

# SERVE PHILADELPHIA VISTA CORPS

OFFICE OF CIVIC ENGAGEMENT & VOLUNTEER SERVICE



2022-2023

Serve Philadelphia VISTA Positions

# SERVE PHILADELPHIA VISTA CORPS



OFFICE OF CIVIC ENGAGEMENT & VOLUNTEER SERVICE

The Mayor's Office of Civic Engagement and Volunteer Service is now accepting applications from qualified candidates to join the 2022-2023 Serve Philadelphia VISTA Corps. Serve VISTAs serve full-time for a year working on systems level change in City government. Our administration, led by Mayor Jim Kenny, has invested in a multi pronged approach—focused on stabilizing households, increasing skills and incomes, and investing in education— to lift residents out of poverty and to break the cycle for future generations. The work of Serve VISTAs is an important part of moving the City's anti-poverty strategy forward.

**Applications close April 1, 2022 at 11:59 PM.**

## What do Serve VISTAs do?

Each VISTA position is unique to the City department or initiative, but all VISTAs will build capacity. Capacity building activities can include, but are not limited to:

- Creating tools, systems and guides like databases, policy briefs and marketing materials.
- Generating resources through partnerships, volunteers and/or grant-writing.
- Developing, organizing and/or assessing programs, events and/or meetings.
- Supporting, establishing or strengthening cross-departmental and cross-sector partnerships.

## Requirements:

- 18 years or older, high school degree or equivalent GED
- US citizen or permanent resident\*
- Criminal background check (if accepted)
- the City of Philadelphia requires all employees and contractors (including VISTAs) be fully vaccinated against COVID-19

\*See [AmeriCorps VISTA FAQ](#) for more info

**Start date:** July 18th, 2022

**End date:** July 19th, 2023

**Term of Service:** 1 year

## Qualifications:

- Demonstrated interest in anti-poverty efforts, social justice and volunteerism.
- Able to work and collaborate with diverse communities and stakeholders.
- Strong organizational, time management and communication skills.
- Open to new experiences and growth.
- Each individual VISTA position lists additional relevant and preferred qualifications.

## Benefits:

- Bi-weekly living stipend (approx. \$575.40)
- Segal Education Award (\$6,495) or End of Service Award (approx. \$1,800)
- Relocating 50+ miles to serve: settling-in allowance of up to \$750 and relocation travel allowance of \$0.40/mile
- Monthly SEPTA transportation pass (Zone 1)
- Ten days of personal leave and ten days of medical leave
- Healthcare Allowance or Health Benefit Plan
- Loan Forbearance or Deferment for Federal Student Loans
- +5 points on the City of Philadelphia's Civil Service exam
- Non-Competitive Eligibility (NCE) for federal jobs
- Monthly professional development and team building
- Valuable work experience and networking with local government and partners

The Serve Philadelphia VISTA Program is committed to diversity and inclusion.

People of color, women, individuals with disabilities and veterans are strongly encouraged to apply.

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**Apply now: <https://bit.ly/VISTAapp22>**

**Questions? Call us: (215) 686-0823 or email us: [ServeVISTA@phila.gov](mailto:ServeVISTA@phila.gov)**

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## **Crisis Response System VISTA**

*Department of Behavioral Health and Intellectual disAbility Services,  
Chief Medical Officer Division*

Healthy Futures: Access to Health Care

### **Project Goal**

Nearly half of Philadelphians, approximately 735,000, are Medicaid recipients, many living at or below the poverty level. Often, Involuntary Commitment Petitions (302) are used to address unmet behavioral health challenges for this target population, especially for African Americans. Between 2003 and 2018, approximately 150,015 involuntary petitions were filed, and 121,147 of those individuals were Medicaid recipients, and 76,916 African Americans. The goal of this project is to reduce the unnecessary use of 302s to respond to behavioral health crisis and provide viable community based alternatives and reducing behavioral health disparities for Philadelphians.

### **VISTA Role**

The VISTA will use data to create process improvement plans that will aid in avoiding unnecessary placements into higher levels of care such as inpatient hospitalization and involuntary commitments while improving patient flow through the Crisis System.

### **Key Activities - awaiting updates**

- Work with CRC develop and implement process improvement to reduce the use of unnecessary involuntary commitment petitions (302)
- Track requests for 302 petitions through Philadelphia Crisis Line and concurrent mobile dispatches sent in response
- Use data collected to assess effectiveness of mobile team dispatches to respond to requests for 302 petitions
- Develop tracking mechanism for 988 (suicide hotline) calls and Philadelphia Crisis Line outreach and engagement activities for denied 302 petitions

### **Preferred Skills/Experiences**

- Microsoft office suite, including Excel and PowerPoint
- Experience working in mental health or crisis/emergency services
- Some knowledge of data collection and analysis
- Creativity and resourcefulness

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## **Evidence-Based Practice Racial Disparity VISTA**

*Department of Behavioral Health and Intellectual disAbility Services,  
Evidence-Based Practice and Innovation Center*

Healthy Futures: Access to Health Care

### **Project Goal**

Evidence-based Practice and Innovation Center (EPIC) was established to advance system-wide strategies that support implementation, sustainability, and accessibility of behavioral health evidence-based practices (EBPs) in Philadelphia. The VISTA will support EPIC's mission of increasing access to EBPs for people receiving medical assistance and impacted by poverty, racism, and violence. Racial equity is a top priority and the VISTA will support the development and implementation strategies to address racial equity by engaging key stakeholders, conducting research on health disparities and guest speakers, and supporting the development of an EBP racial equity advisory board.

### **VISTA Role**

The VISTA will support the integration of racial equity strategies in the public behavioral health system through training and event support, resource development, and communications.

### **Key Activities**

- Conduct research and create resources to support the development of the evidence-based practice racial disparity advisory board
- Develop innovative communication strategies with behavioral health providers related to anti-racism practices and racial equity training
- Create mechanisms to assess the impact of racial equity training and related efforts to inform next steps and share with stakeholders
- Conduct research on behavioral health disparities

### **Preferred Skills/Experiences**

- Survey development
- Microsoft PowerPoint
- Experience using Canva and Constant Contact

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## External Integration VISTA

*Department of Behavioral Health and Intellectual disAbility Services*

Economic Opportunity: Other, access to services

### Project Goal

The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) is committed to addressing the social determinants of health for people experiencing behavioral health challenges. We are particularly focused on housing security, food security, economic mobility, technology access and transportation. The VISTA will research best practices and will help to collect and analyze data for the pilot projects planned in 2022. After three years, the ultimate and sustainable outcome will be that the data collection methods and processes enacted by the VISTA will continue to be utilized indefinitely by our team, to help us monitor our project efficacy and equitable impact.

### VISTA Role

The External Integration VISTA will contribute and add to the work already done this year to help collect and analyze data related to our projects and pilots that address technology access, food insecurity, employment, and transportation needs for our members.

### Key Activities

- Support the External Integration team to collect, aggregate, and analyze data related to members involved in our social determinants of health (SDOH) projects, especially those that address food insecurity, employment, technology needs, and transportation access
- Collaborate with internal and external stakeholders across DBHIDS and other organizations to facilitate communication of information and data for metrics collection and analysis
- Create metrics and tools to measure and monitor outcomes, successes, and areas of opportunity

### Preferred Skills/Experiences

- Experience with MS Office Suite
- Some knowledge of statistics, data collection, analysis, and project design
- Innovative and creative approach to opportunities

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## **Immigrant/Refugee Wellness Academy VISTA**

*Department of Behavioral Health and Intellectual disAbility Services*

Healthy Futures: Access to Health Care

### **Project Goal**

The Immigrant/Refugee Wellness Academy was created to achieve the following outcomes:

- Increase awareness and reduce behavioral health stigma among low-income, high-risk, and underserved immigrant/refugee communities through outreach and education
- Diversify the behavioral health workforce to reflect the City's population by providing employment opportunities for program participants to address the behavioral health challenges, trauma and inequity experienced within immigrant and refugee communities;
- Build system capacity and infrastructure for a continuum of care by supporting and giving local immigrant led organizations and providers serving immigrant and refugee communities reasonable compensation for their services

### **VISTA Role**

The Immigrant/Refugee Wellness Academy VISTA support and contribute to the planning, implementation, and evaluation of the Immigrant/Refugee Wellness Academy.

