

SERVE PHILADELPHIA VISTA CORPS

OFFICE OF COMMUNITY EMPOWERMENT & OPPORTUNITY



2024-2025

Serve Philadelphia VISTA Corps Positions

The Serve Philadelphia VISTA Program is accepting applications from qualified candidates to join the 2024-2025 Serve Philadelphia VISTA Corps.

Our [AmeriCorps VISTA](#) members serve full-time (30 hours/week) for **one year** working on systems level change in Philadelphia city government. Our administration has invested in a comprehensive approach to lift residents out of poverty and to break the cycle for future generations. The work of the Serve Philadelphia VISTAs is an important part of moving the City's anti-poverty strategy forward.

Applications close May 5, 2024 at 11:59 PM

What do Serve Philadelphia 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 ([AmeriCorps VISTA FAQ](#) for more info)
- Criminal background check (if accepted)

Qualifications:

- Demonstrated interest in anti-poverty efforts, social justice and volunteerism
- Able to 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

Term of Service: 1 year

Start date: August 26, 2024 – **End date:** August 25, 2025

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

Benefits:

- Bi-weekly living allowance (approximately \$877.66)
- Monthly professional development workshops
- Planning & Evaluation Certificate and digital badge in partnership with the Non-Profit Center at LaSalle University
- Valuable work experience and networking with local government and partners
- Segal Education Award (\$7,395) or End of Service Award (approximately \$1,800)
- Settling-in allowance of up to \$750 and relocation travel allowance of \$0.40/mile for those relocating 50+ miles for service
- Monthly transportation support
- Ten days of personal leave, ten days of medical leave, city holidays, and additional leave benefits
- [Healthcare](#) Allowance or Health Benefit Plan
- [AmeriCorps Child Care Benefit](#), for children under 13
- Access to financial coaching and support through AmeriCorps [Financial Empowerment Services](#)
- 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

Serve Philadelphia VISTA positions are entry-level, meaning there are plenty of opportunities for growth within the role.

We encourage **all** to apply, even and especially if you feel “underqualified.” Studies show that people with marginalized identities - including women, LGBTQ+ folks, and people of color - are less likely to apply to positions unless they meet every listed qualification.

As part of our commitment to equity and diversity, Serve Philadelphia VISTA seeks to develop fresh perspectives in the form of new hires with varied and complex life and work experiences. We deem all experience as relevant and encourage all applicants to apply.

We look forward to reviewing your applications!

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DBHIDS Immigrant and Refugee Affairs (IRA) VISTA
Department of Behavioral Health and Intellectual disAbility Services

Healthy Futures: Access to Health Care

Project Goal:

The DBHIDS Immigrant/Refugee and Language Access Services Unit was established to develop system-wide, culturally, and linguistically appropriate programs, practices, and procedures for service delivery to meet the needs of immigrant and refugee communities with behavioral health and intellectual disability challenges. To ensure DBHIDS meets the needs of these diverse communities, the VISTA will collect and synthesize data, research, and stakeholders' input to inform the Language Access Service Plan, Immigrant and Refugee Wellness Academy (IRWA) and other initiatives.

On an Average Day, You'll:

- Participate in a one-on-one supervision meeting
- Attend one to two team meetings to develop strategies and plan for program implementation
- Participate in stakeholder meetings to gather feedback
- Attend relevant training within DBHIDS and/or externally
- Deploy a new data collection tool and/or review and synthesize data

What You'll Learn:

The VISTA Member in this role will learn about the program and its targeted communities, and:

- DBHIDS system and services
- DBHIDS Diversity, equity, and inclusion goals, initiatives, and best practices
- Strategic program development, planning and implementation
- Equitable community outreach and engagement strategies
- Survey creation, data collection, and reporting

What You'll Bring:

- Ownership and empowerment
- Communication skills
- Interest in and commitment to diversity, equity and inclusion
- Collaborative approach
- Attention to detail

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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 work with 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 address several complexities that impact the successful establishment and sustainment of referrals from DHS and the CUAs. As the County Children and Youth Agency, DHS is involved with approximately 1000 infants and toddlers annually who are in and out of home placements and are at special risk for developmental concerns due to early adversity. Research shows that social-emotional development is negatively affected at a higher rate for children in DHS placements. As DHS continues to adapt its policies and practices, ITEI aligns these improvements to be responsive to the needs of young children and their families.

