

VISTA Assignment Description (VAD)

Title: VISTA Outcomes & Operations Coordinator
Sponsoring Organization: University of Central Florida
Project Name: UCF AmeriCorps VISTA Project
Project Number: 3425872
Project Period: February 24, 2017-February 23, 2018
Site Name (if applicable): IDignity Inc., Orlando, FL
Focus Area(s) Primary: Economic Opportunity Secondary: Healthy Futures

VISTA Assignment Objectives and Member Activities

Goal of the Project: Collaborating with all IDignity Orlando team members, the VISTA Outcomes & Operations Coordinator will positively contribute to the infrastructure and capacity of IDignity Inc., to provide legal identification to at-risk, low-income members of the Central Florida community. Since 2008, IDignity Orlando has helped 16,000 unique individuals obtain the legal documentation required to apply for employment or school; obtain access to shelters; vote; seek help from many social service programs; open a bank account or cash a check; secure housing; obtain certain medical prescriptions/procedures (e.g., chemotherapy); overcome many other obstacles to becoming self-sufficient. All of these outcomes help address the needs of those in poverty to improve their quality of life. At the completion of the service year, the VISTA Outcomes & Operations Coordinator will have increased the scale and reach of IDignity, Inc. by the completion of an operations manual designed to support the founding of the IDignity model in other regions; enhanced the effectiveness of our services by managing a client outcomes survey project and collaborating with program outreach to strategic partners; and extended the financial support required for operations by assisting with donor/volunteer strategies and earned income model workflows.

Objective of the Assignment (*Ongoing*)

Client Outcome Survey

Member Activities:

Step 1: Continue development of the monthly client survey process that includes a 2-month and 6-month follow-up survey to provide a long-term quantitative study of the economic opportunity and quality of life of IDignity Orlando clients. This includes training and coordinating a team of volunteers who administer the surveys.

Step 2: Develop and test criteria for identifying clients to engage for organization testimonies for use in social media and promotional material. Follow-up with clients will be completed by volunteers, not the VISTA Outcomes & Operations Coordinator.

Step 3: Research the benefits to society by reducing the number of citizens without ID. Include cost-study data from police, hospitals, employers, businesses, etc.

Step 4: Correlate statistics and provide quarterly reports.

Step 5: Prepare annual summary including statistical summaries, charts and a report with recommendations.

Step 6: The results of the outcome survey will be utilized in grant applications, investor relations, and community education. The project hopes to promote engagement among those who support IDignity's mission.

Objective of the Assignment (Ongoing)

IDignity, Inc. Operations Manual

Member Activities:

Step 1: Assist the IDOM Project Manager with the collection/review of content for the six volumes of the IDignity Operations Manual (IDOM).

Step 2: Proofread each volume as completed.

Step 3: Assist with assessment/testing of online platform for hosting of IDOM.

Step 4: Under the direction of the Satellite Coordinator, build stakeholder relations with satellites and assess the application of the IDOM.

Step 5: The successful completion and security of the IDOM will enable the IDignity model to be propagated in other Florida communities and serve as a framework for establishing the model in other states.

Objective of the Assignment (Ongoing)

Program Outreach

Member Activities:

Step 1: Working with the Program Coordinator, develop a system that furthers relationships with partner agencies and engages case managers in reporting outcomes for additional clients.

Step 2: Develop a referral system that encourages/requires case managers to participate in outcome study before referring clients for identification services.

Step 3: Develop a timeframe and system for case managers to conduct assessment and return to VISTA.

Step 4: Communicate by email, phone or visits with case managers.

Step 5: Make 3-6 field visits with case managers to assess implementation of referral system and adherence to IDignity referral standards.

Step 6: Document referral system process for integration within the IDignity Operations Manual.

Step 7: Provide assessment report, which will help us assess the effectiveness of our operations and outreach efforts with strategic partners.

Objective of the Assignment (Ongoing)

Donor/Volunteer Relations

Member Activities:

Step 1: Under the direction of the Development Manager, investigate and assess donor and fundraising strategies.

Step 2: Assist with a fundraiser template that provides a countdown/checklist for signature annual fundraisers.

Step 3: Manage volunteer survey feedback. Provide monthly updates that identify volunteers to engage for organization testimonies for use in social media and promotional material.

Step 4: The above activities will engage our stakeholders and help with community education on the needs of our community members living in poverty and the challenges they face.

Objective of the Assignment (Ongoing)

Earned Income Workflow

Member Activities:

Step 1: Develop/refine a workflow for clients/organizations who are financially able and interested in paying for legal identification assistance via IDignity.

Step 2: Assess workflow and document for inclusion within the IDignity Operations Manual.

Step 3: This workflow will expand our funding sources and also serve as a tool for community education on the challenges of obtaining legal identification, especially among those living in poverty.