### **Key Activities**

- Assist with research and resource development and program implementation including program materials (flyer, brochure, reporting template, etc.)
- Disseminate approved program materials to the targeted audience and stakeholders
- Engage with stakeholders to ensure that action items are executed successfully
- Meet with the DEI Team program lead on a weekly basis to provide program updates and discuss corrective actions when needed

### **Preferred Skills/Experiences**

- Verbal and written communication
- Interpersonal skills
- Microsoft Office (Word, PowerPoint, Publisher, Excel, etc.)

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## **Infant and Toddler Homelessness Resource VISTA**

*Department of Behavioral Health and Intellectual disAbility Services,  
Infant Toddler Early Intervention*

Education: School readiness and learning loss

### **Project Goal**

The goal of this VISTA project is to improve Infant Toddler Early Intervention's (ITEI) capacity to identify potentially eligible infants and toddlers who are experiencing homelessness by supporting a collaboration between Infant Toddler Early Intervention and the Office of Homeless Services (OHS) along with OHS' community partner agencies. Through these developing collaborations, the VISTA will continue to better enable ITEI in leveraging available data systems, operate safely in the parameters of the pandemic, and successfully find, connect, and strengthen our outreach to vulnerable and impoverished families with young children.

### **VISTA Role**

The Infant and Toddler Homelessness Resource VISTA will help Infant Toddler Early Intervention (ITEI) extend and evaluate our outreach and connections to families with infants and toddlers who are experiencing homelessness.

### **Key Activities**

- Evaluate ITEI's efforts to identify infants and toddlers experiencing homelessness; adapt data collection methods and develop a template for analyses of this data
- Analyze incoming data reports from OHS via the Data Management Office
- Strengthen partnerships with housing sites and educate of staff about Infant Toddler Early Intervention services through the Early Intervention Families in Transition (EI-FIT) initiative
- Establish an annual training requirement for Service Coordinators and Early Interventionists to complete an on-line module about the Education for Children and Youth Experiencing Homelessness (ECYEH), a Philadelphia School District program

### **Preferred Skills/Experiences**

- Verbal and written communication
- Research and data analysis
- Project management
- Strong interest in improving outcomes for infants and toddlers

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## **Infant and Toddler Well-Being VISTA**

*Department of Behavioral Health and Intellectual disAbility Services,  
Infant Toddler Early Intervention*

Education: School readiness and learning loss

### **Project Goal**

The Infant and Toddler Well-Being VISTA will support the Philadelphia Infant Toddler Early Intervention (ITEI) team to increase and sustain referrals to ITEI from the Philadelphia Department of Human Services (DHS) and its affiliates, the Community Umbrella Agencies (CUA). The VISTA will assist Infant Toddler Early Intervention to address the complexities that impact the establishment and sustainment of referrals from DHS. As the County Children and Youth Agency, DHS is involved with about 1000 infants and toddlers annually who are in out of home placements and are at special risk for developmental concerns. With DHS placement, research has shown that children's social emotional development is negatively affected at a higher rate.

### **VISTA Role**

The Infant and Toddler Well-Being VISTA will help vulnerable children and their families involved with Philadelphia's Department of Human Services connect with Philadelphia Infant Toddler Early Intervention.

### **Key Activities**

- Develop an analysis of the aggregate numbers of children referred by DHS and each CUA to determine gaps and trends in these agency referrals to ITEI and assist in establishing a feedback loop
- Evaluate ITEI's effectiveness in connecting children in out of home placements referred by DHS and CUAs with evidence-based interventions within ITEI
- Assist with an evaluation of the Good Faith Effort Policy to minimize ITEI's loss of contact with families whose infants and toddlers were referred by DHS
- Engage with DHS and their contracted agencies about referrals to ITEI for families who are receiving DHS Prevention Services

### **Preferred Skills/Experiences**

- interested in or skilled at research and data analysis; project management
- Written communication
- interested in improving outcomes for young children

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## Internal Integration VISTA

*Department of Behavioral Health and Intellectual disAbility Services*

Healthy Futures: Access to Health Care

### Project Goal

The Department of Behavioral Health and Intellectual disAbility Services is in the third year of implementing our strategic plan, [P.A.C.E.: Prioritizing to Address our Changing Environment](#). The Internal Integration VISTA will support the implementation of the strategic plan. In CY 2022, we will complete a needs assessment of our work to identify areas that our strategic plan needs to include that align better with our lens to Address Trauma, Achieve Equity and Engage Community. We also seek to align our strategic plan with our Social Determinants of Health lens that underpins a majority of challenges experienced by the people we serve and those in poverty.

### VISTA Role

This VISTA will support the work of our Systems Integration Unit to integrate and implement the DBHIDS P.A.C.E. (Prioritizing to Address Our Changing Environment) Strategic Plan which prioritizes Prevention & Early Intervention, Treatment & Services, Health Economics, Infrastructure & Intelligence, and Innovation.

### Key Activities

- Develop a communications plan to implement any updates to the strategic plan throughout the department
- Create an update document showing the progress DBHIDS made in FY22 in our strategic plan using data for each of the 60+ projects.
- Support the centralization of data collection throughout the Department under the Strategic Plan.

### Preferred Skills/Experiences

- Research
- Data visualization creation
- Knowledge or experience with implementation science and/or change management
- Proficiency in Excel, Word and PowerPoint

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## **PHL PreK Social Emotional Support VISTA**

*Department of Behavioral Health and Intellectual disAbility Services,  
Infant Toddler Early Intervention*

Education: School readiness and learning loss

### **Project Goal**

The PHL PreK Social Emotional Support VISTA will assist with the establishment and evaluation of the Department of Behavioral Health and Intellectual Disability Services' (DBHIDS) effort to support children in Philadelphia Pre-K programs who are experiencing social emotional and behavioral concerns. The PHLpreK team provides direct support to families and Early Learning Center staff to address gaps in services and provide supports. The Social Emotional Support PHLpreK VISTA will assist the PHLpreK team to develop and evaluate a protocol for effectively addressing the social emotional and behavioral concerns of young children and intervene to disrupt the preschool to prison pipeline that often starts with expulsion in preschool.

### **VISTA Role**

The Social Emotional Support for PHLpreK VISTA will assist in developing a model and protocol for addressing the social emotional and behavioral concerns of young children in PHLpreK, including protocols related to teleintervention.

### **Key Activities**

- Support policy development and practice that meets the requirements of Pennsylvania's Office of Child Development and facilitate the collaboration with existing public and private partners including Community Behavioral Health
- Assist in the design and development of data collection, progress reporting, and the evaluation of the effectiveness of this effort
- Engage potential State, City and community sponsors to integrate and sustain this effort when the grant funding for this initiative ends
- Develop policies and protocols, including those related to tele-intervention, that are sustainable and transferrable to future sponsors of this effort

### **Preferred Skills/Experiences**

- Interested in or skilled at research and data analysis; project management
- Written communication
- Interested in improving outcomes for young children

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## Reimagined Internship Project VISTA

*Department of Behavioral Health and Intellectual disAbility Services,  
Diversity, Equity, and Inclusion - Division of Planning Innovation*

Economic Opportunity: Employment/Workforce Development

### Project Goal

Internships enhance a student's education and employability. However, unpaid internships are a barrier for low-income individuals and communities. These students may opt for paid positions that do not enhance their professional development. The DBHIDS Reimagined Internship project will expand and diversify the Department's workforce and ensure that students are receiving impactful experiences that prepare them for future job opportunities. There will be targeted recruiting for underserved communities that will ensure that the DBHIDS workforce is representative of Philadelphia residents. The VISTA will work on building the capacity of DBHIDS to provide an equitable and inclusive internship experience.

### VISTA Role

The DBHIDS Reimagined Internship Project VISTA will be contributing to the development of a coordinated internship process and the creation of a centralized system to manage internship opportunities, student recruitment and monitor defined objectives.

