



Welfare Peer TA Network Webinar

A New Look at Volunteering: Promising Approaches for TANF and Community Leaders

Tuesday November 29, 2011 ❖ 2:00 – 3:30 pm Eastern Time

Presenters:

- **Lisa Washington-Thomas**, Technical Assistance Branch Chief, Office of Family Assistance
- **Georgia Mjarten**, Executive Director, Our House, Inc.
- **Michael Lavery**, Kansas-Missouri State Program Director, Corporation for National and Community Service
- **Caprisca Randolph-Robinson**, Illinois Department of Human Services, Human Capital Development
- **James Butler**, Federal Project Officer, Office of Family Assistance

Welcome! The session will start momentarily.



Welfare Peer TA Network Webinar

Webinar Learning Objectives:

- To encourage volunteering as a component of capacity-building.
- To consider how a "volunteer coordinator" position (whether full-time or part-time) can strengthen community-based and TANF programs.
- To learn about state-based and national volunteering resources from the Corporation for National and Community Service.
- To hear some practical strategies for supporting TANF work participation rates through voluntary service/employment.
- To encourage "win-win" relationships between TANF agencies and local nonprofit organizations and for-profit businesses.



Welfare Peer TA Network Webinar

Agenda:

- 2:00 p.m.** **OFA Welcome**
Lisa Washington-Thomas, Technical Assistance Branch Chief, Office of Family Assistance
- 2:05 p.m.** **Webinar Overview and Introduction of Speakers**
Josh Good, Technical Specialist, ICF International
- 2:10 p.m.** **Our House, Inc.**
Georgia Mjarten, Executive Director, Our House, Inc.
- 2:22 p.m.** **Illinois Department of Human Services, Human Capital Development**
Caprisca Randolph-Robinson, Illinois Department of Human Services, Human Capital Development
- 2:34 p.m.** **Corporation for National and Community Service**
Michael Laverty, Kansas-Missouri State Program Director, Corporation for National and Community Service
- 2:50 p.m.** **Q&A Discussion**
James Butler, Federal Project Officer, Office of Family Assistance
Josh Good, Technical Specialist, ICF International



Plug in Volunteers

Recharge your Organization
A presentation by Georgia Mjartan,
Executive Director, Our House, Inc.

KNOW YOUR NEEDS BEFORE YOU RECRUIT YOUR VOLUNTEERS.

1. BRAIN STORM WITH STAFF, CLIENTS, STAKEHOLDERS



NEEDS, PROBLEMS, DREAMS - BIG IDEAS & SMALL IDEAS

2. WHICH OF THESE DREAMS CAN BE ACCOMPLISHED WITH VOLUNTEERS?



3. WRITE JOB DESCRIPTIONS, INTERNSHIP PROPOSALS & ONE - LINERS



**KNOW WHAT YOU'RE
LOOKING FOR
BEFORE YOU START
LOOKING.**

THIS WILL TELL YOU WHERE TO LOOK.

SHORT-TERM OR
LONG -TERM

WEBSITE, VOLUNTEER FAIRS, NEWSPAPER, IDEALIST.ORG
INTERNS, AMERICORPS, VISTA, PUBLIC ALLIES, SENIOR CORPS, RSVP

INDIVIDUAL OR
GROUP

COLLEGE STUDENTS, RETIREES, DISABLED PEOPLE, PARENTS W/ KIDS
CORPORATE VOLUNTEERS, YOUTH GROUPS, CONGREGATIONS

UN-SKILLED,
SKILLED OR
PROFESSIONAL

SERVICE GROUPS, PAROLEES / PROBATIONERS, YOUTHS
CIVIC GROUPS, AFFINITY CLUBS, VETERANS, CORPORATE VOLS
PROFESSIONAL ASSOCIATIONS, LABOR UNIONS, COMPANIES

REQUIRES
RESOURCES OR
NO RESOURCES
REQUIRED

CORPORATE GROUPS, RELIGIOUS GROUPS, CIVIC CLUBS, GREEKS
STUDENTS, INDIVIDUALS, INTERNS, NATIONAL SERVICE MEMBERS

SPECIFIC PROFILE
TO MEET A SPECIFIC
NEED

I.E. AFRICAN-AMERICAN MALES, RECOVERING ALCOHOLICS,
SUCCESSFUL PROGRAM GRADUATES





Volunteer Profile – A rubric to help you find their fit

**KNOW YOUR
VOLUNTEERS
BEFORE YOU
PLUG THEM IN.**

Heart

**Passion / Calling
Emotion / Principle**

Head

**Need / Want
Practical**

Can

**Time
Talents / Ability
Resources / Connections**

Can't

**Availability
Disability
Limiting Factors**



Jazzy (left) and Sharon (right) help a homeless child learn to skate

GREAT VOLUNTEERS
SOMETIMES COME
WITH BARRIERS TO
SERVICE. DON'T LET
THAT STOP YOU
FROM PLUGGING
THEM IN!

