



*Welcome to*

# Making Everything You Do Sustainable

Corporation for  
NATIONAL &  
COMMUNITY  
SERVICE 



Dial:

Passcode:

# Session Goals

By the end of the webinar, you will be able to:

- Describe the relationship between capacity building and sustainability in the VISTA context
- Identify specific practices that can make your efforts sustainable
- Brainstorm ways you can transfer capacity for lasting impact on your VISTA project
- Choose existing resources that can support you in your efforts

# Today's Speakers



**Sarah Gleason**  
Side by Side Associates,  
Partners in Community Building



**Michael A. Frisella**  
Western Arizona Council of  
Governments (WACOG)

# What Is Sustainability?

Sustainability is the ability of a program or organization to continue engaging community stakeholders to meet the needs of the community efficiently and effectively after the last VISTA is gone.

# The Sustainability Lens

- What if I have to do this again?
- What if circumstances change?
- What if others get involved?
- What if I'm not here anymore?



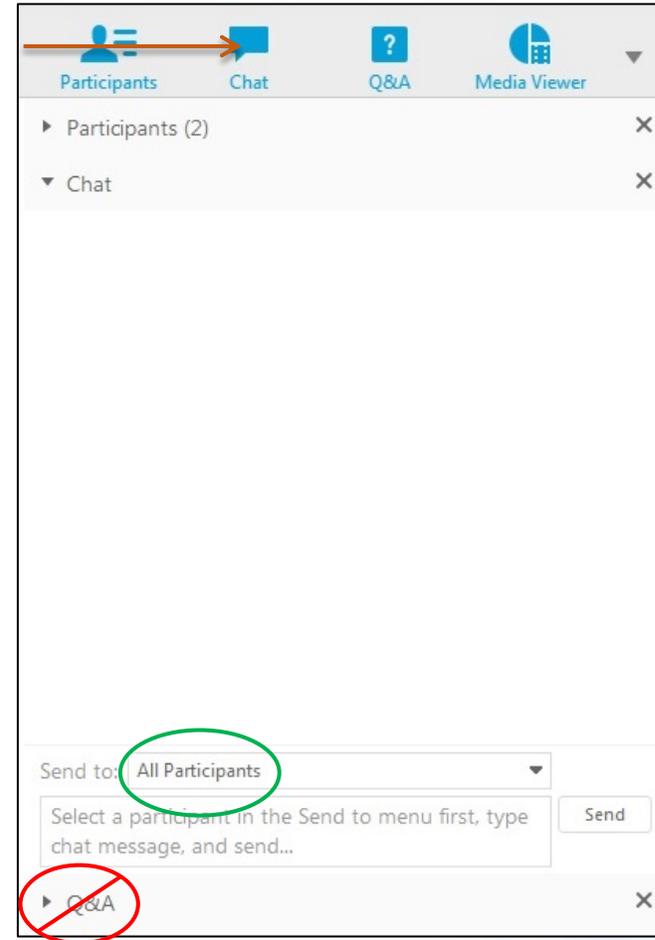
# Chat Question

You have a list of partner organizations that are involved with the project.

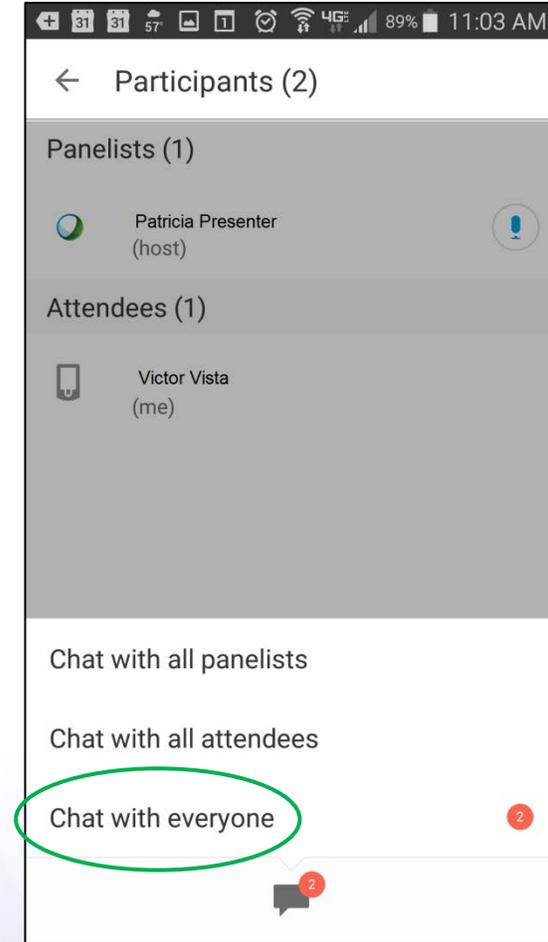
What can you do day-to-day to make this list more sustainable?

