Dimensions of Success

VISION
- Each of your stakeholders must understand and buy into the big picture of the VISTA Program, the overall project what success looks like at a site and VISTA level.

RESULTS
- Clear impact and capacity focused performance measurements and outcomes are needed for Programs, Sites, and VISTAs.

PROCESS
- Written and verbal communications, procedures, and systems are needed to support everyone's clear understanding of what is required.

RELATIONSHIPS
- How people experience each other and relate to the larger team/project; How people feel about their involvement and contribution a; Trust that you develop between and among the group.

Dimensions of Success: Self Assessment

As you think about supporting a multi-site project with sites and VISTA members at a distance, it is important to reflect on key elements of success that can address potential roadblocks and barriers. Take a moment to self-assess your multi-site project in each of these areas.
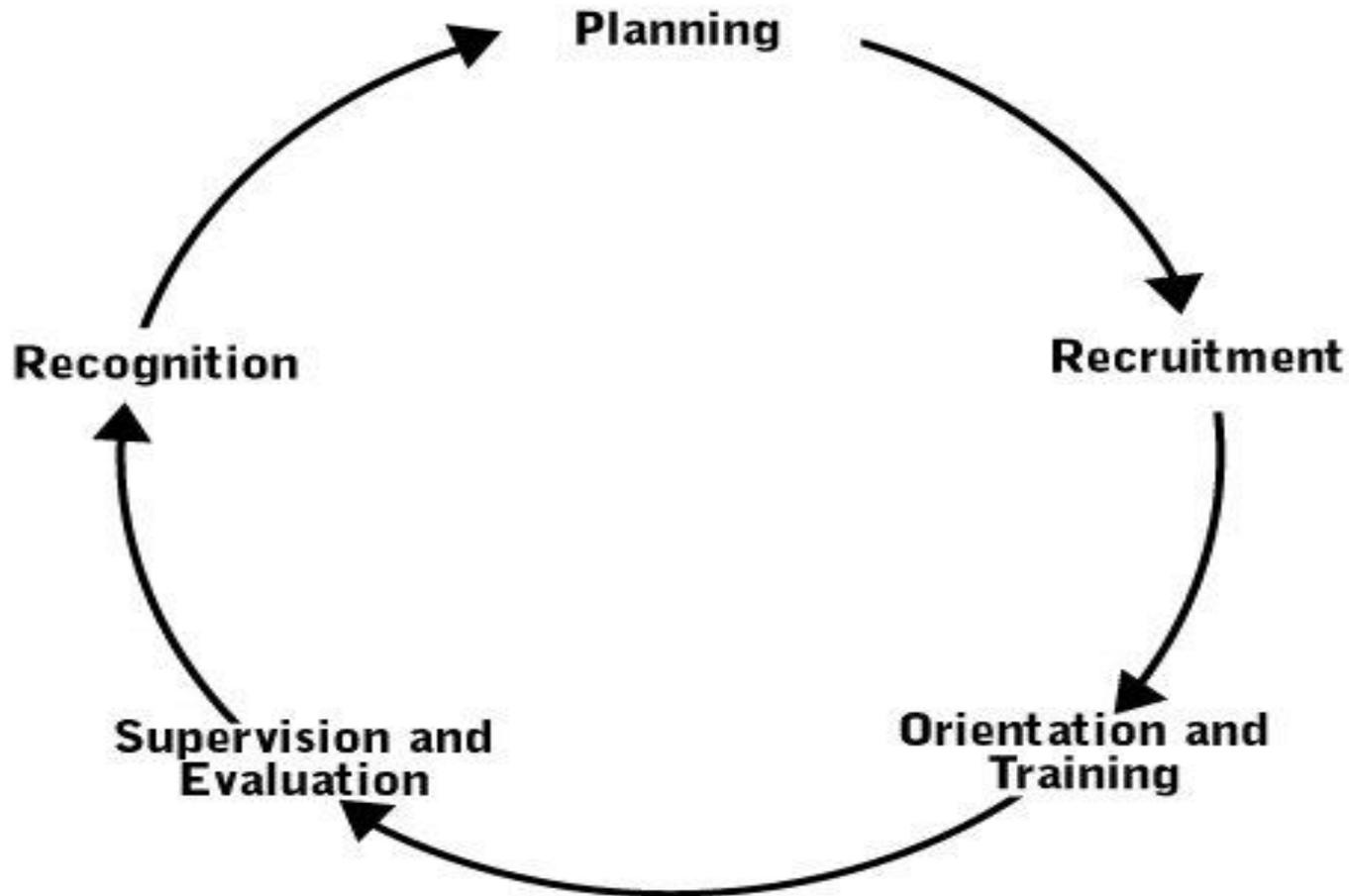
VISION	❑ Do I, my sites, and my VISTAs truly understand the history, purpose, and vision of the VISTA program? Do I regularly bring them back to or remind them of that big picture understanding? ❑ What do we want to see when our work as a group is complete? Do all my stakeholders, particularly VISTAs and sites, have the same picture of success? Do I clearly and regularly communicate that picture? How do I bring them back to this vision as the year progresses? ❑ What do I do to find out the picture of success for my individual sites and VISTAs? How do I share those individual pictures of success with the larger team? ❑ What opportunity do I provide for my sites and VISTAs to create a secondary vision of success that they can also work towards as a group?
RESULTS	❑ Do sites and VISTAs understand the poverty related problem you are trying to address? ❑ Do you, your sites and VISTAs agree on what you are trying to achieve in each year - What will be developed, in place or happening as a result of everyone's work at each year in the 3 year grant cycle, if applicable? ❑ Do sites understand and did they have a role in developing the performance measurements that are being report on? ❑ Do VISTAs understand and have access to key documents that help them understand what this project is trying to achieve – narrative and performance measurements? ❑ Do the results and data you are gathering help everyone in their work? ❑ How do we demonstrate our success throughout the year so sites and VISTAs can see it? ❑ What opportunities do I provide throughout the year to celebrate and reflect on our progress and areas of challenge?

