

# LISC: Get Geared Up for Service

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**Nashville, TN**  
**Wednesday, April 19, 2005**

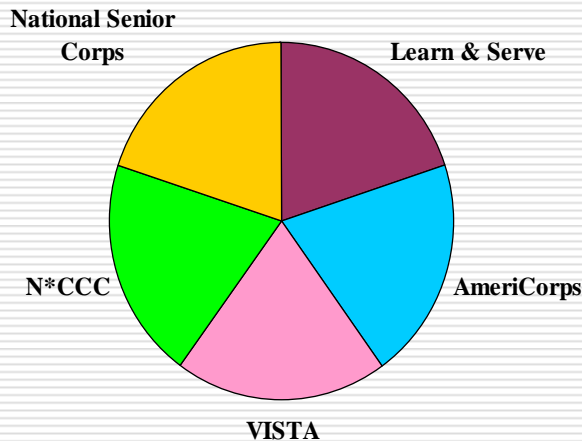
# Agenda

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- Welcome & Introductions
  - What is AmeriCorps?  
*Program Overview*
  - What can AmeriCorps do for you?
  - Break
  - Making the Most of the Program Year  
*Performance Measurement*  
*Objective Setting*  
*Monthly Reporting*
  - Q & A
  - How'd we do?
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# What is AmeriCorps?

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[www.nationalservice.org](http://www.nationalservice.org)  
[www.americorps.org](http://www.americorps.org)  
[www.usafreedomcorps.org](http://www.usafreedomcorps.org)

- Corporation for National and Community Service - Administers AmeriCorps Programs
- Supported by tax payer dollars

## AmeriCorps Programs

- State & National Direct
- AmeriCorps\*VISTA
- AmeriCorps\*NCCC

# CNCS Programs

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## ■ Learn & Serve

- Provides support to K-12 schools, community groups and higher education institutions to engage young people in service-learning projects that meets the needs of communities

## ■ SeniorCorps

- Foster Grandparents
  - Senior Companions
  - RSVP (Retired and Senior Volunteer Program)
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# Tell me . . .

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**FAMILY CIRCUS** / by *Bil Keane*



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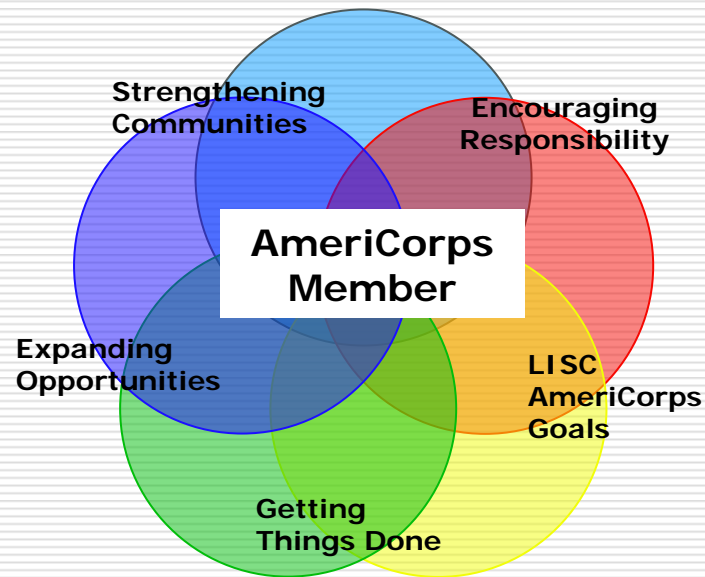
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"Tell me a story, Mommy,  
and put me in it."

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# Where Do I Fit in the Story?

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# AmeriCorps Goals

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- Needs & Human Services
    - Solving problems in education, public safety, environment, housing, health
  - Strengthening Communities
    - Work to improve communities by uniting neighbors
  - Encouraging Responsibility
    - Civic action
  - Expanding Opportunity
    - Education awards to return to school/ pay back student loans
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# Where does LISC fit in?