*Click this button if you don't see the chat panel.*

## COMPUTER



## MOBILE



# Building Capacity for Sustainability

VISTA projects build capacity to support program sustainability.

VISTA members:

- Create, expand or strengthen organizational systems or processes
- Engage and empower community members and organizational partners



# Program Sustainability



# Poll Question



- Which leg(s) are you building up?

# VISTA Project Sustainability



**84%** of VISTA projects operating 3 years later

More than **90%** of those achieved their **goals**

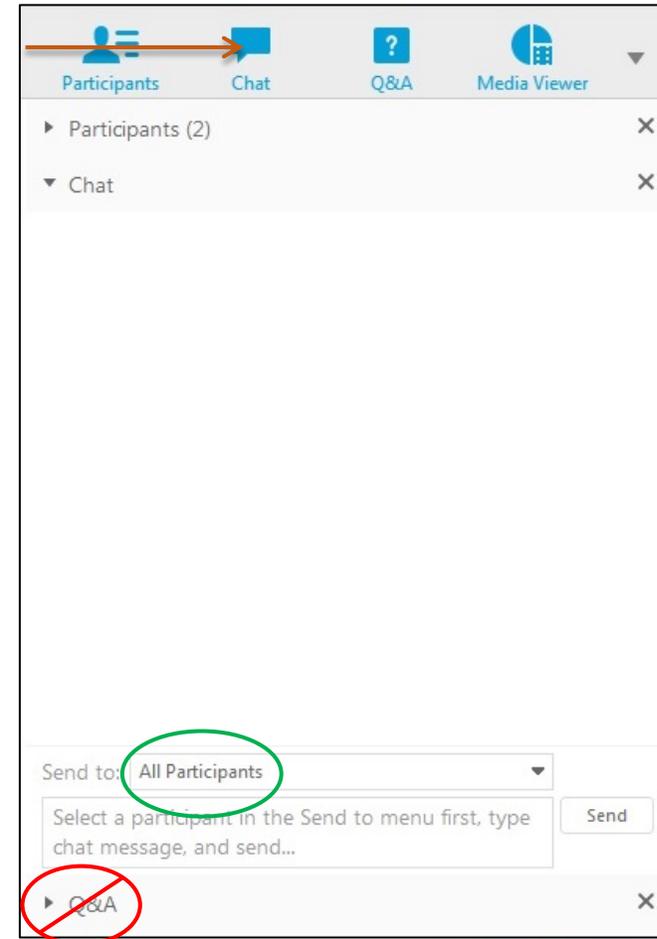
More than **90%** reported VISTA **members were critical** or very helpful in achieving goals

# Chat Question

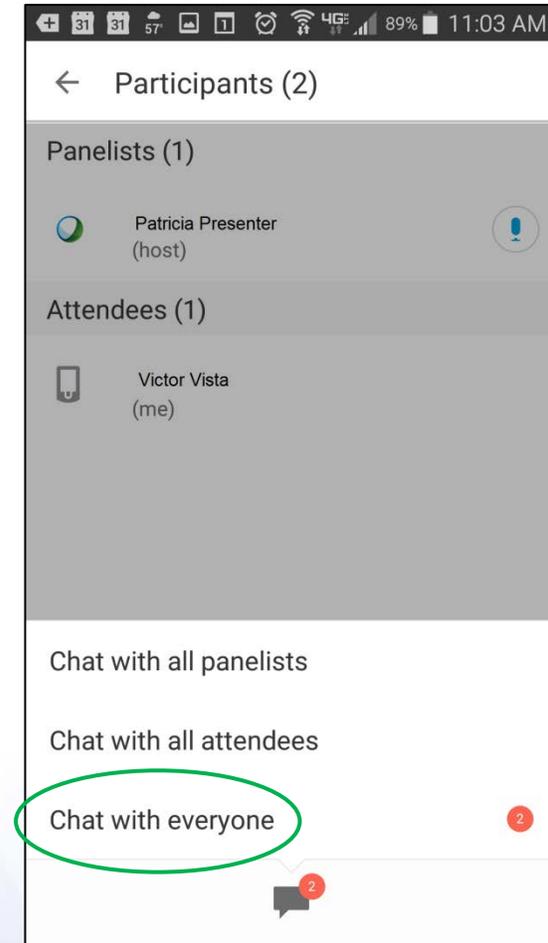
- What factors do you think make a difference in a project's ability to be sustainable?

