

VISTA Assignment Description (VAD)

VISTA Member Job Title: VISTA Community Intake & Referral Specialist
Sponsoring Organization: University of Central Florida Project Name: OSI AmeriCorps VISTA Project Project Number: 3425872 Project Period: February 24, 2017-February 23, 2018
Subsite Name (if applicable): Goodwill Industries of Central Florida, Inc.
Focus Area(s) Primary: Economic Opportunity Secondary: Veterans and Military Families

VISTA Assignment Objectives and Member Activities

Goal of the Project: Goodwill Industries of Central Florida, Inc. is a community-based organization with local leadership provided by an active Board of Directors who call our six county territory, home. The mission of Goodwill Industries of Central Florida is “Building Lives that Work”. In 2015, the efforts of our organization assisted over 7,300 individuals find employment in the local community. The Vocational & Community Services team works daily to enhance employment opportunities for individuals with disabilities or other disadvantaging conditions develop the skills necessary to become self-sufficient and fully contributing members of their community. This goal is accomplished by providing a wide variety of vocational training opportunities designed to train and job place individuals into Supported or Competitive Employment opportunities in the community.

Goodwill Industries of Central Florida proposes to establish a one-stop entry point for the majority of our Vocational Services. This capacity building effort would allow for a more streamlined and comprehensive initial touch point to match the individual needs with available services at Goodwill as well as in the community. The VISTA Community Intake and Referral process for our organization will be redesigned from the ground-up using intake from all stakeholders, clients, staff, community referral sources as well as other community based organizations that have demonstrated excellence in this area.

Objective of the Assignment (*Period of Performance: Ongoing*):

Research Intake and referral processes.

Member Activities:

Step 1: Obtain an understanding of the current intake process, data systems and touch points to understand the necessary steps to meet the needs of the client, organization as well as accreditation agencies.

Step 2: Create a process map to fully understand and illustrate the opportunities for improvement and capacity building.

Step 3: Research current best practices for community intake and referral services. Obtain stakeholder input and prepare plans and recommendations. Presentation with cost/benefit analysis delivered to management for implementation purposes

Objective of the Assignment (*Period of Performance: Ongoing*):

Create a training manual

Member Activities:

Step 1: Develop a training manual and polices for Community Intake & Referral Services

Step 2: Train direct services staff on the new processes for implementation

Objective of the Assignment (*Period of Performance : Ongoing*)

Develop MOU for community referral sources.

Member Activities:

Step 1: Develop and have approved an MOU for community referral sources.

Step 2: Obtain signed MOUs from identified community referral sources.

Step 3: Develop and maintain a recording method for MOU's

Objective of the Assignment (*Period of Performance: Ongoing*):

Develop evaluation system for new referral service system.

Member Activities:

Step 1: Develop a mechanism to evaluate the timeliness quality and effectiveness of the community intake and referral process.

Step 2: Develop job description for Community Intake & Referral Specialist advertise and screen potential candidates for the new position.

Step 3: Ensure that the new process is being utilized throughout Goodwill

Objective of the Assignment (*Period of Performance: Ongoing*):

Implementation of referral process

Member Activities:

Step 1: Explore community referral resources available for the clients and families that we serve. Document these services in a usable format for staff and clients

Step 2: Identify gaps in services and prepare needs analysis of services most needed by the individuals that we serve at Goodwill.

Step 3: Determine an appropriate timeline to implement a comprehensive community intake and referral process for our organization. Identify resources and infrastructure needed in for implementation of an approved timeline and strategy.