On an Average Day, You'll:

- Review Department of Human Services (DHS) referrals
- Coordinate and attend meetings with DHS to support implementation of referral procedures
- Facilitate internal implementation of DHS referrals
- Review and analyze data
- Develop reporting and visualizations

What You'll Learn:

- Policy analysis
- Research, data analysis and data visualization
- Project management
- Partnership/Relationship management
- Public Speaking
- Relevant state and city policies

What You'll Bring:

- Communication and active listening skills
- Interest in improving outcomes for young children
- Experience or interest in research, data analysis, writing and/or project management
- Interest in learning

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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:

Extreme poverty is the strongest predictor of homelessness and at least 11% of children living in poverty are homeless (American Psychological Association's Presidential Task Force, 2009). Unstable housing has a significant impact on early childhood development (Infants Exposed to Homelessness: Health, Health Care Use, And Health Spending from Birth to Age Six, 2019). Emergency and Transition Housing agencies have very limited resources to connect families to the Philadelphia Infant Toddler Early Intervention (ITEI). Direct, on-site support by ITEI yielded a significant increase in the number of referrals. The VISTA will work with the ITEI team to develop and evaluate effective procedures to promote referrals of families in Emergency and Transitional Housing and for families that are diverted from these housing options or are in other temporary housing options.

On an Average Day, You'll:

- Review data about families who are involved with emergency and community sites
- Coordinate and attend on-site visits with a team member; speak directly with parents of infants and toddlers; answer their questions and support the referral to ITEI
- Review and analyze data
- Develop reports and visualizations

What You'll Learn:

- Policy analysis
- Research, data analysis and data visualization
- Project management
- Partnership/Relationship management
- Public Speaking
- Relevant state and city policies

What You'll Bring:

- Communication and active listening skills
- Interest in improving outcomes for young children
- Experience or interest in research, data analysis, writing and/or project management
- Interest in learning

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START (Systemic Therapeutic Assessment Resources and Treatment) VISTA

Department of Behavioral Healthy and Intellectual disAbility Services

Healthy Futures: Access to Health Care

Project Goal:

The Department of Behavioral Health and Intellectual disAbility Services is launching the START Model, a community-based crisis intervention for individuals with intellectual disabilities, autism, and mental health needs. With this needed support, people with intellectual disabilities, autism and mental health needs have improved mental health, fewer restrictive hospital-based stays, and can more consistently and successfully live and work in their communities. The START VISTA will work with the team to identify and integrate the programmatic and data informed processes that achieve and sustain these outcomes.

On an Average Day, You'll:

- Develop business process models for various data collection efforts
- Create and update data dictionaries and application development specifications
- Meet with various stakeholders to gather business requirements
- Utilize the Qlik platform to create business intelligence reports
- Assess current reporting methods

What You'll Learn:

- Cross-system initiatives and implementation strategies
- Data systems, data analysis and visualization
- Data architecture, quality assurance, business intelligence and overall best practices for data governance
- Data applications including: EXCEL, VISIO, Qlik Sense and SQL
- Partnership/Relationship management
- Public Speaking

What You'll Bring:

- Communication and active listening skills
- Interest in improving outcomes for young children
- Experience or interest in research, data analysis, writing and/or project management
- Interest in learning data visualization and data management

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African & International Diaspora Community Engagement VISTA Department of Commerce

Economic Opportunity: Access to Benefits/Services

Project Goal:

The fastest growing group of foreign-born Philadelphians between 2000-2016 came from Africa. The City-wide African immigrant population is close to 25,000 and the majority 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.

On an Average Day, You'll:

- Research and gather data
- Analyze qualitative and quantitative data
- Meet with supervisor and internal stakeholders
- Attend meetings with external stakeholders
- Plan and design surveys and process results

What You'll Learn:

- How to work successfully in a multicultural environment
- Communication skills
- Local economic development and international business strategies
- Public program design
- Survey design, data collection and analysis
- Partnership/Relationship management

What You'll Bring:

- Interest in and commitment to diversity, equity, and inclusion
- Collaborative approach
- Critical thinking skills
- Experience or interest in research/data collection and analysis
- Experience or interest in relationship building

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Community Engagement & Neighborhood Data Collection VISTA Department of Commerce

Economic Opportunity: Access to Benefits/Services (ex. access to reentry services, access to city services)

Project Goal:

The Department of Commerce aims to serve as a primary resource for Philadelphia business data and research. The Community Engagement & Neighborhood Data Collection VISTA will update the Department of Commerce's data set through in-person surveying of businesses on commercial corridors. The VISTA will analyze data results to recommend programs that would improve safety and generate wealth in communities.