### Key Activities

- Work with the team to define overall program strategy including internship and recruitment process, as well as marketing approach
- Assist with meeting logistics including meeting scheduling, prep and follow up
- Engage internal and external stakeholders including vendors and academic institutions to ensure that action items are executed

### Preferred Skills/Experiences

- Strong verbal and written communication skills; Presentation skills
- Research experience
- Experience working with Microsoft Office Suite
- Interest in program planning and implementation

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## Trauma Work Coordination VISTA

*Department of Behavioral Health and Intellectual disAbility Services*

Healthy Futures: Access to Health Care

### Project Goal

DBHIDS wants to make resources to address and mitigate trauma accessible to those individuals and communities in need of support. The experience of poverty alone is traumatic and long-lasting. Add on top of this the traumatizing and stigmatizing nature of the behavioral health system. The Systems Integration Unit works to address trauma within the system, as well as direct trauma.

### VISTA Role

The Trauma Work Coordination VISTA will support the work of our Systems Integration Unit to address trauma within the system, as well as direct trauma experienced by Philadelphians through organizing available resources, recommending additional resources, developing a communications strategy to implement these resources across the City, and supporting the organization and facilitation of meetings with external stakeholders.

### Key Activities - awaiting updates

- Support recruitment and facilitation of external stakeholder group to inform City-led efforts to address trauma
- Work with the central diversity equity and inclusion office to build out a healing circles initiative and specific geographical location providing for a place-based trauma strategy
- Assist with development and deploy communication strategy that will include all City departments that deal with health and human services, as well as local-level strategies to include community-based org and community leaders

### Preferred Skills/Experiences

- Research
- Data visualization creation
- Knowledge or experience with implementation science and/or change management
- Proficiency in Excel, Word and PowerPoint

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## **African & International Diaspora Community Engagement VISTA** *Department of Commerce*

Economic Opportunity, Other, Access to Services

### **Project Goal**

The fastest-growing group of foreign-born Philadelphians from 2000 - 2016 came from Africa. The Citywide African immigrant population is close to 25,000; and the majority of them live in underserved neighborhoods with an average rate of living below the Federal Poverty Line. The Vista will work with the Commerce Department and community partners to engage with African and diaspora communities and neighborhoods, to identify their needs with regards to entrepreneurship development and connections to economic opportunities, and to ultimately create the foundation for the City to better design programs to support diaspora immigrant-owned businesses.

### **VISTA Role**

The African & International Diaspora Community Engagement VISTA will serve as a municipal ambassador, possessing strong linguistic and cultural awareness to engage in the African / Diaspora community and analyze their needs for entrepreneurship development

### **Key Activities**

- Gathering data about targeted diasporas: neighborhood locations, socio-economic characteristics, correlations with poverty & near poverty levels, civic organizations
- Research best practices and existing programs aimed at bridging the gaps between diasporas and international trade and investments
- Design outreach towards international economic development partners and identified civic organizations to accurately map out existing services and gaps

### **Preferred Skills/Experiences**

- Intercultural communication skill
- Bi-lingual talents are preferred
- Coordination and partnership skill; ability to work within a team
- Proficiency in Microsoft Word, Excel, PowerPoint, and Teams

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## Strategic Engagement VISTA

### *Department of Labor*

Economic Opportunity, Other, Access to Services

### Project Goal

The Strategic Engagement VISTA will build structural capacity for the Office of Worker Protections and will prioritize the Fair Workweek law, a labor law that protects fair scheduling and increases economic security for certain service retail and hospitality workers. Shortfalls in weekly work hours (under employment), low wages, wage and job protection and lack of access to benefits fuel poverty. Over three years, sustainable outcomes look like increased worker protection resources, strengthened partnerships, and increased presence of the office on public platforms.

### VISTA Role

The Strategic Engagement VISTA will build structural support for public engagement on the City's labor laws, many of which have passed in the last 5 years.

### Key Activities

- Develop resources for Fair Workweek engagement
- Expand language access resources by bottom lining language translations of documents, organization and informing stakeholders of how to access these resources
- Strengthen partnerships with labor and community groups around Fair Workweek by creating a Fair Workweek implementation round table
- Increase office presence in social media and public media outlets by building resources, posting, and coordinating with public media outlets
- Represent the office at community events or trainings

### Preferred Skills/Experiences

- Interested in and/or some familiarity with labor laws/policy
- Clear communicator with strong writing and social media skills
- Highly organized and detail oriented
- Experience in community, political or labor organizing
- Able to navigate relationships with marginalized communities
- Fluency in a non-English language

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## **FDR Park Economic Opportunity VISTA**

*Department of Parks and Recreation*

Economic Opportunity, Other, Access to Services

### **Project Goal**

FDR Park is South Philadelphia's largest park and one of its most important institutions, serving as a gathering space for many immigrant communities. For decades, FDR Park has been home to a vibrant vendor community serving as an economic lifeline for many immigrant families. Today, over 60 Asian and Latin American vendors work in FDR Park. Vending community leaders formed the Vendor's Association of FDR Park with support from Park Staff. This VISTA position provides organizing support for the Park and the Association, offering vendors technical support and assistance with navigating city regulations. Our goal is to improve economic opportunity through an organized and empowered vendor community at FDR Park.

### **VISTA Role**

The VISTA will support, organize, and empower FDR Park's immigrant entrepreneur community through a new partnership with Park Staff and the Vendor's Association of FDR Park.

### **Key Activities**

- Assist the FDR Park Vendor's Association and their community partners as they work through a department supported planning process to improve and legitimize community food vending in FDR Park.
- Develop basic administrative and communications systems to support the vendor community
- Serve as a liaison to support partnership and dialogue between Park Staff and the vendor community
- Work with Park Staff and the Vendor's Association to assist individual vendors in navigating city and park regulations

### **Preferred Skills/Experiences**

- Passion for, or experience with, engaging diverse and immigrant communities
- An interest in small business and entrepreneurship
- Strong outreach and communications skills
- Spanish or a southeast Asian language proficiency (Khymr, Vietnamese, Thai, or Laotian) a plus

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## **FDR Park Workforce Development VISTA**

*Department of Parks and Recreation*

Economic Opportunity: Employment/Workforce Development

### **Project Goal**

FDR Park is South Philadelphia's largest park and one of its most important public institutions, reflecting this community's remarkable racial, cultural and economic diversity. FDR Park is developing a youth empowerment and career readiness program providing paid internship opportunities for South Philadelphia teens from low income households. This program launched in Summer 2021 and will provide employment, training and mentorship to prepare these teens for college and for careers in natural lands conservation and park management. VISTA's will have the opportunity to help at this developmental stage with research of best practices, program design, outreach efforts to low income communities, and direct support to our teaching staff.

### **VISTA Role**

The VISTA will develop and implement a youth empowerment and workforce readiness program, working with a racially and culturally integrated cohort of young people in service of one of Philadelphia's most vibrant and diverse public parks.

### **Key Activities**

- Review youth program curriculum from 2021; develop and expand the program curriculum for 2022
- Explore partnerships with other South Philadelphia youth and workforce organizations to support continued education, employment, and mentorship opportunities for our youth cohort
- Utilize our expanding network of partners to support outreach and recruitment to identify youth for the 2022 and 2023 cohort
- Collaborate with Park Staff and PowerCorps fellows to develop enriching conservation and service projects in support of our diverse park communities

### **Preferred Skills/Experiences**

- Passion for youth mentorship and development
- Experience working with diverse and immigrant communities
- Interest in conservation and park management a plus
- Spanish or Southeast Asian language proficiency (Khmyr, Vietnamese, Thai, or Laotian) a plus

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## **A Running Start - Health VISTA**

*Department of Public Health,  
Division of Maternal, Child, & Family Health*

Healthy Futures: Access to Health Care

### **Project Goal**

Philadelphia social service staff provide supportive services to many families living in poverty. The goal of the “Family Health Training Academy” is to educate these staff so they can provide health education and referral information to families they serve. The A Running Start – Health VISTA will work with subject-matter experts to produce training e-modules, add them to various video-sharing platforms, promote the trainings, and design an evaluation plan. After 3 years, the “Training Academy” will be embedded into the training infrastructure of Philadelphia social service agencies through Learning Management Systems, onboarding materials, and employee newsletters.

### **VISTA Role**

Manage and implement the “Family Health Training Academy,” which aims to educate Philadelphia's front-line staff by producing family health-related “e-modules” to help provide health education and referral information to families they serve.

