

Giving Members Insight Into Their Clients and Their VISTA Service

Dustin Speakman, Ohio Benefit Bank (Columbus, OH)

Dustin: Our program focuses on breaking down the barriers to public benefits like food stamps. And so we want our VISTA members to understand what the process is like for a low income person to go into the welfare office—which is our job in family services—to go into a department of job and family services and apply for food stamps the old fashioned way with paper and pen, and you know you sit down there all day, and then you have to make an appointment, and then you have to go back because you don't have all the documentation. So if they go through it that way, they'll understand the need for the services that we offer, which help eliminate a lot of that confusion and repetition.