*Click this button if you don't see the chat panel.*

## COMPUTER



## MOBILE



# Sustainable VISTA Project Factors

- Trained and dedicated VISTAs
- Support from the community
- Established and experienced organizations
- Alignment of project goals with the mission



# Why were some projects not sustained?

- Poor organization/project management
- Lacked resources - funds and/or volunteers
- Lacked community support
- Lacked organization support



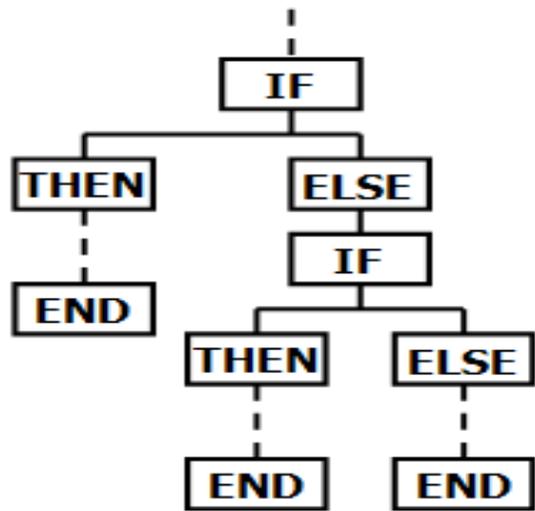
# Example from the Field



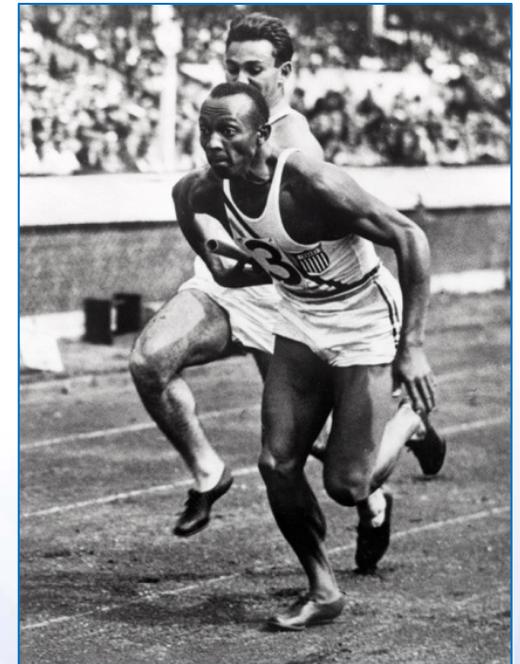
Michael A. Frisella  
AmeriCorps VISTA Leader  
Western Arizona Council of  
Governments (WACOG)  
Yuma, AZ



# Sustainability Timeline: Beginning to End



- Onsite Orientation and Training
- Community Involvement
- What -If-Then-Else Flowchart
- Transition



# My Sustainability Timeline: Beginning



## VISTA Assignment Objectives and Member Activities

**Goal of the Project:** To create a Social Enterprise that will provide an alternative and self-sustaining source of revenue to allow for continued and expanded non-profit service delivery as well as additional employment opportunities. The project will provide capacity building to the non-profit, WACA, by increasing leveraged resources through social enterprises.