### **Key Activities**

- Work with subject-matter experts to produce brief e-modules
- Collaborate with various agency training directors across the city to add e-modules to online training platforms
- Build and manage Training Academy “Resource Hub,” which serves as a repository for family health resources, ensure quality improvement by reviewing e-module feedback and making changes as needed

### **Preferred Skills/Experiences**

- Organized, strong communication skills,
- Familiar with PowerPoint and presentation software (bonus)
- Creative
- Interested in health education and program design, implementation, and evaluation

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## Health Equity VISTA

*Department of Public Health,  
Division of Maternal, Child, & Family Health*

Economic Opportunity, Other, Access to Services

### Project Goal

Many of the families served by Philadelphia Department of Public Health (PDPH), Division of Maternal, Child, and Family Health (MCFH) programs experience poverty. Poverty and racism perpetuate health inequity and put families at risk for negative health outcomes such as maternal and infant mortality. The VISTA will sustain a health equity workshop series and training, a health equity committee, and health equity metrics for MCFH. These activities will help MCFH build internal capacity to better serve children and families. Staff will learn about the relationship between health equity, structural racism, and maternal and child health outcomes, and make improvements on incorporating a health justice lens to all programmatic and internal work.

### VISTA Role

The Health Equity VISTA will support the MCFH efforts of infusing health equity practices into all programming for families and communities in Philadelphia through workshops, trainings and carrying out the MCFH Strategic Plan.

### Key Activities

- Collaborate with staff from the division of MCFH staff to develop/sustain a series of health equity workshops to train new and existing employees on health equity, racial justice, and addressing barriers to accessing local services and resources.
- Facilitate monthly meetings of the Health Equity Committee, a group of diverse stakeholders within the division that help sustain all efforts related to health equity
- Work with the Data and Surveillance Team to develop an evaluation tool; create and implement a distribution plan for results

### Preferred Skills/Experiences

- Facilitation
- Interpersonal Communication Skills
- Microsoft Office
- Preferably a background in/knowledge of public health

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## Immigrant Outreach Program VISTA

*Department of Revenue*

Economic Opportunity: Housing

### Project Goal

We estimate that more than 105,000 eligible households don't participate in Real Estate Tax assistance, including the Homestead Exemption (worth up-to \$629 every year) and the Low-income Senior Tax Freeze. We believe that immigrant communities are especially vulnerable due to a lack of easy access to tax relief and rising property assessments in rapidly changing neighborhoods. We plan to use a VISTA to test engagement strategies that spur these communities to participate in tax assistance programs. It is especially critical to keep housing affordable now, while Philadelphians navigate pandemic-related disruptions. Ultimately, the VISTA will produce a road map of best practices that Revenue can incorporate into existing outreach efforts.

### VISTA Role

The VISTA will implement the data-driven outreach project designed in FY22 to improve tax assistance program enrollment with partner community groups. They will document and maintain all data and material created through the project cycle, and work with staff to develop an evaluation strategy to track outreach outcomes.

### Key Activities

- Expand outreach strategies: review past materials, develop metrics to track community engagement, and create outreach materials informed by stakeholders
- Collaborate with staff and partner community groups to develop a timeline for implementation of the program and support the program roll-out
- Work with the Mayor's Policy Office to design an evaluation strategy that highlights outreach, outcomes, and areas for future improvement

### Preferred Skills/Experiences

- Bi-lingual in any language prominent in Philadelphia's immigrant communities (Spanish, Mandarin, Korean, French, etc.)
- Prior work with community engagement
- Demonstrated oral and written communication abilities.
- Ingenuity and problem-solving skills

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## **Housing Policy and Partnerships VISTA**

### *Division of Housing and Community Development*

Economic Opportunity: Housing

### **Project Goal**

As Philadelphia transitions from a majority homeowner to renter city, it is necessary to re-evaluate housing policies and programs to ensure affordable housing needs are met. Current initiatives are wide ranging but skew toward keeping homeowners in their homes, responding, in part, to the housing crisis of 10+ years ago. More recent changes, both tenure- and pandemic-related, have focused on the need to accommodate a highly vulnerable renter population.

### **VISTA Role**

The Housing Policy and Partnerships VISTA will evaluate the effectiveness of recently launched efforts to serve low-income renters, while simultaneously researching best practices and recommending future interventions, including the relation of health to quality, affordable housing.

### **Key Activities**

- Convene City and external partners to develop and implement new programs and initiatives
- Develop evaluation and data collection plans for related programs and initiatives
- Conduct and present best practice research and feasibility studies

### **Preferred Skills/Experiences**

- Strong interest in data-informed decision-making and housing/community development
- Strong communication skills (both written and verbal) and the ability to work effectively with others
- Strong time management skills and ability to manage multiple projects
- Experience analyzing data and working knowledge of program evaluation
- Proficient in Excel and either experience or strong interest in GIS or programming
- Coursework in Urban Studies, Social Sciences, or related field

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## **Tax Foreclosure Prevention VISTA**

### *Division of Housing and Community Development*

Economic Opportunity: Housing

### **Project Goal**

In Philadelphia, tens of thousands of households face eviction or foreclosure in a normal year. The VISTA will assist the Division of Housing and Community Development in engaging its partners around eviction and foreclosure issues, help inform community outreach strategy, and analyze and communicate the outcomes of related programs and activities. Ultimately, the VISTA will help increase participation in foreclosure and eviction prevention programs, thereby decreasing the rate of eviction and foreclosure in Philadelphia during and after the pandemic. The VISTA will also make programs and outreach more effective through analysis and best practice research.

### **VISTA Role**

The Eviction and Foreclosure Prevention VISTA will increase the capacity of the Division of Housing and Community Development to serve households facing eviction and foreclosure by helping to inform outreach strategy, policy, and program design.

### **Key Activities**

- Identify and document long and short-term outreach goals and priorities
- Complete an assessment of past outreach via agency and partner interviews and data analysis
- Recommend and implement improvements for data collection, management, and analysis of outcomes and performance
- Generate policy, program, and pilot recommendations

### **Preferred Skills/Experiences**

- Strong interest in data-informed decision-making and housing/community development
- Strong communication skills (both written and verbal) and the ability to work effectively with others
- Strong time management skills and ability to manage multiple projects
- Experience analyzing data and working knowledge of program evaluation
- Proficient in Excel and either experience or strong interest in GIS or programming
- Coursework in Urban Studies, Social Sciences, or related field

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## **HHS COVID Recovery VISTA**

*Managing Director's Office - Health and Human Services*

Economic Opportunity: Housing

### **Project Goal**

COVID laid bare the erosion of our social safety net and its disparate impacts on communities of color. In its recovery, the City can build a just & equitable safety net. The City has identified these outcomes: 1. Coordinate HHS to ensure that residents are safe, healthy & educated; 2. Maximize local, state & federal resources; 3. Ensure that the existing social service system is racially just; 4. Improve integration of HHS to advance social determinants of health; 5. Use evidence informed practices in the recovery; 6. Expand & deepen an inclusive planning process that is transparent, fosters partnerships & includes voices of all stakeholders. The VISTA will add to the City's recovery efforts, focusing on the needs of the housing insecure or homeless.

### **VISTA Role**

This VISTA will contribute to the City's recovery planning efforts for the health and human service delivery system, with a specific focus on the needs of those who are housing insecure and/or homeless.

### **Key Activities**

- Improve integration of health and human services to further address the social determinants of health
- Incorporate evidence informed practices in the response and recovery
- Expand and deepen an inclusive planning process that is transparent, fosters partnerships, and includes voices of individuals and families with lived experience, providers, and community stakeholders

### **Preferred Skills/Experiences**

- Project management
- Research skills, including data analysis and dashboard creation
- Grant writing
- Good organizational skills

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## **Children's Crisis Access Link Model (CALM) VISTA**

### *Managing Director's Office - Health and Human Services*

Healthy Futures: Access to Health Care

### **Project Goal**

The most common reason for reports to the child welfare system in Philadelphia is for concerns over neglect (70% of reports) and come from neighborhoods with high rates of poverty and resource deprivation. Entering foster care can be a crisis for the child and cause lifelong impacts. The Crisis Access Link Model (CALM) will create critical paths of connection between the child welfare and behavioral health systems for youth/caregivers experiencing heightened stressors and crisis situations by adding additional staff within Community Behavioral Health's existing Child Mobile Crisis Teams to serve youth at risk for, or have recently experienced, removal from their home for safety reasons. The CALM VISTA will help transform children's behavioral health crisis services to provide connections to interventions to youth entering foster care. Ultimately, the VISTA will increase this intervention's capacity to stabilize youth so that the effects of child welfare involvement and poverty are decreased.