On an Average Day, You'll:

- Communicate effectively with internal and external partners to collect and manage data
- Review and discuss survey findings with multiple team members to improve program processes
- Analyze data to implement changes within our city programs
- Track and monitor change implementation.

What You'll Learn:

- Communication skills
- Partnership/Relationship management
- Basic knowledge of business financial and technical assistance
- Flexibility and adaptability
- How to work successfully in a multicultural environment
- Survey design, data collection and analysis
- QuickBase software

What You'll Bring:

- Experience or interest in research/data collection and analysis
- Experience or interest in project management
- Interest in and commitment to diversity, equity, and inclusion
- Experience or interest in relationship building
- Flexibility

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Strategic Engagement VISTA

Department of Labor, Office of Worker Protections

Economic Opportunity: Employment/Workforce Development

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. Sustainable outcomes include increased worker protection resources, strengthened partnerships, and increased presence of the Office on public platforms.

On an Average Day, You'll:

- Review news at the local, state, and national level to identify labor law violations and other agencies approaches and wins on worker protections
- Sit in on an interview with a complainant and an Office Investigator to gain insights into how workers advocate for themselves in the workplace
- Assist Outreach staff at an "Office Hours" event at a public library to spread awareness on labor laws and help community members file a complaint
- Attend a training cohosted by the Office and a partner organization on how to file a complaint
- Pitch social media content ideas for the Office's platforms
- Revise a webpage on the city website to make laws easier to understand

What You'll Learn:

- Project management
- Content creation
- Strategic, data-driven engagement strategies
- Partnership/relationship management
- Public Speaking
- Basic knowledge of local labor laws

What You'll Bring:

- Computer Literacy
- Flexibility
- Solutions-oriented mindset
- Experience or interest in project management
- Experience or interest in research, data collection and analysis

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Eviction Prevention and Housing VISTA

Department of Planning and Development, Division of Housing and Community Development

Economic Opportunity: Housing (esp. displacement due to COVID-19 and eviction prevention)

Project Goal:

The financial strain of the pandemic, combined with rising rental costs, has caused eviction filings to increase over the past few years while federal support for rental assistance is decreasing. Eviction impacts black and brown communities in disproportionate ways and the city is working to respond to this issue from several avenues. As the city transitions from direct response to the COVID-19 crisis and creates new and improved programs for constituent resources, departments can ensure that the racial disparity within the housing crisis is addressed.

On an Average Day, You'll:

- Analyze data pulled from both court records and program records
- Participate in team meetings regarding program policy
- Support the Municipal Court Liaison by creating and updating support manuals to streamline Direct Service support
- Work with data analysts on projection data
- Assist in the creation of program-specific maps

What You'll Learn:

- Philadelphia's housing landscape and supportive services along the eviction continuum
- Program and policy development and implementation
- Interaction between the Court system and the City related to housing issues
- Data analysis and visualization
- Data and mapping software
- Partnership/relationship management

What You'll Bring:

- Attention to detail
- Organization skills
- Experience or interest in research, data collection and analysis
- Empathy
- Flexibility

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Engagement and Partnership Relations VISTA

Managing Director's Office - Municipal ID Program

Economic Opportunity: Access to Benefits/Services

Project Goal:

The PHL City ID provides a secure and affordable photo identification card for anyone living in Philadelphia, age 13 and older. The card is especially beneficial for those who have a hard time obtaining other forms of identification because of cost or other barriers. The Engagement and Partnership Relations VISTA will develop an engagement and recruitment plan to identify opportunities to increase PHL City ID partnerships. Obtaining additional partnerships will increase PHL City IDs program appeal, inclusivity, and visibility throughout the City and specifically within the most vulnerable communities. This project will promote the PHL City ID as a low-barrier, low-cost, inclusive ID that all Philadelphians can obtain to access basic needs (housing, drug and alcohol treatment, employment, bank accounts, etc.).

