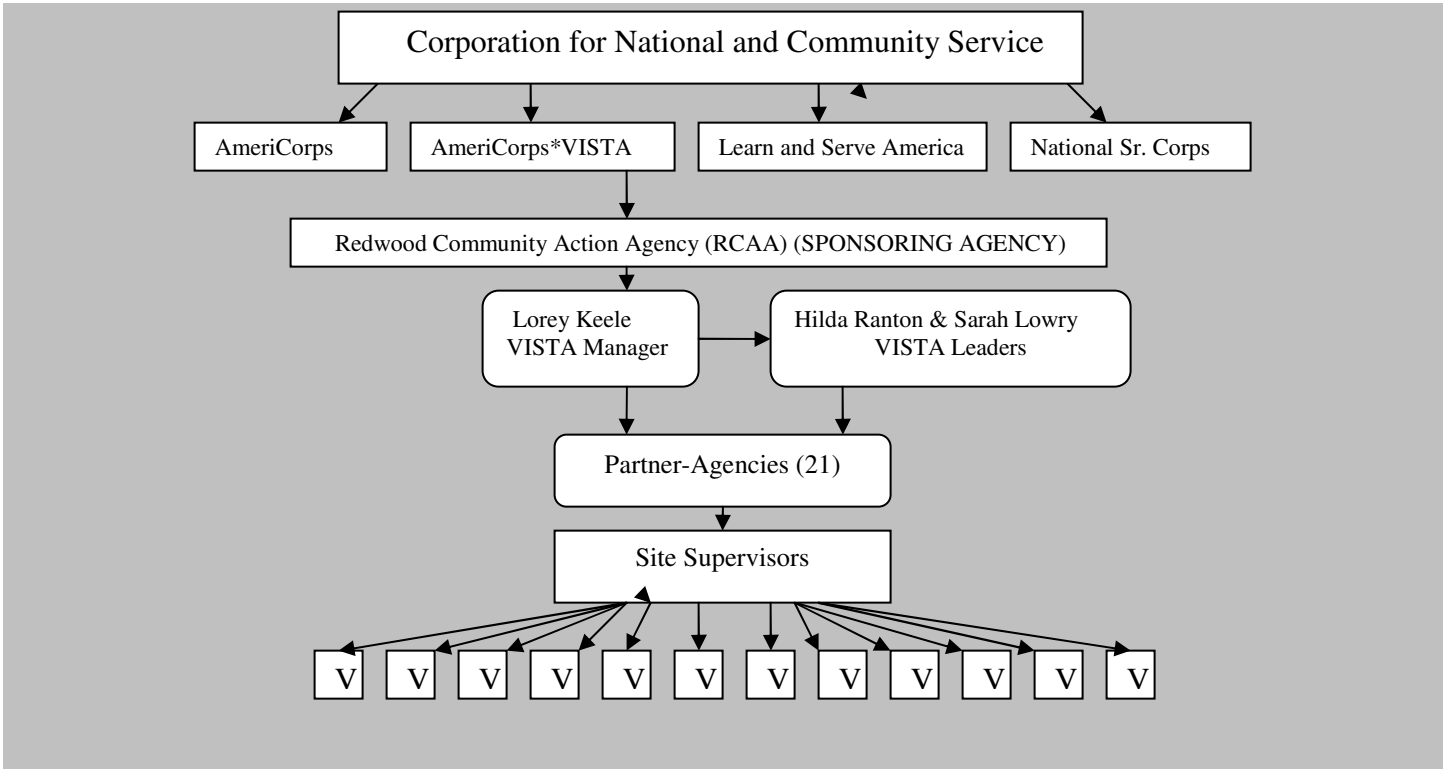




REDWOOD COMMUNITY ACTION AGENCY
AMERICORPS*VISTA

CALIFORNIA MCOP
New Member Orientation Agenda

- I. **Introductions: New VISTAs and Site Supervisors**
 - a. Project, site, and “home base”.
 - b. Email Hilda your new home and site address, phone numbers, and e-mail.
- II. **Introduction to RCAA VISTA Program structure and staff roles**