### **VISTA Role**

The CALM VISTA will help expand the scale of population served by the children's behavioral health crisis teams to include youth in the child welfare system, by supporting the creation of processes to implement the new model across multiple agencies and partners.

### **Key Activities**

- Review and analyze program information and data from the rollout of the first child-welfare specific crisis team to plan for and provide suggestions for changes for additional teams city-wide
- Research sustainable funding sources
- Research best practices for providing psychoeducation about trauma's impacts for youth in the child welfare system
- Create programmatic documentation for internal and external audiences
- Support project management of program implementation

### **Preferred Skills/Experiences**

- Interest/experience with child welfare, trauma-informed services, behavioral health and/or Medicaid
- Research and data analysis experience
- Good verbal, written communication skills; organizational skills
- Ability to work successfully within a team

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## Cross-System Policy Capacity VISTA

*Managing Director's Office - Health and Human Services*

Economic Opportunity: Other, Access to Services

### Project Goal

The VISTA project will involve supporting the MDO-HHS policy group's efforts to reduce poverty in Philadelphia by assisting in building, strengthening, and supporting the work of a coalition across Health and Human Services and other City agencies focused on increasing economic opportunity and stability among Philadelphians. The work will support efforts to identify and pursue policy mechanisms for increasing availability and uptake of services and benefits for Philadelphians, and will involve providing support to the MDO-HHS policy group in the form of research, assisting in tracking legislation and regulatory activity, developing written materials, analyzing legislation and regulations, data analysis, and implementation support.

### VISTA Role

The VISTA will convene a coalition of staff across agencies to develop and coordinate a cross-sector policy agenda with a particular focus on benefits/services access and uptake.

### Key Activities

- Convene and support cross-sector team
- Research legislative/regulatory policy and best practices around benefits access and uptake in Philadelphia
- Create a system for legislative and regulatory tracking
- Research best practices and propose processes for promoting cross-system policy improvement

### Preferred Skills/Experiences

- Clear, precise writing
- Experience conducting research of any kind, preferably with some relevance to policy or legal issues
- Experience conducting data analysis and/or interpreting data

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## Age-Friendly Philadelphia VISTA

### *Mayor's Commission on Aging*

Economic Opportunity: Housing

### Project Goal

Housing that is accessible to all and affordable is one of the most important issues for low income older Philadelphians. The VISTA will continue to work with the Commission to expand access to innovative housing solutions, like home sharing and zoning changes related to accessory dwelling units. During year 3 we will work to sustain the processes and assets we have put in place like the housing subcommittee of the Mayor's Commission on Aging (MCOA) and the home sharing website in partnership with Philadelphia Corporation for Aging (PCA).

### VISTA Role

The VISTA will evaluate and support the sustainable and innovative solutions implemented in the first two years of the project to address the affordable housing crisis for older Philadelphians.

### Key Activities

- Draft a procedures manual for the ongoing operation of the Mayor's Commission on Aging (MCOA).
- Identify and support MCOA stakeholders related to equity in housing, transportation and access to green space and public buildings.
- Develop a tracking system to monitor state and federal legislation and regulations for aging and related issues.

### Preferred Skills/Experiences

- Analytical skills
- Get along well with people of all ages
- Conversant in Excel

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## **National Service Diversity Accelerator VISTA**

*Mayor's Office of Civic Engagement and Volunteer Service*

Economic Opportunity: Employment/Workforce Development

### **Project Goal**

Service years are impactful experiences that prepare individuals to build successful careers in education, policy, health care, and more. Unfortunately, service years aren't always accessible to low-income individuals and people of color, yet evidence shows that they would benefit most from these opportunities as a career and educational pathway. By year 3, this VISTA project will build a sustainable model for a fellowship that will lower barriers for those who are financially disadvantaged, BIPOC identified, have less than a HS degree, or don't have access to affordable or stable housing. Ultimately, this diversity accelerator will create a pathway for individuals experiencing poverty to reach their career and educational goals.

### **VISTA Role**

The VISTA will continue to lay the foundation for the National Service Diversity Accelerator Fellowship through identifying barriers to service, an application process and developing a fundraising plan.

### **Key Activities**

- Build an interview and application review process that centers diversity, equity and inclusion for the NSTF Diversity Accelerator Fellowship program
- Research and develop a curriculum for professional development workshops and trainings for mentors and fellows
- Build a strategic fundraising plan including timeline, fundraising goals, donor acquisition goals, and communications plan
- Create an application process for program fellows to access a new emergency fund as part of the NSTF Fellowship program

### **Preferred Skills/Experiences**

- Interest in program development and fundraising
- Experience engaging diverse communities
- Works well in a team and independently

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## Disability Equity VISTA

*Mayor's Office For People With Disabilities*

Economic Opportunity: Other, Access to Services

### Project Goal

According to the 2010 U.S. Census, 1 in 5 Americans live with a disability 16% (246,000) of Philadelphia residents. Poverty rates tend to be higher in communities that have high rates of disability. The VISTA project goal is to use the 2020 ADA Transition Plan to address residents with disabilities facing poverty and inequities. The ultimate and sustainable outcome after 3 years is to see a decrease in the number of residents with disabilities unable to obtain affordable accessible housing as well as unemployment.

### VISTA Role

In the first year, the Disability Equity VISTA's role is to get familiarized with the ADA transition plan and available data to inform the scope of the project and collaborate with our office to a racially equitable and accessible way.

### Key Activities

- Establish familiarity with the ADA and ADA Transition Plan
- Utilize the available research data and existing GIS map for this project highlighting Philly communities with high density populations living with a disability
- Examine and report the contributing factors for the inequities in these communities through community engagement and increase the utilization of available resources for residents while also identifying gaps in those resources
- Track findings and input from community engagements to inform next steps
- Assist in communication materials and outreach

### Preferred Skills/Experiences

- Computer skills
- Data experience and or willingness to learn
- Reliable
- Ability to work independently and as part of a team

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## **Black Male Partnerships VISTA,** *Mayor's Office of Public Engagement, Office of Black Male Engagement*

Economic Opportunity: Other, Access to Services

### **Project Goal**

The Black Male Partnerships VISTA will be responsible in designing and coordinating meetings with Communications department for implementation of Resource Directory. This directory is a digital database of all community based organizations, City agencies, non-profit organizations, government officials, Black owned businesses, and other related programs and businesses that can assist in transforming the narrative of Black men and boys in the City of Philadelphia. According to the Brotherly Love Health Report, roughly 23% of Black men are living in poverty. Some of this exists because the support systems in place to help are not as connected or accessible to the people they intend to serve.

### **VISTA Role**

The Black Male Partnerships VISTA will maintain and expand the reach and capacity of the Black Male Resource Finder.

### **Key Activities**

- Coordinate Resource Finder trainings for residents
- Develop promotional strategies to encourage usage
- Recruit additional organizations and programs for Resource Finder

### **Preferred Skills/Experiences**

- Social media savvy
- Proficient in Microsoft Office
- Professional Communication skills

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## Community Schools VISTA

### *Office of Children and Families*

Education: School readiness and learning loss

### Project Goal

The Community Schools VISTA will provide support to increase the capacity of Community School Coordinators to be successful in the implementation of school-level systems to increase the impact of Community Schools' priorities within designated Philadelphia Community Schools. The overarching goal of the Community Schools strategy is to improve student outcomes by removing external barriers that keep our children from learning and providing additional opportunities and experiences that improve conditions for learning within the community.

### VISTA Role

Community Schools VISTAs will support the implementation of the school attendance incentives outlined in the School Improvement Plan which includes providing and tracking the use of attendance incentives, high quality family engagement and strong relationships between teachers and students. Community School VISTAs will also support student enrollment for Office of Children and Families Core Partner Programs, specifically Out-Of-School Time and Case Management Services.