On an Average Day, You'll:

- Conduct research into local and private business
- Work on a strategic plan to incentivize benefit partners to join
- Engage with current partners
- Connect with the city's Equitable Engagement Collaborative to learn inclusive and equitable engagement strategies
- Develop communication content for existing and potential partners

What You'll Learn:

- Equitable engagement
- Partnership/relationship management
- Research and data evaluation
- Approaches for navigating complexity in the workplace
- Language access strategies

What You'll Bring:

- Ownership and empowerment
- Experience or interest in communicating with diverse audiences
- Interest in and commitment to diversity, equity, and inclusion
- Accountability
- Experience or interest in relationship building
- Computer Literacy

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Housing Insecurity and Poverty Policy VISTA
Managing Director's Office for Health and Human Services
Economic Opportunity: Housing (especially eviction prevention)

Project Goal:

The Managing Director's Office – Health and Human Services (MDO-HHS) has developed or supported implementation of two programs that prevent housing insecurity through policy. These programs serve low-income populations which may have experienced water insecurity or interaction with the criminal justice system. The VISTA will, in collaboration with the Department of Public Health, the Office of Community Empowerment and Opportunity, and the Office of Criminal Justice, play a key role in the continued implementation of services. The VISTA will also focus on development and documentation of a strong sustainability plan for each program.

On an Average Day, You'll:

- Attend meetings with key stakeholders, including folks who implement these programs and those who make policy decisions around the programs
- Gather and synthesize information (for example, a literature review) on the topic that the project covers
- Engage in and document discussions with stakeholders to problem-solve issues that arise and plan for sustainable solutions
- Build out communications documents needed for the programs
- Have a one on one check in with your supervisor

What You'll Learn:

- Project management
- Development and implementation of government programs
- Issue area knowledge (Poverty, the criminal justice system in Philadelphia, utility insecurity)
- Meeting facilitation and minute taking
- Collaboration and relationship building
- Sustainability planning within existing structures

What You'll Bring:

- Collaborative approach
- Computer literacy
- Solutions-oriented mindset
- Communication skills
- Proactive approach

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HHS Healthcare Access VISTA

Managing Director's Office for Health and Human Services

Healthy Futures: Access to Health Care

Project Goal:

The Managing Director's Office for Health and Human Services is developing three initiatives to expand access to health care. These programs will serve three low-income populations. The first will serve individuals on Medicaid by increasing their access to more services and support. The second will serve individuals with medical debt by reducing their payments towards their debt. The third will serve people who are incarcerated by providing access to behavioral health care. The VISTA will play a key role in implementing services in partnership with City stakeholders, launching initiatives and develop a sustainability plan.

On an Average Day, You'll:

- Attend meetings with key stakeholders, including folks who implement these programs and those who make policy decisions around the programs
- Gather and synthesize information (for example, a literature review) on the topic that the project covers
- Engage in and document discussions with stakeholders to problem solve issues that arise and plan for sustainable solutions
- Build out communications documents needed for the programs
- Have a one on one check in with your supervisor

What You'll Learn:

- Project management
- Development and implementation of government programs
- Issue area knowledge (Poverty, healthcare policy, the criminal justice system in Philadelphia, solitary confinement)
- Meeting facilitation and minute taking
- Collaboration and relationship building
- Sustainability planning within existing structures

What You'll Bring:

- Collaborative approach
- Flexibility
- Organizational skills
- Communication
- Experience or interest in relationship building

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Shared Safety Capacity Building VISTA

Managing Director's Office, Office of Domestic Violence Strategies

Healthy Futures: Access to Health Care

Project Goal:

The Office of Domestic Violence Strategies (ODVS) provides leadership for an interagency collaboration called Shared Safety, which aims to improve Health and Human Services systems' responses to relational violence (domestic violence, sexual violence, and human trafficking). Relational violence disproportionately impacts low-income people of color. The VISTA will build capacity to strategically address systemic gaps and improve outcomes for people experiencing relational violence by working with staff to establish, implement, and evaluate a Shared Safety strategic plan.

On an Average Day, You'll:

- Develop questions for key informant interviews with Shared Safety members
- Review and organize results from priority ranking activity
- Meet with supervisor to discuss task process and questions
- Review group documents and identify areas for improvement (finding vagueness, repetition, goals that are not measurable)
- Evaluate meeting efficiency and efficacy

What You'll Learn:

- Project management
- Group facilitation skills
- Coalition and relationship building
- How to establish and track SMART goals
- Partnership and collaboration best practices
- Domestic Violence Advocate Training

What You'll Bring:

- Computer Literacy
- Collaborative approach
- Communication skills
- Critical Reflection
- Experience or interest in relationship building

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Neighborhood Resource Centers Workforce Development VISTA Managing Director's Office, Office of Reentry Partnerships

Economic Opportunity: Employment/Workforce Development

Project Goal:

Philadelphia is launching a citywide network of Neighborhood Resource Centers (NRCs), replicating a successful national model that seeks to reduce recidivism and incarceration rates while also providing services to justice involved Philadelphians, their families, and community members. NRCs' goal is to reduce probation/parole violations by removing barriers and meeting people where they are and deliver critical services and programs in welcoming community centered spaces. NRCs are neighborhood based one stop centers that will unite community supervision, access to citywide resources and community-based providers to offer a broad range of services to support holistic reintegration, restoration, and wellness, while also building trust between city agencies and neighborhoods.