THESE CHALLENGES
MAY BE JUST WHAT
MAKES THEM YOUR
BEST VOLUNTEER.



Heart

Passion: **Loves children**

Principle: **Grew up in poverty, wants to give back**

Head

Needs: **Work experience, financial support, college scholarship, a place to be during the summer, a good reference**

Can

Time: **All summer**

Talents / Ability: **Can relate to homeless kids, straight A student**

Resources / Connections: **Training and funds from internship**

Can't

Availability: **Can't start until school is out**

Limiting Factors: **No reliable transportation
Sometimes has to care for nieces & nephews**



Volunteer's Name _____

Heart

Head

Can

Can't



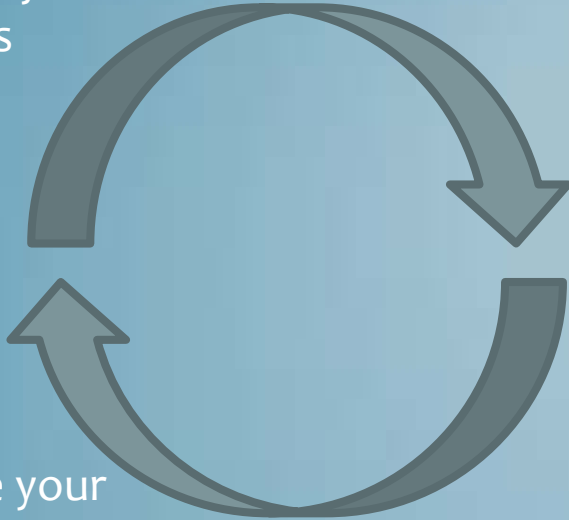
KEEP YOUR VOLUNTEERS HAPPY AND HELPFUL!

1. SET CLEAR EXPECTATIONS : WHAT DO YOU WANT AND WHAT DOES YOUR VOLUNTEER WANT ?
2. ENERGIZE YOUR VOLUNTEERS. MAKE SURE THEY ARE GETTING SOMETHING OUT OF THE EXPERIENCE.
3. COMMUNICATE WITH YOUR VOLUNTEERS... THE MORE FREQUENTLY THE BETTER.



CYCLE OF VOLUNTEER SUCCESS

Know your
needs



Know what you're
looking for

Nurture your
volunteers

Know your
volunteers

All photos are of *real* Our House
volunteers and were taken by Amanda
Woods, an Our House AmeriCorps VISTA
volunteer.

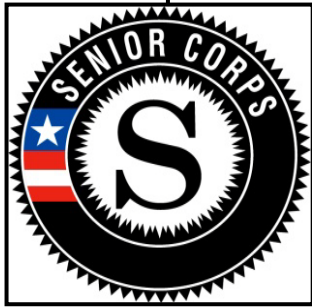


www.ourhouseshelter.org



- The mission of the Corporation for National and Community Service is to improve lives, strengthen communities, and foster civic engagement through service and volunteering.

Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



**Foster Grandparents
RSVP
Senior Companions**

**VISTA
National Civilian Community Corps
State
National Direct
Tribal Set-Aside**

**Community-Based
Higher Education
K-12
School-Based
Tribal Set-Aside**



AmeriCorps*VISTA: Volunteers In Service To America

Getting Things Done for America

AmeriCorps*VISTA

- AmeriCorps' poverty-fighting arm
- 6,500+ positions each year
- VISTA members collaborate with low-income individuals and communities to fight poverty
- Focus on capacity building: raising funds, recruiting volunteers, and designing sustainable programs
- More than 1,200 project sponsors including nonprofit and public agencies
- Full-time year-long service with members living at the level of the community they serve

CNCS Strategic Initiatives: 2011-2012

1. Education
2. Veterans and Military Families
3. Environmental Stewardship
4. Disaster Preparedness
5. Economic Opportunities
6. Healthy Futures

VISTA: Sustainability and Capacity Building

- Development that meets the needs of the present without comprising the ability of future generations to meet their own needs.
- VISTA projects generally last three years. How will you institutionalize the systems, increased capacity, and other outcomes of the VISTA members' work so that you're not back at square one at the end of your VISTA project?
- VISTA members' service builds capacity within the agencies where they are placed, and by extension in the communities the agencies serve and for the residents of those communities.