Dimensions of Success: Self Assessment

PROCESS	- Are all my processes clear and logical? Efficient? Appropriate for the task? Written and shared with all who need to have them? - Do I find ways to remind my sites and VISTAs of important and timely processes they have to adhere to or carry out? - Have I involved and received feedback on my written systems, processes and tools from my sites and/or VISTAs? - How do I support my sites throughout the year? - Do my sites and VISTAs have a clear role that they perceive to be essential to the outcomes? - How do sites understand the importance of their role in the program, with the VISTAs and within the team? - Do I respond in a timely way to questions, requests, concerns? - Do I hold my sites and VISTAs accountable when they do not respond in a timely way to responsibilities, questions, requests? - Am I only talking with my sites and VISTAs when something is wrong or when I need something? - Do I have an ongoing communication, training, support, and monitoring strategy with my sites and VISTAs? - Am I consistent across all sites and with all VISTAs?
RELATIONSHIPS	- Do sites and VISTAs feel supported? Do they trust you and each other? Do they feel valued? - Are sites and VISTAs recognized for their leadership styles, skills, background, and knowledge? - Throughout the year, what do I do to build trust, esprit de corps and relationships with and among my sites and VISTAs? - How do I build team among my sites and VISTAs?

Site Management Cycle

Site Management: Self Assessment

PLANNING	
• obtaining buy-in – working together to ensure that both parties have a commitment to one another's purpose and vision • designing site and program roles and responsibilities • creating application forms and MOUs • developing applicable policies and procedures • educating the organization and sites about VISTA, national service and the importance of your VISTA participants	❑ Conducts a well-documented needs assessment that, at a minimum, involves the community and partner sites. ❑ Involves and gets buy-in from all potential partner sites in project planning and development. ❑ Creates results for the program that meet both the organization and sites "bottom lines" and fit with both missions and goals. ❑ Has a well-written VAD for every potential VISTA position, developed in partnership with sites, that includes clear goals, tasks, activities, and timelines. ❑ Works with, trains on, and provides all sites the performance measurements agreed upon in the grant and the tools needed to reach them. ❑ Sites provide incremental in-kind and cash resources to support the program, as outlined in the site agreement (if applicable). ❑ Program sites are selected based on the grant requirements, adequate site capacity, alignment between the organization's mission and the identified community need and past performance (if applicable). ❑ Selects site partners that are consistent with program goals, values, vision, and mission, demonstrate commitment to and understanding of national service. ❑ Partnerships must be Win-Win – Program conducts partner assessments that look at and ask what sites want and need to be happy and successful. ❑ Has written and regularly carried out recruitment and selection systems that ensure sites are committed and appropriate for the overall program. ❑ Site partners demonstrate an understanding of VISTA and national service. ❑ Has written, collaboratively-developed partner site agreements that include thorough understanding of program, roles, responsibilities, expectations, policies, procedures, outcomes and agreements ❑ Program and sites identify and remove potential barriers to active involvement of people with disabilities and provide reasonable accommodations as necessary. ❑ Sites provide participants with appropriate work/personal spaces. ❑ Assure That Sites are Steeped in National Service - Sites display openly and proudly national service identification and signage, demonstrating their commitment to national service

Site Management: Self Assessment

SUPPORT	
SUPPORT • On-Boarding • Orientation and Training – give general information about your organization and specific information about the overall project (needs, activities, outcomes, reporting requirements); information about the participants; training on supervision; and information about VISTA and national service. • Ongoing Communication, Supervision, Monitoring and Evaluation –You need to know that the site and you, as a program, are fulfilling your roles effectively and the sites need affirmation too.	❑ Works with sites to develop tools and effective practices that support successful VISTA recruitment, selection, onboarding, communication, supervision, training, recognition, etc. ❑ Carries out written systems to collect and report on data on an ongoing basis, including roles, responsibilities and expectations of all sites. ❑ Reports evaluation data to sites, provides opportunity for feedback and discussion, then uses the data and feedback to inform decisions, assess program's effectiveness, improve quality, and manage the program. ❑ Train often - ongoing trainings and meetings that include site partners to increase knowledge and skills as well as voice concerns and suggestions for improvement. ❑ VISTA and Site year-long training calendar is in writing, distributed to and understood by all. ❑ Carries out ongoing training and/or activities to enhance cultural competency, inclusion, relationships and team effectiveness among staff, sites, community, and VISTAs. ❑ Implements innovative ways to maintain ongoing communication and develop relationships and trust. ❑ Sites include VISTAs in host agency's activities, trainings, and events. ❑ Establish relationships with your sites - sites and program organization demonstrate continuing partnerships that extend beyond the collaboration agreement outside of VISTA. ❑ Program and sites carry out written systems and procedures to monitor, support, evaluate, provide written and verbal feedback, and receive written and verbal feedback to and from sites. ❑ Establish a peer mentoring system that supports the sharing of effective practices and development of site staff. ❑ Program and sites create and carry out, as applicable, a written procedure for addressing site non-compliance.

Site Management: Self Assessment

RECOGNITION • Formally, sites are thanked through celebrations and recognition events planned in their honor. It is important that the thank you fits the site; you need to know your sites so they can be thanked in a way that leaves them feeling truly recognized.	❑ Catch your sites doing something good - carry out a process to internally and externally recognize partner site accomplishments, including community impact that meets and exceeds agreed upon expectations. ❑ Demonstrate enthusiasm year round and bring it out in your partner sites and VISTAs. ❑ Allow for reflection opportunities to celebrate and document site and VISTA accomplishments and experiences and to examine the larger impact of their service. ❑ Provide documentation to sites that demonstrate their impact on communities served. ❑ Implement informal means to say thank you throughout the year. ❑ Recognize site supervisors on special occasions i.e. birthdays, holidays, etc.