Dimensions of Success

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

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

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.
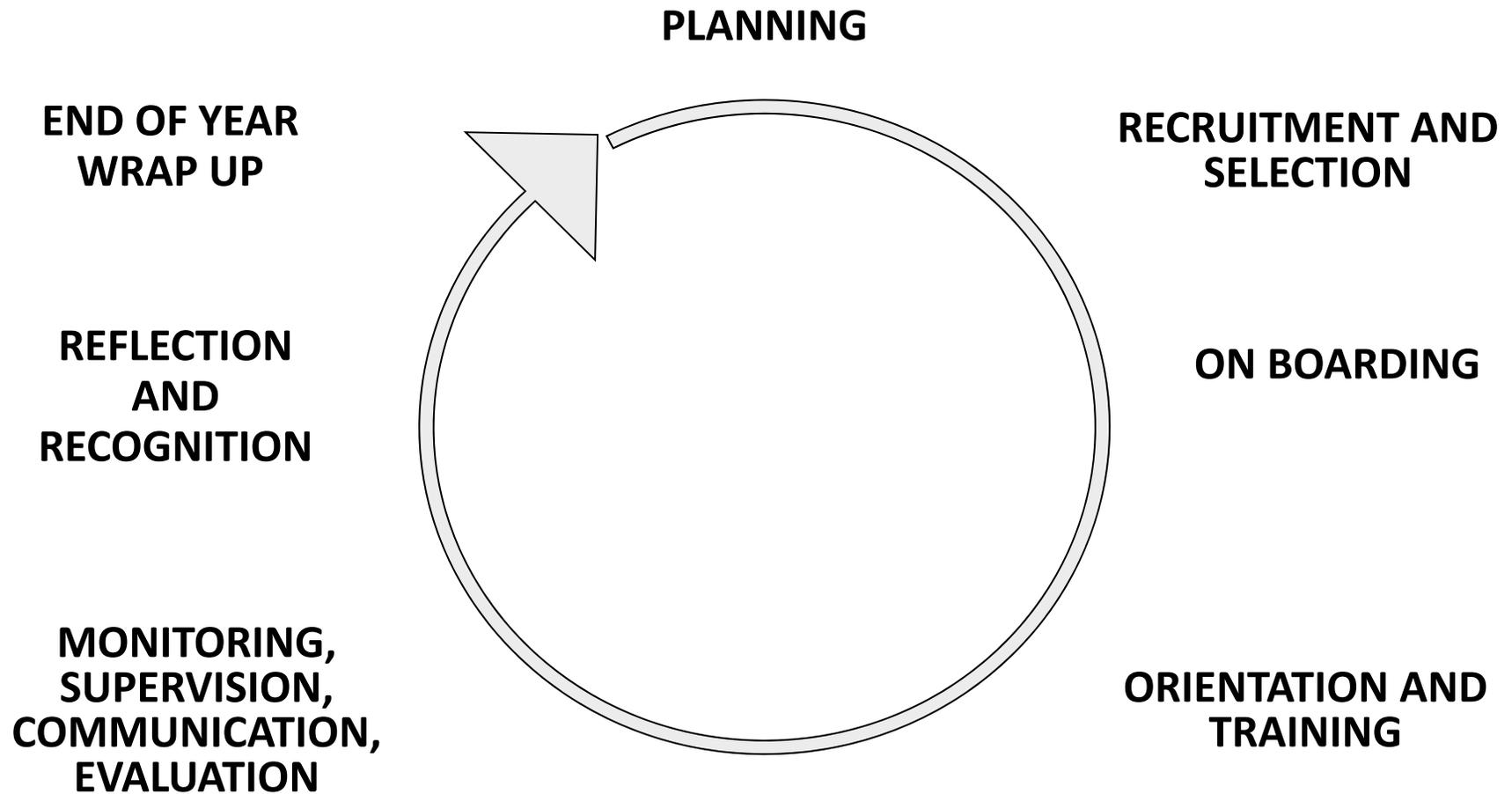
Dimensions of Success: Self Assessment

As you think about supporting a multi-site project with sites and 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 members 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 members 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 members? How do I share those individual pictures of success with the larger team? ❑ What opportunity do I provide for my sites and members to create a secondary vision of success that they can also work towards as a group?
RESULTS	❑ Do sites and members understand the poverty or environmental related problem you are trying to address? ❑ Do you, your sites and members 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 sites and members 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 members 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 members 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 members? ❑ How do I support my sites throughout the year? ❑ Do my sites and members 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 members and within the team? ❑ Do I respond in a timely way to questions, requests, concerns? ❑ Do I hold my sites and members accountable when they do not respond in a timely way to responsibilities, questions, requests? ❑ Am I only talking with my sites and members when something is wrong or when I need something? ❑ Do I have an ongoing communication, training, support, and monitoring strategy with my sites and members? ❑ Am I consistent across all sites and with all members?
RELATIONSHIPS	❑ Do sites and members feel supported? Do they trust you and each other? Do they feel valued? ❑ Are sites and members 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 members? ❑ How do I build team among my sites and members?

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Site Management Cycle

PLANNING

END OF YEAR
WRAP UP

RECRUITMENT AND
SELECTION

REFLECTION
AND
RECOGNITION

ON BOARDING

MONITORING,
SUPERVISION,
COMMUNICATION,
EVALUATION

ORIENTATION AND
TRAINING

Site Management: Self Assessment

PLANNING	Do you: ❑ Conduct a well-documented needs assessment that, at a minimum, involves the community and partner sites. ❑ Involve and get buy-in from all potential partner sites in project planning and development. ❑ Create results for the program that meet both the organization and sites "bottom lines". ❑ Work with sites to develop tools and effective practices that support successful recruitment, selection, onboarding, communication, supervision, training, recognition, etc.
RECRUITMENT & SELECTION	Do you: ❑ Have written, collaboratively-developed partner site agreements that include thorough understanding of program, roles, responsibilities, expectations, policies, procedures, outcomes and agreements. ❑ Have a well-written position description for every potential member position, developed in partnership with sites. ❑ Select site partners that are consistent with program goals, values, vision, and mission, demonstrate commitment to and understanding of national service
ONBOARDING	Do you: ❑ Work with, train on, and provide all sites the performance measurements and tools needed to reach them.
ORIENTATION & TRAINING	Do you: ❑ Conduct pre-service site training that supports sites in understanding roles and responsibilities, provides opportunity to build the team, prepares them for the start of member service and strategies to help their members get off to a good start. ❑ Conduct ongoing trainings and meetings that include site partners to increase knowledge and skills as well as voice concerns and suggestions for improvement. ❑ Distribute the Member and Site year-long training calendar in writing.

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Site Management: Self Assessment

MONITORING, SUPERVISION, COMMUNICATION, EVALUATION	Do you: ❑ Implement innovative ways to maintain ongoing communication and develop relationships and trust. ❑ Include members 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 AmeriCorps. ❑ 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. ❑ Carry out written systems to collect and report on data on an ongoing basis, including roles, responsibilities and expectations of all sites. ❑ Report 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. ❑ Establish peer mentoring systems that support the sharing of effective practices and development of site staff. ❑ Create and carry out, as applicable, a written procedure for addressing site non-compliance.
REFLECTION AND RECOGNITION	Do you: ❑ Catch your sites doing something good. ❑ Demonstrate enthusiasm year round. ❑ Allow for reflection. ❑ Provide impact data to sites. ❑ Implement informal means to say thank you throughout the year. ❑ Recognize site supervisors and members on special occasions i.e. birthdays, holidays, etc.