What VISTA Members Do

VISTA members:

- Build volunteer management, leadership, and training systems
- Build development systems—and do development work
- Create community partnerships
- Expand current programs
- Develop new programs
- Much, much, more...

What VISTA Members Do NOT Do

- Direct service
- Part-time service
- Work outside of their VISTA placement, attend school, proselytize, or lobby
- International work
- Supervise employees or volunteers

CNCS Provides

- \$5,350 Segal Education Award or \$1,500 post-service stipend
- Member living allowance
- Health coverage
- Payroll services
- Training for members and supervisors including travel costs
- Moving allowance for members relocating to serve, if eligible
- Liability coverage for members
- Child care reimbursement for income eligible members
- Assistance with member recruitment and use of online recruitment system
- FICA

Sponsor Responsibilities

- Develop and implement Project Plan and performance measures
- Identify a supervisor for the members
- Create an Advisory Council
- RECRUIT and place VISTA members using tools provided by CNCS and your own resources
- Provide work space, equipment, and supplies

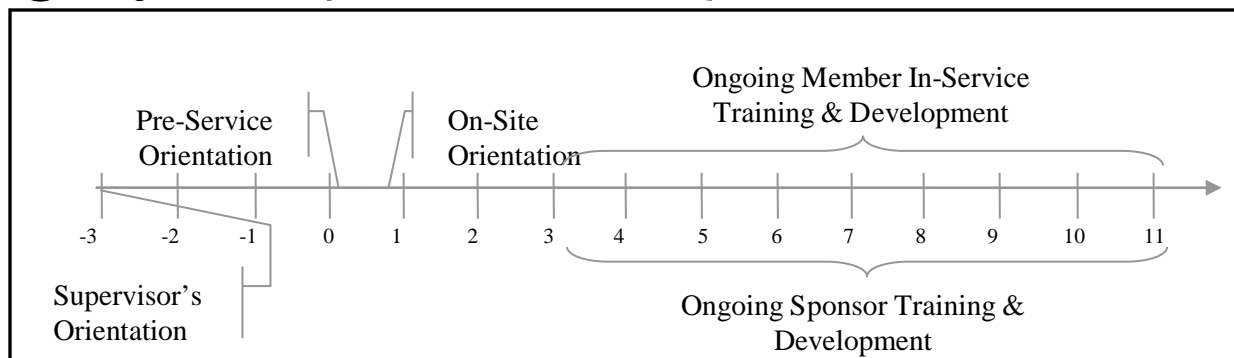
Sponsor Responsibilities

- Create two-week member On Site Orientation and Training
- Assist VISTA members with community entry
- Conduct member performance appraisals, track time and attendance, and perform other supervisory duties
- Connect VISTA members with training and development opportunities
- Document all project achievements and legacy through Project Progress Reports

Next Steps

- Design and submit a Concept Paper in eGrants at any time
- If approved, create and submit a full application
- If awarded, send VISTA supervisor(s) to CNCS orientation and begin recruitment process

Training cycle (in months)



Creating an eGrants Account

- Go to www.cns.gov and click on eGrants
- At the login page, click on the link titled: *Don't have an eGrants account? Create an account.*
- eGrants is used to create a concept paper and application, write recruitment listings, approved VISTA members, and more

9/25/2008, 5:27 PM, EDT

help

Corporation for NATIONAL & COMMUNITY SERVICE

eGRANTS

LOGIN

User Name

Password

Remember me

The Corporation for National and Community Service actively monitors this system and software activity to maintain system security, availability, and to ensure appropriate and legitimate usage. Any individual who intentionally accesses a Federal computer or system without authorization, and who alters, damages, makes unauthorized modifications to, or destroys information in any Federal interest computer, or exceeds authorized access, is in violation of the Computer Fraud and Abuse Act of 1986 (Public Law 99-474). Any evidence of possible violations of proper use or applicable laws found as a result of this monitoring may be turned over to Corporation Management and law enforcement. Any individual found to be in violation of the system proper use rules or law could be punished with loss of system access, fines and imprisonment. By proceeding, you hereby acknowledge your agreement with these terms and the **system's rules of behavior** and consent to such monitoring and informational retrieval for law enforcement and other official purposes.

Login to eGrants

Forgot your password? Get help

[Don't have an eGrants account? Create an account.](#)

View system rules of behavior

Click here to disable the pictures

Concept Paper Elements

- Applicant Info
- Application Info
- Narratives
 - Executive Summary
 - Need
 - Strengthening Communities
 - Organizational Capacity
- Review
- Authorize and Submit

Consider...