On an Average Day, You'll:

- Research potential employers
- Conduct outreach to potential employers and establish partnerships
- Enter data into the city's database system
- Attending meetings and/or trainings
- Design and/or conduct presentations

What You'll Learn:

- Workforce Development strategies
- Equitable engagement
- Trauma Informed Care
- Cognitive Based Theory
- Partnership/relationship management
- Research, data collection and analysis

What You'll Bring:

- Experience or interest in workforce development
- Experience or interest in social science concepts related to poverty and unemployment
- Experience or interest in research, data collection and analysis
- Experience or interest in relationship building
- Communication skills

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Philadelphia Reentry Coalition (PRC) Data and Research VISTA Managing Director's Office, Office of Reentry Partnerships

Economic Opportunity: Access to Benefits/Services (ex. access to reentry services, access to city services)

Project Goal:

The 25,000 Philadelphians returning annually from incarceration often experience the impacts of poverty and are faced with complex challenges navigating the process of community reintegration. People need access to comprehensive reentry supports – requiring a robust network of services. To create stronger reentry services, the Philadelphia Reentry Coalition (PRC) facilitates collaboration, leverages resources, and builds capacity among stakeholders. The VISTA will embed a strong communications strategy and online Member Portal into ongoing Coalition activities and operations to ensure the continued ability to provide capacity building resources to members to in turn strengthen reentry services.

On an Average Day, You'll:

- Meet with staff team to discuss updates and weekly goals
- Attend various meetings with stakeholders
- Assist in the creation of teaching tools for the PRC Directory and Training Schedule
- Data Collection, analysis, and graphing/reporting
- Research other state and national coalitions

What You'll Learn:

- Coalition and stakeholder engagement and management strategies
- Philadelphia's reentry support landscape and criminal justice system
- Equitable engagement
- Trauma Informed Care
- Public speaking
- Research, data collection and analysis

What You'll Bring:

- Strong interpersonal skills
- Computer literacy
- Critical Thinking
- Familiarity with social justice principles

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Safe Routes Philly VISTA

*Managing Director's Office, Office of Transportation, Infrastructure & Sustainability,
Office of Complete Streets*

Education: School readiness and learning loss

Project Goal:

The Safe Routes Philly VISTA will work at 4 schools to train and support a team of teachers and staff who then work to encourage students to use active transportation. These methods, such as a walking school bus program and a traffic safety curriculum, can increase attendance and academic performance, helping to reduce learning loss and improve academic readiness. At the end of the third year of the project, the 12 schools supported by the VISTA will be positioned to train and mentor schools in the program beyond close out of the project.

On an Average Day, You'll:

- Visit a school to conduct a walk audit; this is an observation of traffic safety conditions around a school during arrival or dismissal.
- Meet with school admin and teachers to pitch the walking school bus program and the Safe Routes Philly curriculum.
- Use GIS programs to create maps showing school locations, walking/biking routes to them, and any conditions relevant to traffic safety.

What You'll Learn:

- Partnership/relationship management
- Collaborative work
- GIS (Geographic Information System) software
- Traffic safety
- Public speaking
- Research, data collection and analysis

What You'll Bring:

- Flexibility
- Experience or interest in relationship building
- Communication skills
- Experience or interest in project management
- Empathy

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Overdose Response Unit Racial Equity VISTA Managing Director's Office - Opioid Response Unit (ORU)

Healthy Futures: Access to Health Care

Project Goal:

The Kensington and North Philadelphia areas are home to primarily Black and brown communities that face some of the highest rates of gun violence and unintentional drug overdose deaths in Philadelphia. The VISTA member will work to understand the complex dynamic within specific, highly segregated Philadelphia communities to organize an effective response between City agencies that addresses relevant intersections.