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- AmeriCorps Goals
    - Needs & Human Services
    - Strengthening Communities
    - Encouraging Responsibility
    - Expanding Opportunity
  - LISC Goals - Support CDC activities to:
    - Build Affordable Housing
    - Change neighborhoods
    - Bring economic opportunities to communities
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# Check-In

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- Q &A
  - Break
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# Member Benefits:

## Stipend & Time

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- Members earn a living stipend
    - Different than an hourly wage but members are expected to serve a 35-40 hour work week (on average)
    - Paid semi-monthly on the 15<sup>st</sup> and the last day of each month directly from LISC
  - Members are entitled to “paid” time off
    - “Paid” holidays, sick, personal and vacation time should be consistent with what your organization offers to a first year employee
    - Service hours are up to you and the member - not necessarily 9 to 5
    - Members are required to submit to LISC a semi-monthly timesheet that details their time
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# Member Benefits:

## Health Insurance & Child Care

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- All full-time members are eligible for health insurance coverage
    - \$100 deductible for the service year
    - After the member has met the \$100 deductible they will be responsible for 20% of total eligible medical expenses
    - If \$1,000 worth of medical expenses is incurred, the plan then pays 100% of the total eligible medical expenses
    - The member handbook provides detailed information on the plan
  - A child care subsidy may be available for members with young children - CNCS and local state child care laws decide eligibility for members
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# Member Benefits:

## Education Award

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- If a member serves the minimum hours required and one full year, they are eligible for an educational award
  - Can be used to return to a qualifying higher education institution or to pay off existing student loans

*Existing student loans can be placed into deferment for the term of service. CNCS will also pay the interest accrued during the year*

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# Member Activities

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- In doubt about whether or not a particular activity is something that your member should be doing?

Call the AmeriCorps  
Activity hotline at  
212-455-9800

- Service activities should not include clerical functions that exceed 20% of member time at the site. Although projects will probably include some clerical functions.
  - Members can not be involved in voter registration or other overtly political activities (organizing labor unions, etc.).
  - Members can spend time on fundraising and capacity building activities – This is an expansion of activities from previous years. However they can not apply for federal funds or be involved in capital campaigns.
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# Assurances

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- ❑ No jobs will be lost or employees displaced as a result of the AmeriCorps placement.
  - ❑ Placement site will not discriminate against a member on the basis of race, color, religious creed, ancestry, age, sexual orientation, national origin, non-job related handicap or disability, nor political affiliation.
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# What can AmeriCorps do?

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- Fill a need for your organization
  - Start, enhance, or develop a new program/ service
  - Provide staffing capacity/ support
  - Build pool of talented individuals in community development in the local area
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# Progressive Discipline Procedures

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If a problem arises, there are steps that can be followed

- Informal Verbal Warning
  - Written Warning
  - Suspension
  - Termination
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# Administration

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## □ Supervisors

- Provide member development opportunities/ mentoring
- Site visits and supervisor meetings
- Assist with reporting on service activities
- Sign member timesheets and monthly reports prior to submission
- Provide 6 month and year end performance appraisal
- Are the main communication contact for LISC/ member

## □ Members

- Attendance at monthly meetings, trainings, and service projects is mandatory
  - Members are expected to attend the National Orientation in October
  - Monthly reports completed and forwarded to local LISC office in timely fashion
  - Timesheets will be due on the 15<sup>th</sup> and the last day of the month
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# Training

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- National Training
    - National Orientation
      - Citizenship, Diversity, Leadership, Project Planning, Meeting Facilitation, Skill Development Tracts, Career Development
  
  - Local Training
    - Topics as identified by the LISC office, members, site supervisors, and others
    - Provide a “local flavor” to topics (e.g. Issues in affordable housing in Nashville)
  
  - CDC Training Responsibilities
    - Specific skill development for projects/ member activities as deemed necessary (e.g. Lead poisoning certification)
    - Forums, seminars, industry association meetings/ trainings
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# Getting the most from LISC AmeriCorps

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- Orient member to your organization and expectations
  - Set service objectives prior to member being hired
  - Provide periodic feedback on performance
  - Reporting and other administrative necessities
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# The Brass Ring

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## **Member service descriptions & objective setting**