# Sustainability Timeline: Beginning To End



# Sustainability Timeline: Beginning

To-do list		To be completed by: Michael Frisella	
		Deadline: 7/22/16	
Done? <input type="checkbox"/>	<b>Staffing Plan/Employment Opps</b>	Due By	Notes
<input checked="" type="checkbox"/>	Review HR Docs in WHAP Folder	8/25/15	Articles, job descriptions, etc. Determine headcount, experience, certifications, etc.
<input checked="" type="checkbox"/>	Review Current Staff Capabilities	8/28/15	Developed Current/Future Staffing Roster
<input checked="" type="checkbox"/>	Contact Patrick Goetz @ YPIC	9/2/15	Call/Email Patrick, introduction, YPIC Job Fair 9/2/15
<input checked="" type="checkbox"/>	Shadow a Home Energy Audit	9/28/15	Accompanying Jeff D. and Ricardo on final audit Shadow Jack, Ricardo, and/or Jeff additionally shadow a contractor that does some of the work we award to contractors
<input checked="" type="checkbox"/>	Determine Time Costs	9/30/15	
<input checked="" type="checkbox"/>	Preliminary Research of Primary Staff Positions Needed	9/30/15	Review previous job descriptions summary, duties/responsibilities,
<input checked="" type="checkbox"/>	Research Cost-Effective Employment Services	9/30/15	Job shadow, job training, temp-to-hire, additional methods
<input checked="" type="checkbox"/>	Determine Current Resources/Inventory/Personell	10/8/15	What equipment do we currently own/rent/lease; costs, depreciation, cost of materials
<input checked="" type="checkbox"/>	Staffing Plan Completed	10/23/15	Week before End of Month (Time to Review and Edit)
	Hand-off		
	Follow-up		
Done? <input type="checkbox"/>	<b>Evaluate Financials</b>	Due By	Notes
<input checked="" type="checkbox"/>	Review 1st YR VISTA Financials Projections	8/28/15	WHAP folder Finance Docs, Business Plan, Feasibility Study
<input checked="" type="checkbox"/>	Set up Initial Meeting w/Randy Nelson @ AWCEC	9/23/15	Meet w/ Randy explain our plan and ask if he would be willing to review the Financial Projections with me
<input checked="" type="checkbox"/>	Contact Charlie Gohman @ AZ Home Performance	9/30/15	Determine costs involved in becoming a Participating Contractor for APS via AZ-HP w/ ENERGY STAR
<input checked="" type="checkbox"/>	Identify & Begin Pursuit of Financial Resources Needed to Open Business	10/31/15	Coordinate with Nonprofit Development VISTA to identify resources for WACA
	Hand-off		
	Follow-up		
Done? <input type="checkbox"/>	<b>Develop Marketing Plan</b>	Due By	Notes
<input checked="" type="checkbox"/>	Planning	8/21/15	Select a Template for the Marketing Plan Prepare a timeline to accomplish sections of the Marketing Plan
<input checked="" type="checkbox"/>	Preparation	8/21/15	

# Sustainability Timeline: Middle Cont.



- Yuma Community Theater
- Dreaming a Little Bigger... Building the VISTA Recruitment

'Lend Me a Tenor': Yuma Community Theater come

From staff reports Feb 24, 2016 (2)



Photo by Randy Hoeft/Yuma Sun

Buy Now

Michael Frisella (left), in the character "Max," and John Barczynski, as "Tito Merelli," rehearse a scene from the upcoming Yuma Community Theater production of "Lend Me a Tenor." Ken Ludwig's madcap comedy opens Friday night at 7 p.m.



AmeriCorps VISTA: Service Year Reflection & Experience

Michael Frisella • 4 videos • 36 views • Last updated on Oct 13, 2016

VISTA Reflections offer AmeriCorps VISTA volunteers the chance to look back on their year of service. What did they do before VISTA? How did they come to be a VISTA? Sharing meaningful projects, views on volunteering, advice for being serving with... more

Play all Share Playlist settings

Add videos

# Sustainability Timeline: Middle

## Implementation Plan

be completed by: Michael Frisella

Deadline: [7/22/16]

Done? ▾	Employment Services Program ▾	Due By ▾	Notes	Responsible Party ▾
100%	Review Current Staff Capabilities	2/4/16	WAHP? Finance? Marketing Committee? WACA Board of	VISTA (MF)
100%	Determine Future Staffing Plan	2/5/16	fill? Develop a year-by-year Strategic Plan for developing a future staff.	VISTA (MF) & Valarie
100%	Evaluate Potential YPIC Partnership	2/5/16	Partnership in recruitment and evaluation of future staff	VISTA (MF)
100%	Evaluate Alternative Cost-Effective Employment Strategies		YPIC Partnership is the most Cost-Effective means available	VISTA (MF)
0%	Acquire Energy Auditor Assets	N/A	Truck, EA kit equipment, technology assets, etc.	WACA Board, VISTA (MF), Weatherization Team (Jack, Ricardo, Jeff), Finance (Luz & Andy)
0%	Hire WAHP Staff	N/A	Based on agreed upon financial metrics and future staffing plan	WACA Board, VISTA (MF)
	Paperwork	Na		
	Hand-off	N/A	3rd Year VISTA	
	Follow-up	N/A	Supervisor and Social Enterprise Committee	
Done? ▾	Financial Projection Review ▾	Due By ▾	Notes	Responsible Party ▾
100%	Review with Finance Department	2/1/16	Check if the financial projections are logical and viable for our program.	VISTA (MF), Andy, Luz, Jack, Ricardo, Valarie
100%	Pursue Financial Resources Required to Open Business	2/30/16	Cenpatico Grant, State Farm Grant	VISTAs (MF and JS)