- III. **PSO: How was it? What did you learn? MY AMERICORPS PORTAL**
 Paychecks? Direct Deposit? Reimbursements? (if not received by due date call Lorey ASAP)
 Education Award? Forbearance? Interest Waiver?
 Health Plan, ID Card, Life Insurance (for Health Plan explanation of benefits access Seven Corners Health Plan)
 Holidays, Sick Time, Personal/Vacation Time
 Emergency Leave (Call Lorey, ASAP to discuss your emergency issues and needs)
 Child Care? Vehicle Use/V-81? In-Service Training (IST)
 Prohibited activities – Direct service, political and religious activities, outside employment, and school enrollment.
KEEP COPIES OF EVERYTHING!

- IV. **Expectations**
VISTAs:

1. Have specific service hours, timesheets, hierarchy, expectations within the host and sponsoring sites.
2. Receive daily direction/guidance from site supervisor.
3. Go to site supervisors with problems or issues and possible solutions.
4. Have identified backup if SS is not available: level of authority.
5. Adhere to professional behaviors and work ethics including:

Understand the role of liaison - represent the host sites, sponsoring organization, CNCS, etc.

Appropriate attire

Attitude/demeanor

Language

Cultural awareness

Accountability – being on time, being prepared

Respect – others' needs and self

Other?

Confidentiality

Boundaries – staff, family and friends, clients, board members, personal issues

Appropriate behaviors

6. Set regular meeting schedule with supervisor; make a list of discussion issues.
7. Complete and submit monthly time sheets including, service hrs., comp time, sick time, personal time, etc.
8. Complete vacation requests, expense and reimbursement forms and quarterly report as required.
9. Attend MANDATORY VISTA members meetings/trainings/service events monthly.
10. Adhere to the project workplan.
11. Understand that support is available beyond their site as needed. Contact Lorey, Hilda or Sarah to discuss questions or issues beyond site resolution.

Site Supervisors

1. Accept responsibility for VISTA member on site orientation and training. See and complete ON SITE ORIENTATION CHECKLIST and return to Hilda.
2. Assume that your VISTA knows nothing about the work place. Help him/her “settle in”.
3. Be sure other staff members know who the VISTAs are, what they are there to do and NOT do; i.e., specific work plan, **not clerical, not go-fer**.
4. Specify hours: Be very clear about expectations regarding starting time, lunch, breaks, daily schedule, etc. Be sure to talk about hours (night? weekend? comp?) and how that will be adjusted during regular workweek. How will VISTA time be tracked? What time sheet should be used? Is there a clear time/method for time accounting?
5. Check your availability to the VISTA as needed? Schedule regular meeting dates and times.
6. Address professional behaviors and work ethics.
 - Internal and external communications
 - Expectations
 - Office and community etiquette
 - Dress code
7. Provide required forms such as for mileage reimbursement, vacation request, time sheets, quarterly reporting and tracking forms, etc.
8. View Citizenship “PROOFS”
9. Attend scheduled supervisor meetings.
10. Contact Lorey, Hilda or Sarah regarding any VISTA member or site related issues.

V. VISTAs and Site Supervisors

1. Set up system for tracking information for quarterly reports.
2. Set up calendars to include all VISTA meetings/trainings, etc. (If outside or changed from the regular printed schedule, we will let you know of change).
3. Complete ON SITE ORIENTATION checklist and return.
4. Participate in pre-scheduled Site Visits with RCAA Program Manager and VISTA Leaders.
5. Prepare, review, and submit Quarterly Reports by stated due date – keep record of activities; develop w/site supervisor.