- Objectives, goals, reporting – how does it all fit together?
  - Why performance measurement?
  - How does it all tie into what I do?
  - Surely this stuff doesn't work?
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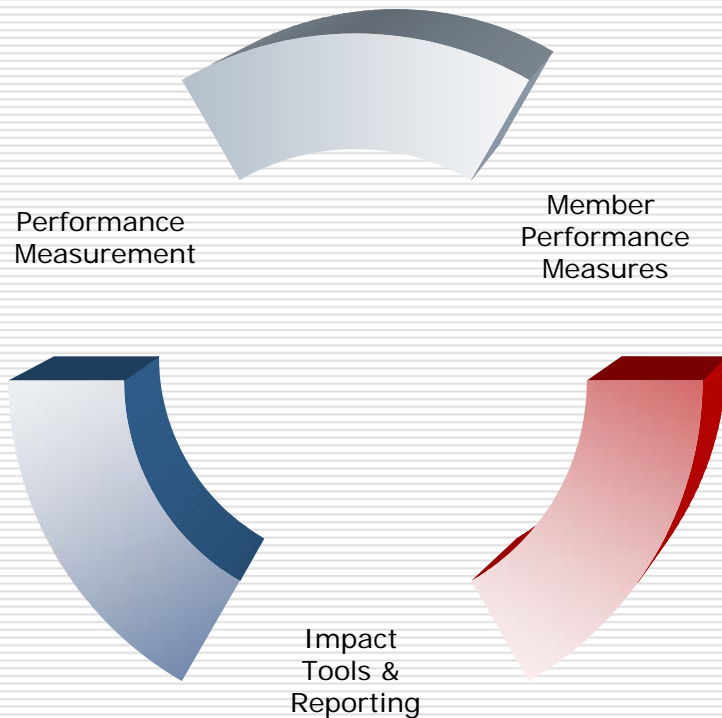
# Performance Measurement

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- It is the art and science of assessing how well an organization is achieving goals. It is a systematic way of measuring the amount of goods produced/ services delivered and the benefits experienced by recipients in the community.
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# Impact of Activities Cycle

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- Performance Measurements:
  - Logic Model across all LISC AmeriCorps Sites
  - Includes all CDCs
- Member Performance Measures:
  - Primary Member Activities – Needs & Human Services/Community Strengthening
  - Set at start of member's service year
- Impact Tools & Monthly Reporting
  - Surveys, Logs & Tally sheets
  - To measure how far along in meeting goals
  - LISC office compiles by site on quarterly basis for all members

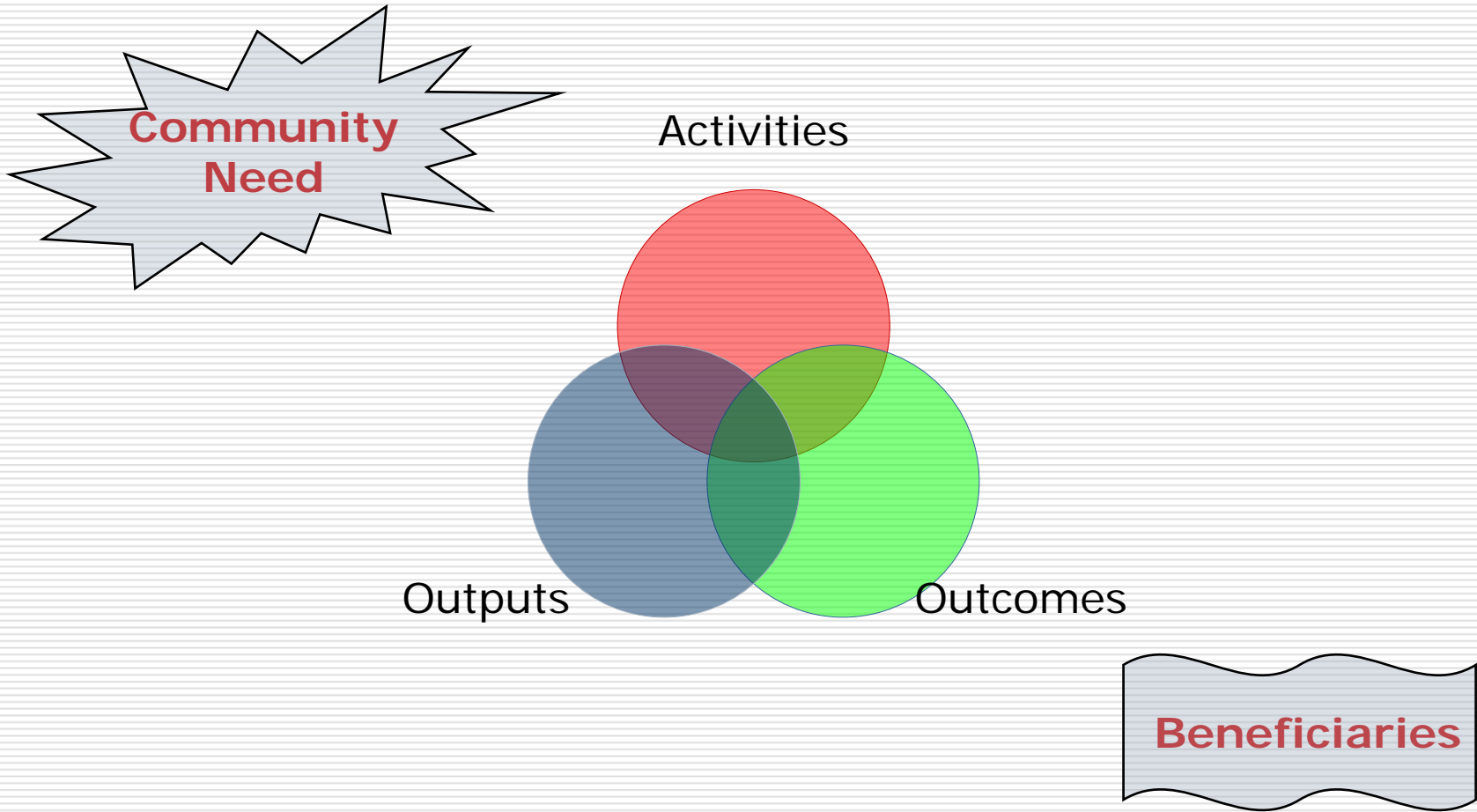
# Why performance measurement?