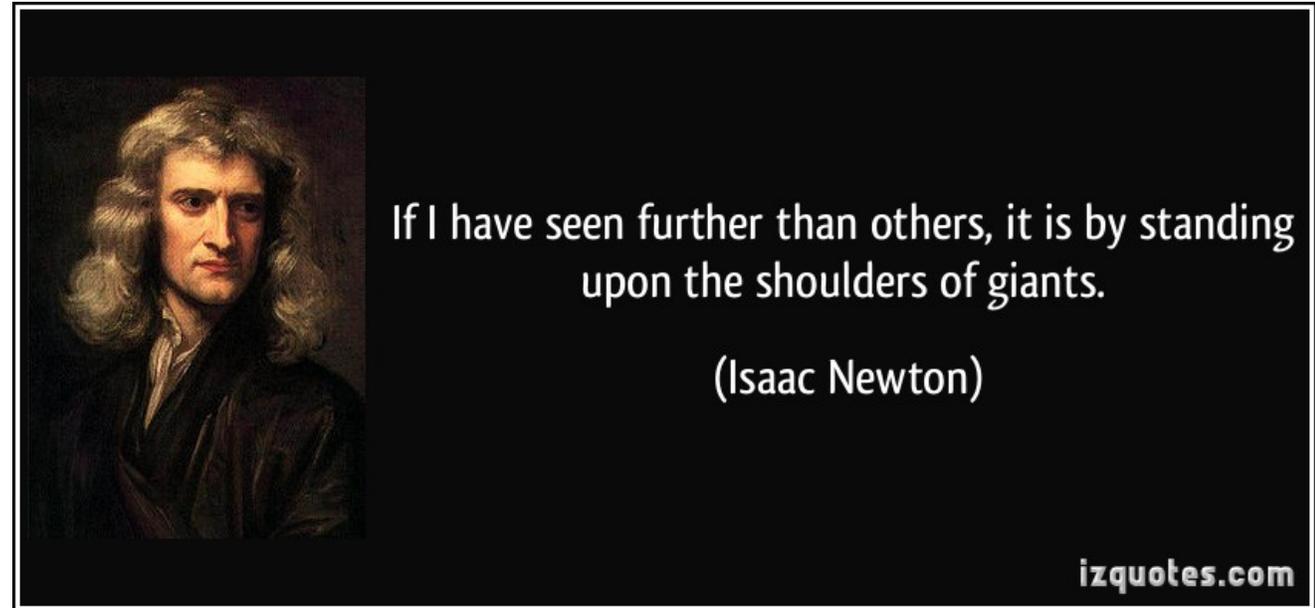
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# Sustainability Timeline: End and Beyond

## Transition Capacity Document

- Immediate Next Steps
- Admin Resources
- Online Resources
- Workforce Development  
Org. & partnerships
- Additional contacts



# Sustainability as a VISTA Leader



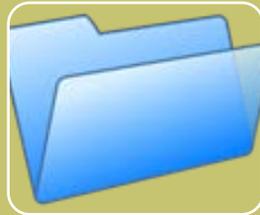
- Goal: Recruit for monthly volunteering activity
- Achieve through Outreach
  - Media
  - Presentations
  - Organizationally

# Pass It On!

Capacity building includes the transfer of:



Knowledge



Products



Relationships

# Poll:

- Do you know who will carry on your work?

**Yes or No**

- How will you ensure that they are ready?
- How will you build community & organizational support?



