in this process.

Objective of the Assignment (Period of Performance: 02/01/2017 - 09/19/2017)

Develop training materials to promote sustainability of the volunteer program to enable all staff members and current and future volunteers to be able to take over role as volunteer trainer and/or coordinator.

Member Activity: 1. Develop basics of immigration law training to better inform volunteers of the populations that we work with, as well as the benefits they are applying for through us. 2. Develop a volunteer training and onboarding process manual. 3. Develop a casework assistance training packet, including case management system training.