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- ❑ Government Performance and Results Act of 1993.  
(Federal agencies are accountable for achieving program results)
  - ❑ Distinguish yourself in tight economic times among your competitors for funding
  - ❑ Helps identify what works and is a good practice
  - ❑ Gives a voice to volunteers, community residents, participants in your activities
  - ❑ Continuous program improvement
  - ❑ It works!
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# How does it all fit together?

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# What are Outputs?

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A count of goods procured, services delivered, and who is reached

## Examples

# of participants

# services delivered

# of community volunteers recruited

# community events

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# What are Outcomes?

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Outcomes are the “so what factor”. We want to keep track of outcomes that are both **intermediate** – result in small term change – and those outcomes that are **end** – result in long term change.

## **Intermediate Outcomes:**

Changes or benefits experienced (raised awareness, changed attitudes, provided knowledge, increased skills)

## **End Outcomes:**

Significant lasting changes (counseling led to a home purchase, EITC program led to greater income; crime watch group led to increased community safety)

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# Performance Measures

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## □ Needs & Human Services

- #1: Increase Housing Opportunities – Housing Counseling (Homeownership)
- #1A: Increase Housing Opportunities – Housing Counseling (Rental Assistance)
- #2: Increase Housing Opportunities – Housing Development
- #2A: Increase Housing Opportunities – Minor Repair/ Rehab
- #3: Revitalize Neighborhoods
- #4: Create Safe Spaces for Children to Learn and Grow
- #5: Increase Economic Opportunities

## □ Community Strengthening

- #1: Volunteer Recruitment
  - #2: Strengthen/ Form Neighborhood Groups/ Associations
  - #3: Increase Awareness of Community Resources/ Services
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# Monthly Reporting

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- The Basics of the Monthly Reporting
    - *Activities*
    - *Outputs & Outcomes*
    - *Successes & Challenges*
  - Using Survey Tools
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# What are Activities?

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What did you do?  
Who did you do it with?  
Where did it take place?  
When did it happen?  
How did it come about?

## Example

I had an opportunity to hold an information session on potential summer programs for 37 participants at the community center on February 14. We partnered with the City's Department of Community Affairs and was the result of three months of work.

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# Practice

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- Break into groups of 3 - 4
  - Given the data on the handout, create a monthly report
  - Report out
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# Tips for Outputs

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- Organize yourself
  - Keep a diary
  - Enter outputs on your calendar
  - Create a system for tracking what you do
  - Hand in a monthly report
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# Tips for Outcomes

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- Ask. . . .Ask . . . .oh yeah, did we say Ask?
  - Hand out the surveys prior to the start of the event
  - Put it on your agenda that an evaluation will take place at the end of the event
  - Take a straw poll
  - Be familiar with what you want to achieve as an outcome
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# Thanks for Coming

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- Did we answer all your questions?
- What did you Learn?
- Do you have any lingering concerns?
- Evaluation

*We would you like to connect you to other supervisors. Join the LISC Listserve – email [srapp@lisc.org](mailto:srapp@lisc.org)*

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