VI. Resources Healthcare

Food assistance

Utilities

Housing

Utilize your PSO and IST to meet people and make connections that may be helpful to you or your program

- VISTA OLINC :

<http://www.vistaolinc.net/>

An online forum that VISTA's can use to communicate

- VISTANET Listserv:

<http://listserv.icors.org/SCRIPTS/WA-ICORS.EXE?SUBED1=VISTANET&A=1>

A listserv where VISTA's post information or questions regarding anything VISTA related

Navigating/Networking/Collaborating within CNCS

- Corporation of National and Community Service webpage:

<http://www.nationalservice.org/>

Find out more information about CNCS, their programs, their sponsors, their services, etc.

- CNCS AmeriCorps VISTA Webpage:

http://www.nationalservice.org/about/programs/americorps_vista.asp

Learn more about VISTA's program, positions, benefits, strategic plan, media kit, special initiatives, etc.

- My AmeriCorps Portal:

<https://my.americorps.gov/mp/login.do>

Access your personal information as a VISTA member, including pay stubs, tax forms, applications, in service benefits, education award/stipend information, service letters, travel documents, etc.

- VISTA Viewfinder:

<http://www.campaignconsultation.com/VIEWFINDER/Archives/Subscribe.htm>

This is an E-Newsletter that should be sent to you biweekly. It is a direct link to connecting with other VISTA's, learning what they are doing, and helping to spread the message of VISTA and national service. If you are not getting these, go to this site to sign up and they will be sent to you

Schedule time for quarterly report training.

Support Services and Resources for VISTA Members

1. HEALTH CARE

**AmeriCorps VISTA Health Insurance
Corporation for National and Community Service
Seven Corners
P.O. Box 3430
Carmel, IN 46082-3430
(866) 699-4186
<http://www.americorps.sevencorners.com>**

Seven Corners is the administrator of the AmeriCorps health benefits program. This is the primary insurance coverage for all VISTA members, unless the member has other insurance coverage. Members can sign up for state assistance (such as Medi-Cal or CMSP). If you qualify, this insurance will be used secondary to your AmeriCorps coverage.

**Department of Health and Human Services
County Medical Services Program (CMSP)
1-(800) 891-8551**

<http://www.cmspcounties.org>

The County Medical Services Program (CMSP) was established in 1982 to provide medical and dental coverage to individuals aged 21-64 that are not eligible for Medi-Cal. The medical benefits CMSP clients receive include many of those covered by Medi-Cal, with the exception of pregnancy-related services, long-term care, and services provided by chiropractors, acupuncturists, and psychologists. CMSP Eligibility is limited to County residents with net non-exempt income at or below the 200% of the Federal Poverty Level. CMSP eligibility is also limited to single people with \$2000 or less in countable property or couples with \$3000 or less in countable property.

2. FOOD ASSISTANCE

**Department of Health and Human Services
Food Stamps
1- (800) 891-8551
www.myfoodstamps.org**

The Food Stamp Program is a Federal nutrition program that helps eligible low-income people purchase the food they need for good health. Food Stamp benefits are not cash. Households that are eligible will receive a plastic electronic benefit (EBT) card that is used at the store, like a debit card, when purchasing food items.

3. UTILITIES:

Telephone

**California Lifeline Telephone Program also known as Universal Lifeline Telephone Service (ULTS)
1-866-272-0349**

<http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/ults.htm>

California LifeLine was established by the Commission in compliance with [Public Utilities Code § 871](#) providing discounted basic residential (landline) telephone services to low-income households. Persons may qualify for this program through Program-Based Criterion—enrolled in a public assistance program: i.e. Medi-Cal, SSI, Food Stamps, LIHEAP, and select others (call LifeLine for more information); or Income-Based Criterion—household income at or less than the following limits, which are set by The California Public Utilities Commission (CPUC) each

year. Monthly phone (local) service under this program may be as low as \$2.85/month. Contact your landline service provider for more information and to get signed up.

Weatherization and Energy Assistance

PG&E Care Program

1-866-743-2273

www.pge.com/care

CARE program provides a 20 percent discount on monthly bills for qualified low- or fixed-income households and housing facilities. Qualifications are based on the number of people living in your home and your total annual household income.