### Key Activities

- Provide support for Community School Coordinator's engagement plan at the VISTA's assigned school site including events and activities for students and community members
- Research and implement volunteer engagement best practices
- Conduct asset mapping and needs assessments
- Source and manage volunteers

### Preferred Skills/Experiences

- Demonstrated ability to develop and to maintain relationships with community-based organizations, families and children, teachers, and volunteers
- Awareness of personal strengths, weaknesses, opportunities and limits
- Engages in reflection and seeks regular feedback
- Exceptional cultural competency and proficiency

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## Career and Education Readiness VISTA

### *Office of Children and Families*

Education: School readiness and learning loss

### Project Goal

Philadelphia's Office of Children and Families (OCF) seeks a VISTA to improve our ability to connect with older youth and young adults who are starting their independent lives amid rampant poverty and violence. In year one, this VISTA will establish the essential groundwork for engaging and learning from those currently receiving City services. Their work will also include interviewing/fact finding with program leads and participants. The VISTA will study best national practices in this area. This work over the course of 3 years will enable the City of Philadelphia and OCF to better serve this population, better connecting them with over 350+ providers in OCF's existing network of programs.

### VISTA Role

This VISTA will create the framework for reaching older youth and young adults experiencing poverty so they may benefit from a wide range of vital city services.

### Key Activities

- Research best practices and successful models employed by other municipalities for reaching older youth and for gauging the effectiveness of this outreach.
- Create curated content will expand OCF's digital footprint for this difficult-to-reach audience
- Expand upon OCF's existing strong collaboration with School District of Philadelphia and Community College of Philadelphia (CCP) on behalf of the older youth and young adult audiences

### Preferred Skills/Experiences

- Strong written and verbal communication skills
- Strong collaborative, research and organization skills
- Analytical thinking and data processing skills
- An ability to learn quickly and adapt to high-pressure work
- Working knowledge of Google Drive and Microsoft Office
- Prior experience/knowledge of Philadelphia's older youth and young adult audience, a plus

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## Food Security Initiatives VISTA

### *Office of Children and Families*

#### Healthy Futures: Food Security

### Project Goal

The Office of Children and Families (OCF) developed a pandemic food security response that included over 100 food and meal sites serving students, adults, and seniors and a free food distribution map. COVID-19 continues to exacerbate food and financial inequities in historically disinvested communities. The VISTA will help build our food security initiatives into sustainable models that enhance OCF's services and city-wide reach.

### VISTA Role

The Food Security Initiatives VISTA will support the Office of Children and Families (OCF) in building our food security initiatives and partnerships by developing an assessment method to help us understand how to best meet families' immediate needs, opportunities for standing up new food security projects, and connecting residents to resources and benefits that lead to their financial security.

### Key Activities

- Complete community needs assessments using varied modes to understand how to integrate our food security objectives of meeting immediate needs, developing sustainable projects, and connecting people to additional resources and benefits
- Share collected data with partners and residents to identify collaborative solutions
- Establish a process to capture continuous feedback from community members to ensure OCF's food security work is responsive to resident needs
- Create a system for best connecting food-insecure families at OCF programs to resources and benefits in a culturally and linguistically relevant manner

### Preferred Skills/Experiences

- Bi-lingual in any language prominent in Philadelphia's immigrant communities (Spanish, Mandarin, Vietnamese, French, Russian, etc.)
- A passion for community engagement and ability to engage with diverse audiences
- Interest/ general understanding of food insecurity and its root causes
- Data collection, analysis (quantitative and qualitative), and evaluation
- Demonstrated oral and written communications ability, Excellent listening skills
- Ability to work independently to move a project forward

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## Financial Equity VISTA

### *Office of Community Empowerment and Opportunity*

Economic Opportunity: Other, Access to Services

### Project Goal

We are seeking VISTA support in assessing under-served populations in our financial counseling programming. The VISTA will work with our Financial Empowerment Center staff to understand why certain populations experiencing poverty are not proportionately served by our financial counseling services and design remedies. The ultimate goal of this work is to better tailor our services to the needs of all communities experiencing poverty through application of the appropriate economic justice and racial equity lenses to our program design.

### VISTA Role

The Financial Equity VISTA will assess the reasons why our financial counseling services are not reaching the needs of all populations experiencing poverty and to design and implement interventions.

### Key Activities

- Implement research completed in year one and the interventions designed in year two
- Intentionally engage stakeholders
- Manage programmatic and logistical aspects of implementation
- Help identify resources to fund or otherwise make these interventions sustainable

### Preferred Skills/Experiences

- Ability to work well with a broad coalition of community partners
- Excellent writer and author of presentation materials
- Excellent public speaking abilities

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## **Fines & Fees Reform VISTA**

*Office of Community Empowerment and Opportunity*

Economic Opportunity: Other, Access to Services

### **Project Goal**

The goal of this VISTA project is to assist us in building a coalition of City departments that will work to reform fines and fees in Philadelphia to be more equitable to low income individuals and communities of color.

### **VISTA Role**

The role of the VISTA will be to assist in coalition building and research related to our fines and fees reform efforts. Fines and fees disproportionately impact low-income individuals and communities of color. The VISTA will help us to identify where these hurdles exist and help us with a strategy to dismantle those hurdles by working with community members, stakeholders, and policymakers.

### **Key Activities**

- Prepare coalition communications
- Research relevant questions from coalition members
- Create research reports

### **Preferred Skills/Experiences**

- Research
- Analysis
- Planning
- Evaluation

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## **Promise Zone VISTA**

### *Office of Community Empowerment and Opportunity*

Economic Opportunity: Other, Access to Services

### **Project Goal**

The West Philadelphia Promise Zone will begin the ninth year of the ten-year federal designation. With a strong foundation of more than 100 Promise Zone partner agencies implementing a collective impact strategy, Promise Zone VISTAs will focus on the work that supports resident capacity building and resources needed to make our work sustainable for community-based organizations, civic and resident groups. Project goals include: Comprehensive data, reporting, and policy analysis; Greater community capacity building and volunteer engagement; Targeted youth engagement; Continued communications and resident engagement; Funding sustainability.

### **VISTA Role**

Promise Zone VISTAs will build capacity to support residents, local stakeholders and over 100 partner agencies to create greater access to local and federal resources and economic opportunity in the West Philadelphia Promise Zone.

### **Key Activities**

- Expand and improve Promise Zone data systems, including increased alignment of data collection to Promise Zone outcomes
- Analyze data and create policy briefs to reflect outcomes of Promise Zone work
- Build capacity for Promise Zone partner-run committees
  - develop resources, tools and partnerships that tie directly to the five Promise Zone policy domains
- Create systems to ensure Promise Zone partners have access to funding and grant opportunities

### **Preferred Skills/Experiences**

- Strong written & verbal communication
- Presentation and public speaking skills
- Proficiency/willingness to learn Microsoft office suite
- Experience with social media tools and web-based technologies
- Strong analytical skills
- Lived experience in the West Philadelphia Promise Zone or similar community

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## **Benefits Access Policy & Program VISTA**

### *Office of Community Empowerment and Opportunity*

Economic Opportunity: Other, Access to Services

### **Project Goal**

Local, state, and federal benefits are among the most significant poverty-fighting tools we have. They reduce the cost of living, offer cash assistance, and stabilize households. Accessing the benefits for which an individual is qualified can be overwhelming, and programs are often designed to keep people out. Philadelphia has made great strides in strengthening benefits access, but too many still lack access to the benefits they deserve. The VISTA will conduct research, coordinate work with partners, and identify policy solutions that would maximize benefits enrollment for Philadelphians. The VISTA will help create the systems, communications channels, and policy changes that staff would implement during and after the project concludes.

### **VISTA Role**

The Benefits Access Policy and Program VISTA will work to strengthen policies and programs to maximize the local, state, and federal benefits that Philadelphians are eligible for and receive.