- What changes will you measure in the agencies where VISTA members serve?
- What changes will you measure in the communities and/or people those agencies serve?
- How will you engage community members, particularly representatives from the low income community?
- How will the VISTA members' work lift people out of poverty?
- How will the systems members create be sustainable beyond the three-year project period?
- How will you know you're making progress?

For More Information

Visit us at www.cns.gov

Friend us on Facebook

<http://www.facebook.com/nationalservice>

Follow us on Twitter

<http://twitter.com/nationalservice>

Watch us on YouTube

<http://www.youtube.com/nationalservice>

Use our resources

<http://www.volunteeringinamerica.gov/>

Illinois Department of Human Services

Creating Opportunities
For TANF Participants
Through Partnerships



In Fiscal Year 2012

- Decreased Contracted Employment and Training Providers to utilize for engagement activities for TANF Participants
- Our Mission: Goal of Self-Sufficiency and Independence for TANF customers = Employment opportunities
- Continue to meet Work Participation Rates and avoid any financial penalties

Develop Strategies to Meet These Outcomes

What is Work Experience?

An activity in which TANF participants are placed in a supervised assignment with public, private or not-for-profit employers, organization and government agencies that have an agreement with the Department

Partnering and collaborating with variety of entities

- Hospitals, Hospice Agencies (volunteer) and Nursing Homes
- Factories and Restaurants
- Daycare and HeadStart Program
- Not-For-Profit Agencies

Participating Partners Responsibilities

- Enter into a Work Experience Agreement
- Complete a Worksite Position Description of all Work Experience Positions
- Review expectations for both the Partner and IDHS TANF offices
- Assign participants to meaningful specified work activities to gain job skills and treat them as your own employees
- Provide daily supervision
- Provide weekly timesheets to the TANF office

Participating Partner Benefits

- No out-of-pocket expenses
- Investing in the citizens of their communities
- In-kind match
- A screening tool for potential employees
- Work Opportunity Tax Credit (WOTC)

Illinois Department of Human Services Family Community Resource Centers (TANF Offices) Responsibilities

- Screen suitable TANF Participant and complete referral process
- Inform TANF Participant the purpose of the Work Experience Assignment and the opportunity and benefits it provides
- Determine assigned hours
- Monitor/make visits to location to resolve any problems/issues
- Provide Supportive Services

Family Community Resource Centers (TANF Offices) Benefits

- Engagement in a suitable activity for the TANF Participant in their plan to independence and self-sufficiency
- Meet expected performance outcomes
- Assist in meeting Work Participation Rates

TANF Participants Responsibilities

- Report to their Work Experience assignment timely and follow work rules
- Gain work experience to enhance their skills and make them more marketable in the job market

TANF Participants Benefits

- Build self-esteem and soft skills
- Allows time and work experience to be transferable onto resume
- Employment opportunities
- Partnering Agency can be used as a work reference
- Direct career pathway to self-sufficiency

Illinois Department of Human Services

Bureau of Training and
Support Services



Volunteer Services Program

The Bureau of Training and Support Services (BTSS), within the Office of Human Resources, manages the Department's Volunteer Services Program

Volunteer Services Program

OVERVIEW



July 1, 1997, several human service agencies were merged into a new agency named the Illinois Department of Human Services (IDHS). As a result of this collaboration a uniform, statewide Volunteer Services Program was created for IDHS to improve the delivery of human services.

The value of volunteers is immeasurable and volunteers make a difference every day in the life of individuals we serve.

Services coordinated under the Volunteer Services Program are viewed as being supplemental to and not a replacement for staff. An employee is always present during volunteer activities.

Community volunteers assist by giving freely of their time and talents to provide services which individuals would not otherwise have an opportunity to experience.