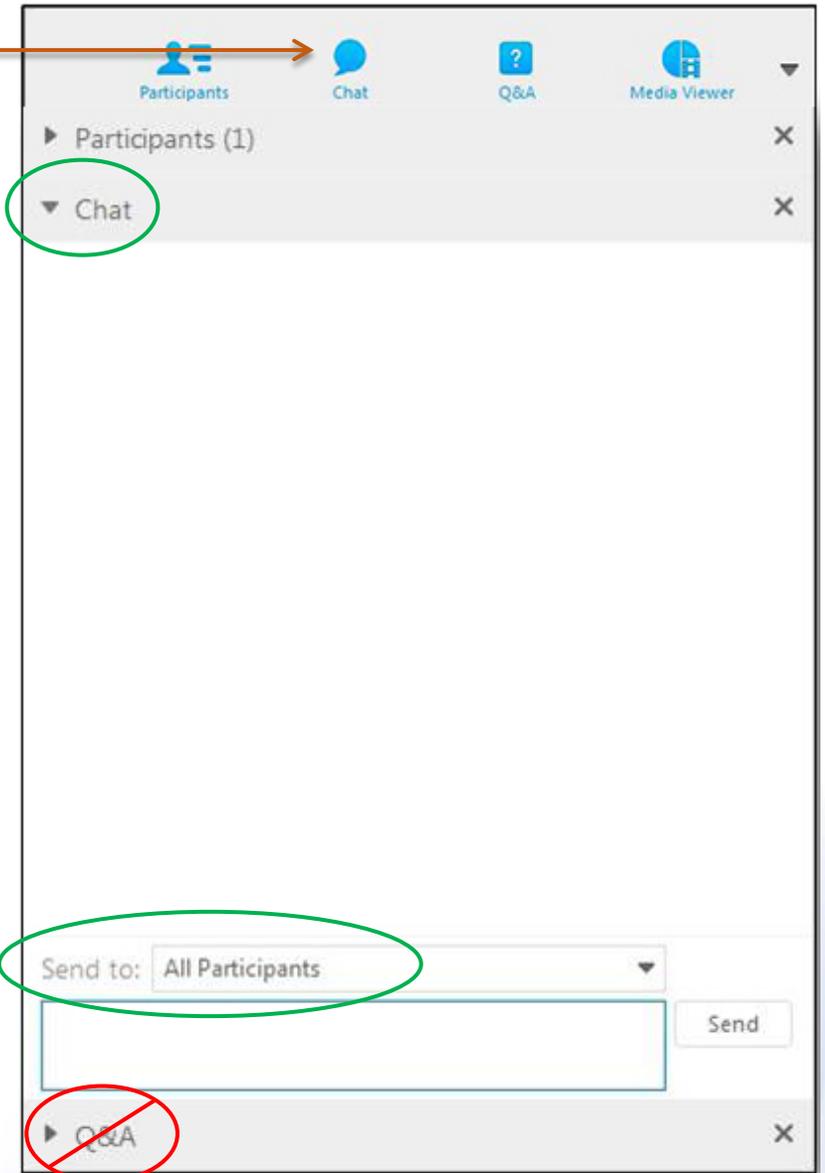
# Start With 'Who' To Get To 'How'

- Think about who will be using what you will be passing on, and design with them in mind.
- If at all possible, involve them and other key stakeholders in the process.
- Train them. Don't wait for the last minute to do this.

# Chat Question

What are you doing now to transfer the knowledge you are building?