### **Key Activities**

- Conduct policy research
- Identify best practices and strategies for benefits access outreach based on geographic, demographic, and other characteristics of underserved groups
- Improve data collection processes
- Build relationships with vital stakeholders
- Support a city-wide outreach, communications, and engagement strategy

### **Preferred Skills/Experiences**

- Strong written and verbal communication skills
- Familiarity with social media as a professional communications tool
- Ability to work with data; GIS skills
- Strong interest in policy and advocacy to achieve racial equity and social justice
- Ability to build relationships and coalitions with potential allies
- Cultural competency needed for working with communities that have long experienced disinvestment and discrimination

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## **Landlord Engagement and Education VISTA**

*Office of Community Empowerment and Opportunity*

Economic Opportunity: Housing

### **Project Goal**

Small landlords provide an estimated 51,000 units of rental housing in Philadelphia, including units in high poverty neighborhoods and immigrant communities. Many small “mom and pop” landlords endured financial hardship during the pandemic, yet lacked the information needed to access programs or adjust to regulatory changes. This project will create a strategy for identifying and reaching out to the most economically vulnerable small landlords, targeting those with low incomes and/or language or cultural barriers. The project will involve research and program design. The outcomes will include a network of small landlords, tested materials and tools to be maintained going forward, and recommended procedures that can be replicated or scaled.

### **VISTA Role**

The VISTA will conduct research on small, economically vulnerable landlords in Philadelphia (including those with limited English proficiency) and develop an effective communication strategy to increase their access to information and capacity, with the long-term goal of improving their ability to offer quality, affordable housing opportunities to Philadelphia renters.

### **Key Activities**

- Review any relevant literature on small landlords and research national best practices on outreach and communication
- Conduct interviews with key informants representing targeted communities and stakeholders
- Convene 2-3 focus groups of small landlords
- Prepare a final report summarizing findings and outlining a draft pilot project

### **Preferred Skills/Experiences**

- Quantitative and qualitative analytical skills
- Strong written and verbal communication skills
- Experience with giving presentations and conducting interviews;
- Ability to communicate with diverse populations
- Bi-lingual skills (esp. Spanish or Chinese) and lived experience

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## Youth Strategies Data & Evaluation VISTA

*Office of Community Empowerment and Opportunity*

Education: K-12 success in low-achieving schools

### Project Goal

The PromiseCorps College&Career Readiness program, founded in 2015, was a response to West Phila's PromiseZone (WPPZ) designation. With a poverty rate of 48%, higher than the citywide rate of 26.3%; 45% of households in the WPPZ earn less than \$15K annually. The VISTA will create data collection & analysis tools that will track program impact, allow the program to address areas of improvement & better support youth after they matriculate from school; something that no local org or the Philadelphia School District does well.

### VISTA Role

The Youth Strategies Data and Evaluation VISTA will work to strengthen and create new systems and data collection tools to best track youth focused program impact and outcomes during a young person's high school experience and beyond.

### Key Activities

- Conduct research on current data collection tools, systems, and processes that track high school student progress
- Provide a comprehensive evaluation of strategies for better aligned, efficient and strengthened systems of data collection and impact collection tools.
- Identify policy and programmatic impacts of improved data collection and evaluation
- Create an outreach campaign to engage and support Promise Corps program participants
- Support external communications and build relationships with post-secondary education stakeholders

### Preferred Skills/Experiences

- Strong written and verbal communication
- Researching and generating reports synthesizing documents and data
- Familiarity with social media as a professional communications tool
- Strong interest in education and youth development as areas of improvement to achieve racial equity and social justice
- Ability to build relationships and coalitions
- Cultural competency

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## Training Specialist and Instructional VISTA

### *Office of Homeless Services*

Economic Opportunity: Housing

### Project Goal

Training is essential to our goal of making homelessness rare, brief, and non-recurring. By developing training resources, the VISTA will be helping individuals who experience homelessness and housing insecurity better access supportive services from our office. The project focus for the VISTA is Economic Opportunity, and they will assist expansion of homeless housing resources, coordination and integration of systems, and implementation of quality improvement processes by creating learning opportunities for direct-service personnel, and shelter and housing providers, who comprise the Philadelphia Continuum of Care.

### VISTA Role

The VISTA's primary role will be developing training resources to create learning opportunities for OHS staff and provider network.

### Key Activities

- Analysis, Design, Development, Implementation, and Evaluation (ADDIE) of training resources and materials
- Build catalog of e-learnings/courses
- Research key training areas for content development

### Preferred Skills/Experiences

- Research
- Teaching/Training
- Instructional Design
- Bi-lingual (preferably Spanish, Arabic, and/or Mandarin)

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## **OHS Workforce Development VISTA**

### *Office of Homeless Services*

Economic Opportunity: Employment/Workforce Development

### **Project Goal**

The Homeless population of Philadelphia face many challenges along with the lack of employment opportunities. Philadelphia needs to improve the capacity of their employment programs to meet the growing needs of the homeless population and cross-sector collaboration to make the appropriate resources and opportunities available. The Workforce Development VISTA will work to create new strategies and help build the capacity of employment programs targeting the vulnerable homeless population of Philadelphia.

### **VISTA Role**

The VISTA will create new strategies and help build the capacity of employment programs targeting the vulnerable homeless population of Philadelphia.

### **Key Activities**

- Assess employment needs of specific homeless populations: young adults (focus group, ages 18-24), parenting youth, and single youth
- Utilize data and feedback to recommend strategies to increase capacity of the employment program and remove barriers to employment
- Design a work readiness plan for individuals who are at risk of homelessness at the access points; design employment strategies for people in shelters
- Collaborate and liaise with staff and employment referral agencies on shared goals, gather and disseminate relevant information, and support the development of cross-system initiatives
- Work with OHS Homeless Management Information System (HMIS) team to identify data trends, design data tracking process for employment income and employment outcomes for the homeless population
- Identify opportunities for improvement in the strategic plan to increase the capacity of employment programs

### **Preferred Skills/Experiences**

- Project Management
- Evaluation and Research
- Bilingual
- Marketing/Advertising

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## Food Services Engagement VISTA

### *Office of Homeless Services*

#### Healthy Futures: Food Security

### Project Goal

The 2021 Point in Time Count found approximately 2,715 individuals living in emergency housing and 700 unsheltered people in Philadelphia. According to Feeding America, the rate of food insecurity in Philadelphia is projected to increase from 14.4% in 2019 to 17% in 2021. The Office of Homeless Services procures and distributes food to 31 emergency shelters and 28 emergency meal sites in Philadelphia. The VISTA will work on systematizing feedback from shelter residents and meal guests and create structures to support shelter providers and OHS staff in implementing resident recommendations.

### VISTA Role

The Food Services Engagement VISTA will use shelter residents' input on shelter meal services to create structures to continually gather and implement resident recommendations into meal programming at shelters.

### Key Activities

- Develop standards for gathering consistent shelter resident meal service recommendations, learning from FY22 resident surveys and focus groups.
- Establish and incorporate guidelines for implementing shelter resident and provider feedback into shelter meal services and the Office of Homeless Services' Request for Proposal process for food service management companies and food ordering practices
- Create an evaluation tool to measure how shelter residents' meal service recommendations are incorporated.
- Evaluate the OHS warehouse's current inventory system and food ordering practices; Advise process improvements that meet residents' needs and balances cultural relevance, nutrition, and taste

### Preferred Skills/Experiences

- Excellent research, writing, and communication skills
- Ability to work independently and on a team
- Time management, interpersonal, and problem solving skills
- Interest in addressing housing and food insecurity
- Data analysis and program evaluation

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## Immigrant Community Capacity Building VISTA

### *Office of Immigrant Affairs*

Economic Opportunity: Other, Access to Services

### Project Goal

As we have learned through the COVID-19 pandemic, the vitality of the immigrant community in Philadelphia depends on the government's ability to partner with community-based organizations that provide key culturally competent services. Black immigrant communities in Philadelphia face issues of poverty, language access, trauma (as refugees), unequal access to quality and reliable health care and race-based discrimination. OIA seeks to support African and Caribbean immigrant serving organizations as vehicles for community growth and economic development. OIA will develop a capacity building collaborative to provide culturally competent technical assistance and organizational development tools to 15 organizations in a three year period.

### VISTA Role

The VISTA will work with immigrant-led community-based organizations to increase their capacity to more effectively and efficiently serve the broad needs of African and Caribbean immigrants, refugees and asylees in Philadelphia.

