

SERVE PHILADELPHIA VISTA CORPS

OFFICE OF CIVIC ENGAGEMENT & VOLUNTEER SERVICE



2022-2023

Serve Philadelphia VISTA Positions



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.

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 OR August 29, 2022

End date: July 17th, 2023 OR August 28, 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.

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



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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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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.)

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

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

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

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