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# Transferring Knowledge

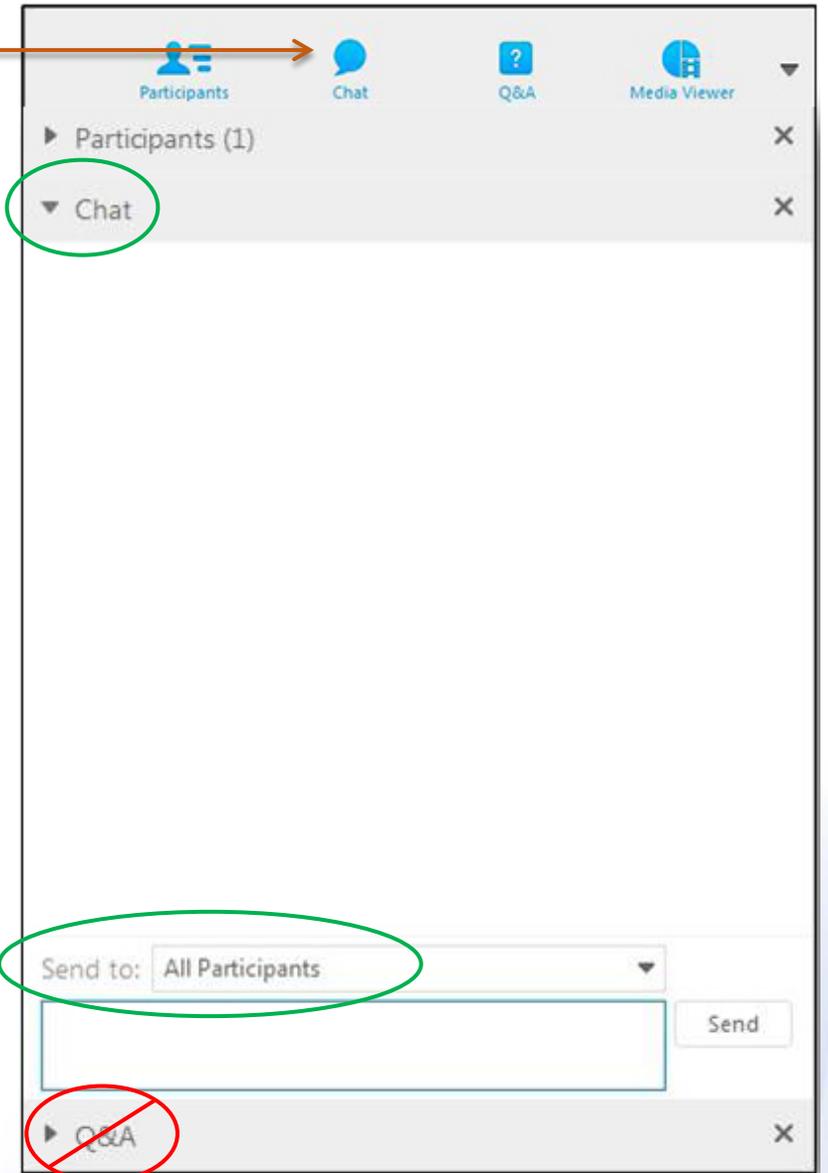


- Asset maps
- Stakeholder analysis
- Accessible documentation
- Presentations to organizational leaders and staff
- Community events and presentations

# Chat Question

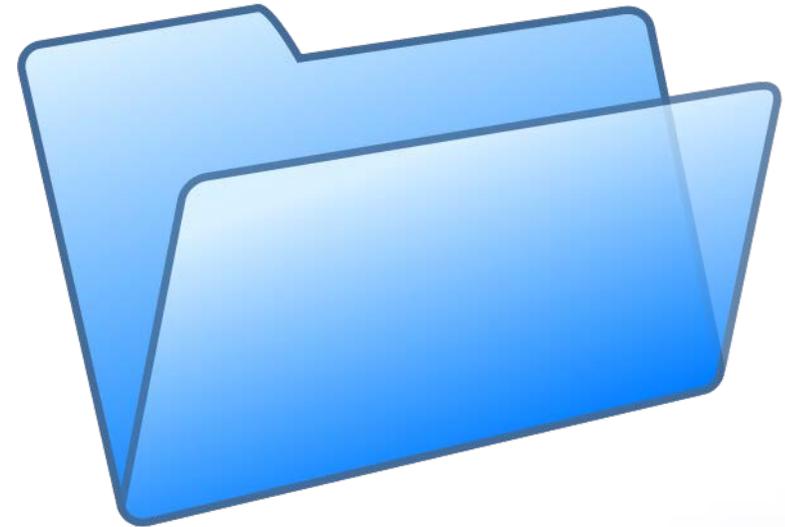
What are you doing now to transfer the products you are building?

Click this button if you don't see the chat panel.