### Key Activities

- Research and develop best practices for capacity building models that can support the needs of small, grassroots community-based organizations and initiatives
- Serve as the monthly or bi-monthly convener of cohorts for check-ins and training opportunities
- Conduct outreach and build relationships with capacity building providers in our region and beyond that can support the cohort of small grassroots organization
- Work with capacity building partners to develop curriculum and training modules to support community-based organizations

### Preferred Skills/Experiences

- Ability to take direction and responsibility for work portfolio
- Knowledge of nonprofit organizations and how they serve various communities
- Ability to build relationships with community leaders
- Ability to research resources for nonprofit organizations
- Interest in grant writing, resource development, nonprofit management and leadership
- Interest in immigrant populations and inclusive government
- Highly organized, detail oriented, an ability to follow through on tasks and timelines
- Experience working with Black immigrant populations, including ability to speak an African or Caribbean language or deep knowledge of an African or Caribbean population

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## Digital Equity VISTA

### *Office of Innovation and Technology*

Economic Opportunity: Bridging the Digital Divide

### Project Goal

The VISTA will address the digital equity needs of Philadelphia residents. It is estimated that 16% of Philadelphia households lack broadband internet, and income is the strongest determinant of access in Philadelphia; 29% of households with incomes under \$20,000 lack broadband. The City of Philadelphia is developing a Digital Equity strategy to focus on this challenge and the VISTA will work with city agencies, community groups, and other stakeholders to develop the processes and procedures required to implement the strategy. After three years of service, the VISTA will have created systems that enable more Philadelphians to get free or low-cost internet, devices, and the digital skills needed for full participation in society.

### VISTA Role

The Digital Equity VISTA will develop the systems needed to implement, evaluate, and sustain Philadelphia's Digital Equity Plan.

### Key Activities

- Design, gather, prepare, and analyze qualitative and quantitative data from the first year of the PHLConnectED initiative to provide internet access to K-12 households for the purpose of drafting recommendations for ongoing improvement
- Develop and maintain a compendium or playbook of informational fact sheets, city blog posts, and/or webinars related to workstream topics on digital equity
- Develop and maintain a policy and financial sustainability tracker to identify key policies across the federal, state, and local levels related to digital equity
- Design and stand up a resident and family Advisory Board to provide critical insight on programmatic decisions, and offer feedback on proposed initiatives and solutions aimed to address digital equity.

### Preferred Skills/Experiences

- Organized and able to keep good notes and files on the work for each project
- Engaging in person, remotely, and in written form with different audiences, particularly residents and community organizations
- Researching topics and pulling out key points
- Knowledge of/willingness to learn Excel, Powerpoint and Google docs

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## Reentry Workforce Development VISTA

### *Office of Reentry Partnership*

#### Economic Opportunity: Workforce Development

### Project Goal

Returning citizens experience many barriers that keep them in poverty by limiting access to employment/career pathways to economic stability. Philadelphia needs better cross-sector collaboration to make appropriate resources and opportunities available. The Reentry Workforce Development VISTA will help develop the capacity of reentry stakeholders & workforce development stakeholders to implement cross-system initiatives to connect more returning citizens to workforce dev. Opportunities including education, training, job placement, & career pathways.

### VISTA Role

The Reentry Workforce Development VISTA will research best practices, liaise with the Office of Workforce Development and the Reentry Coalition's Employment Subcommittee to gather and disseminate information, and contribute to strategy development to launch the Office of Reentry Partnerships' workforce development efforts.

### Key Activities

- Research best practices and practices in other jurisdictions for 1) employer engagement, 2) industry partnerships, and 3) workforce development services and program referral networks in the context of reentry.
- Liaise with the Office of Workforce Development and the Reentry Coalition's Employment Subcommittee to understand shared goals, gather and disseminate relevant information, and support the development of cross-system initiatives.
- Identify opportunities for resource building, training, and capacity-building of stakeholders including City departments, criminal justice agencies, Reentry Coalition providers, formerly incarcerated Philadelphians & workforce development stakeholders.

### Preferred Skills/Experiences

- Comfortable working independently, taking initiative and making decisions within the framework of established goals and guidelines – as well as working effectively with team members/ in groups
- Strong written and verbal communication & interpersonal skills, comfortable with outreach and interaction with diverse agencies and organizations, and their representatives
- Resourceful, strong problem-solving skills
- Possess basic qualitative and online research skills
- Familiarity with and commitment to social justice principles

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## FPAC Communications and Outreach VISTA

### *Office of Sustainability*

Education: School readiness and learning loss

### Project Goal

The Food Policy Advisory Council (FPAC) connects Philadelphians and local government to address racism and inequities that dictate who has the power and resources to access and control our food, land, and labor. This VISTA project will design, pilot, and evaluate a communications and outreach program with/for members to listen, learn, and collaborate with residents who are most affected by food insecurity. Ultimately, the project will build a sustainable process for engaging and training residents who are most impacted by and wise about food inequities to lead and influence food policy in ways that make amends for historically racist and unjust policies.

### VISTA Role

The FPAC Communications and Outreach VISTA will work with members of the Food Policy Advisory Council to develop a research-based, outreach and engagement process that amplifies the wisdom of residents who are most often marginalized in the food system and have wisdom from enacting community-based solutions to food injustices.

### Key Activities

- Engage in personal reflection about the food system and food (in)justice; embark in discussion with others; conduct a literature review of anti-racist food policy, participatory action research, equitable engagement, and community empowerment
- Work with members of the Food Policy Advisory Council to plan and design a communications and outreach proposal that is just, achievable, and replicable
- Support community members to gather, enter, analyze, publish, and share qualitative and quantitative data through participatory methods rooted in their lived experience
- Record and reflect on the new process and what was learned

### Preferred Skills/Experiences

- Direct experience with at least one of the following:
  - Food insecurity; Feeding your people/family/community; Food processing, distribution, or retail; Food preparation, cooking, and hospitality; Urban farming and growing and/or struggling to access land for growing food; Relying on school/prison/government food
- Willingness to reflect on one's own experiences of and relationship to power and oppression; active listening skills, emotional and cultural awareness
- Passionate about building power/capacity in disinvested/marginalized communities
- Participatory action research, community organizing, and data analysis
- Familiarity with digital communication and engagement practices
- Bi-lingual in Spanish

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## VISTA Leader

### *Serve Philadelphia VISTA Program*

## Project Goal

The City of Philadelphia must address its 25% poverty rate with a clear and coordinated strategy for engaging volunteers to address challenges that contribute to poverty. This strategy must include a diverse and far reaching set of City agencies and departments, many of whom lack the capacity, resources, and time to develop high impact anti-poverty initiatives that can be implemented and evaluated in a timely manner. The Serve Philadelphia VISTA Corps is the key to the City's ability to develop, implement and evaluate the City's greatest challenges in alleviating poverty. Serve VISTA Leaders are integral to the success of Corps members and therefore moving the needle on poverty in Philadelphia.

## VISTA Role

Serve Philadelphia VISTA Leaders will work closely with Serve VISTA program staff to expand the impact and reach of our program. They will serve as program ambassadors and will consistently model our core values: accountability, collaboration, communication, critical reflection, growth, ownership & empowerment, and diversity, equity & inclusion.

## Key Activities

Serve Philadelphia VISTA Leaders will co-create and support the implementation of sustainable strategies to:

- increase the presence and awareness of the program within the city
- enhance VISTA Corps Member recruitment, onboarding and retention efforts
- assess the impact of Serve Philadelphia VISTA projects
- provide consistent, intentional and positive member support
- bolster VISTA supervisor training and development

## Preferred Skills/Experiences

- VISTA Leaders have successfully completed at least one year of VISTA service, or one full term of full-time service (serving 1,770 hours or more) with either AmeriCorps State and National or AmeriCorps National Civilian Community Corps (NCCC), or at least one traditional term of Peace Corps service.
- High level of emotional intelligence
- Ability to motivate diverse groups
- Excellent interpersonal and communication skills
- **Preferred: Experience in our Serve Philadelphia VISTA Corps**

## Additional Benefits:

VISTA Leaders receive additional professional development opportunities through Serve Philadelphia and AmeriCorps, exciting networking opportunities within the city and a bi-weekly living allowance of \$667.52

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