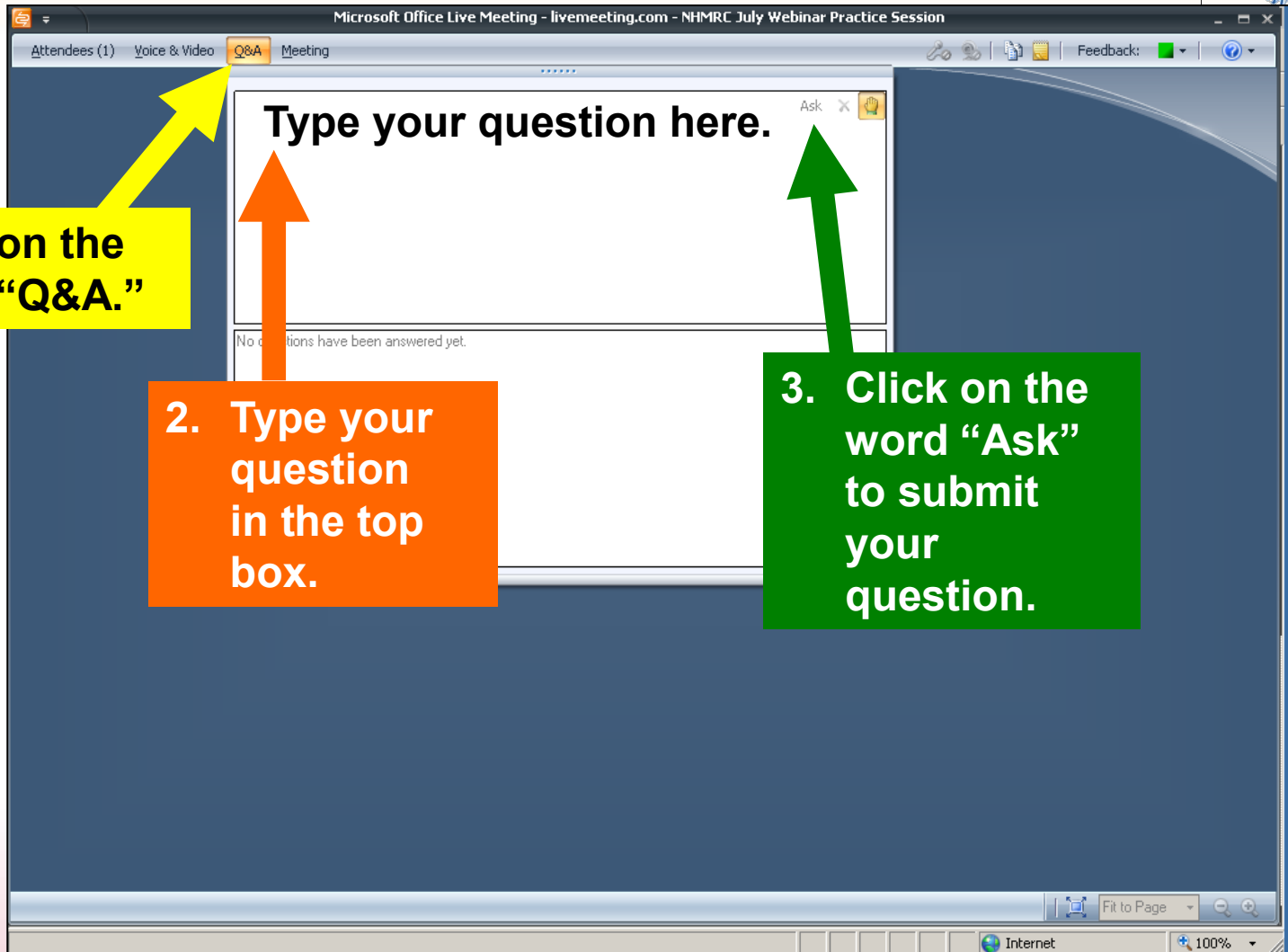
- The Volunteer Services Program Manager oversees the statewide Volunteer Services Program.
- Each IDHS facility/office who have volunteers will have an assignment description that reflects the coordination of volunteer services. This person will have the appropriate qualifications, experience and authority to implement the volunteer program.



Welfare Peer TA Network Webinar

Question and Answer Session

How Do I Ask a Question?



The screenshot shows a Microsoft Office Live Meeting window titled "Microsoft Office Live Meeting - livemeeting.com - NHMRC July Webinar Practice Session". The window has a menu bar with "Attendees (1)", "Voice & Video", "Q&A", and "Meeting". The "Q&A" tab is active, showing a text input field with the placeholder text "Type your question here." and an "Ask" button with a hand icon. Below the input field, it says "No questions have been answered yet." The interface is overlaid with three numbered instructions: 1. Click on the word "Q&A." (yellow box), 2. Type your question in the top box. (orange box), and 3. Click on the word "Ask" to submit your question. (green box). The bottom of the window shows a status bar with "Internet" and "100%" zoom.

1. Click on the word "Q&A."

2. Type your question in the top box.

3. Click on the word "Ask" to submit your question.



Welfare Peer TA Network Webinar

THANK YOU for attending the Webinar!

A transcript and audio recording will be available in 5-10 days on the Welfare Peer TA Web site at peerta.acf.hhs.gov.

Please be sure to register for additional upcoming Webinars through the Welfare Peer TA Network Web site.