# Transferring Products

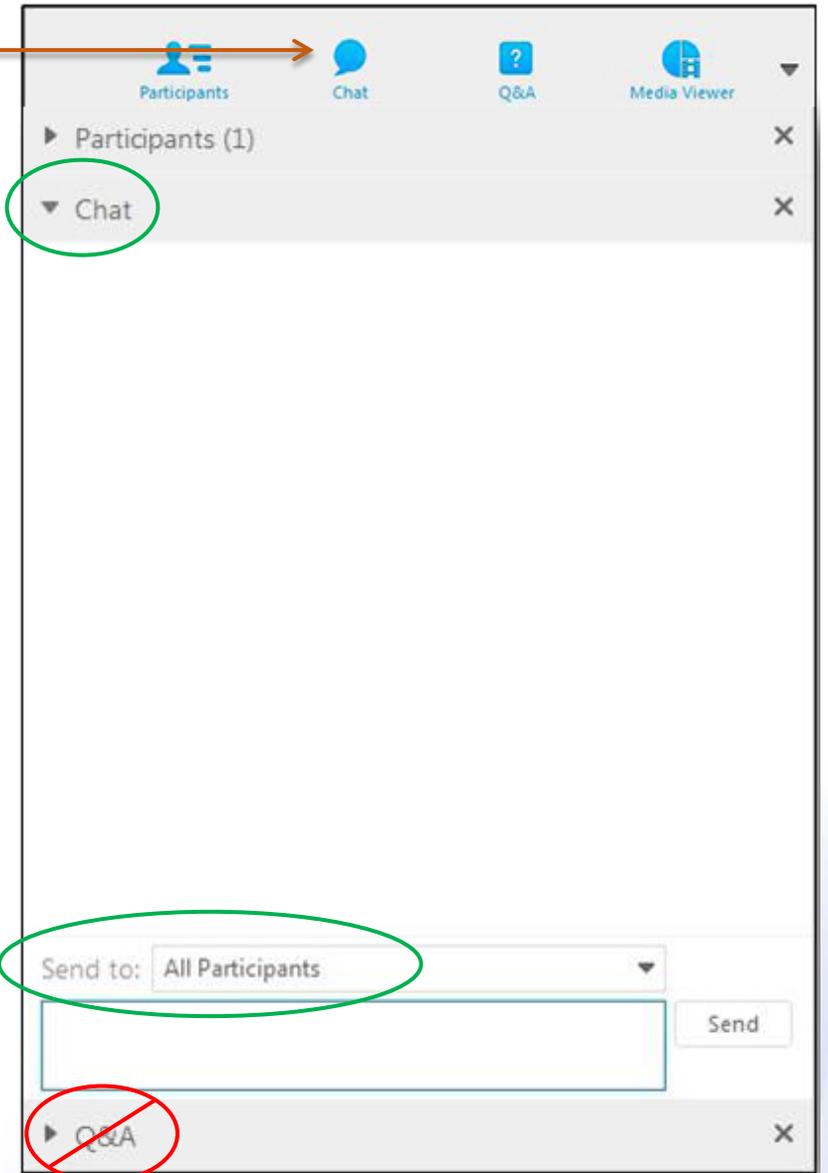
- Design with the end in mind
- Train and coach users
- Planning guides, user guides, templates
- Electronic 'binders' on shared drive, Google drive, Dropbox



# Chat Question

What are you doing now to transfer the relationships you are building?

Click this button if you don't see the chat panel.



# Transferring Relationships



- Contact database
- Use “we” vs “I”
- Connecting community partners and leaders to staff
- Community advisory boards
- Partnership agreements, memoranda

# The Sustainability Lens

- What if I have to do this again?
- What if circumstances change?
- What if others get involved?
- What if I'm not here anymore?



# Assessment Tools & Resources

## VISTA Campus

- Project Sustainability Assessment Checklist To Promote Sustainable VISTA Projects
- Passing the Torch: Ensuring the Continuity of Your Work
- Strengthening Your Organization, Your Community, and Your Projects
- Building Sustainability Into A Volunteer Program
- Creating A Binder for the Next VISTA

## External Resources

Center for Public Health Systems Science

- [Program Sustainability Assessment Tool](#)
  - [Assessment Questions](#)
  - [Sample Report](#)

Community Foundation of Jackson Hole

- [Building Sustainability for Nonprofit Organizations](#)

# Next Steps

- Apply the sustainability lens questions to whatever you are working on this week.
- Make a list of knowledge, products, and relationships that need to be transferred
- Review sustainability resources and use them to start a plan
- If your Supervisor is interested, there's a recorded webinar posted at: <http://www.vistacampus.gov/supervisor-webinars>

# Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

# Questions ?

- To ask a question verbally, call in using the number on this slide and press \*1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”

The screenshot shows a user interface with a sidebar on the left containing three items: 'Participants (2)', 'Chat', and 'Q&A'. The 'Q&A' item is highlighted with a red circle. Below the sidebar, there is a dropdown menu labeled 'All (0)'. At the bottom of the screen, there is a text input field with a dropdown menu set to 'All Panelists', which is also highlighted with a red circle. To the right of the input field is a 'Send' button.

# Thank You for Your Participation!

If you have further questions or for more information, contact us: [VISTAwebinars@cns.gov](mailto:VISTAwebinars@cns.gov)

## Our next webinars:

**Using the Segal Education Award - December 19, 2016**

**Starting Off Right: Professional Workplace Success – Jan 24, 2017**

**2:00pm Eastern**

*Visit the Webinars for VISTAs page on the VISTA Campus for a complete schedule of VISTA webinars*