On an Average Day, You'll:

- Create social media posts to share ORU progress and updates with the public
- Prepare PowerPoint slides for ORU educational sessions
- Research evidence-based overdose prevention and harm reduction practices
- Develop resource guides and other outreach materials
- Track the spending of Philadelphia's Opioid Settlement Funds

What You'll Learn:

- Substance use disorders and its intersections with racism, poverty, and trauma
- Public communications skills
- Inner workings of city government
- Presentation and facilitation skills
- Research, data collection and analysis
- Trauma informed care and harm reduction practices

What You'll Bring:

- Flexibility
- Empathy
- Communication
- Experience or interest in relationship building
- Computer Literacy

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Rebuild Engagement VISTA

Managing Director's Office, Rebuild

Environmental Stewardship: Awareness & Stewardship

Project Goal:

The Rebuild program is the City of Philadelphia's most historic investment into our parks, recreation centers and libraries, investing over \$500 million across these sites. The Rebuild Engagement VISTA will work with our team to address poverty by improving environmental stewardship where two thirds of Rebuild sites are located in areas with over 30% of the population living in poverty. The VISTA will work with the Rebuild team to develop a series of critical toolkits that will be used to support meaningful design feedback loops, coordination between city agencies serving the same neighborhoods and ensure resident contact is sustained, as a core poverty alleviation strategy is to build civic capacity and engagement.

On an Average Day, You'll:

- Meet with a design and construction project manager to outline key design decisions
- Meet with an architect and community engagement vendor to build a bank of survey questions
- Create a list of the key city departments working on infrastructure and capital related projects in Rebuild neighborhoods
- Build a process flow chart of for sign-in sheets and resident contact management
- Review and document data and long-term record keeping processes

What You'll Learn:

- User-centered design thinking
- Analysis
- Contacts management and internal data management protocols
- Stakeholder coordination
- Process development
- Problem Solving

What You'll Bring:

- Creative thinking
- Solutions oriented
- Basic proficiency in MS word and Excel, and Google Suite
- Public speaking and/or comfort speaking with external stakeholders
- Good note-taking skills

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Equity Evaluation & Impact VISTA
Mayor's Office of Diversity, Equity and Inclusion
Economic Opportunity: Access to Benefits/Services

Project Goal:

The Office of Diversity, Equity, and Inclusion (ODEI) supports agencies to measure the impact of their DEI work. This helps us track real changes that happen in Philadelphians' lives because of our DEI strategies. For example, ODEI may support the Free Library to track how keeping libraries open for more days of the week can impact Black and brown neighborhoods. Two VISTA members will focus on two evaluation and impact projects. The first project develops citywide recommendations for how to collect demographic data from residents. The second project helps departments create performance measures for their racial equity strategies. The VISTA will do research, project management, and project evaluations.

On an Average Day, You'll:

- Facilitate/document a meeting with a department to learn about their racial equity strategies
- Summarize and document processes and formal recommendations
- Conduct research to understand how other governments or organizations collect data about demographic information, such as disability and language-access
- Attend trainings on racial equity topics
- Maintain an online dashboard on departments' racial equity strategies

What You'll Learn:

- Histories of race and racism in Philadelphia
- Qualitative & quantitative evaluation methods with a focus on equitable and culturally relevant methods
- Dashboard design and maintenance, specifically through Envisio software
- Project management and cross-departmental project facilitation
- Racial Equity and Results Based Accountability

What You'll Bring:

- Interest in and commitment to diversity, equity, inclusion, and access
- Experience or interest in research, data collection and analysis
- Computer literacy
- Communication skills
- Experience or interest in Project management

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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, plus a free food distribution map. COVID-19 continues to exacerbate food and financial inequities in historically disadvantaged communities. The VISTA will help build our food security initiatives into sustainable models that enhance OCF's services and citywide reach.

On an Average Day, You'll:

- Complete program impact assessments through observations, surveys, interviews and/or focus groups at Community School grocery giveaways and school-based pantries
- Revise the Community Schools Food Security program impact assessment tools and processes using data from the previous year's assessments
- Meet with college and university representatives to talk about recruiting students to support our food security work at Community Schools
- Co-lead a training for Community Schools volunteers who want to support our food security work
- Create volunteer job descriptions based on the specific needs of a Community School's food security programming

What You'll Learn:

- Philadelphia's food system, including the issue of food insecurity
- The city's Community Schools model
- Equitable community engagement methods
- Data collection and analysis
- Iterative processes for sharing results with residents
- Volunteer recruitment, training, and engagement

What You'll Bring:

- Ownership and empowerment
- Communication skills
- Interest in and commitment to diversity, equity, and inclusion
- Accountability
- Critical Reflection

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Community Schools Operations VISTA

Office of Children and Families, Community Schools

Education: K12 success in low achieving schools

Project Goal:

Philadelphia Community Schools are a partnership between the city and the School District. The Community Schools initiative coordinates partnerships and programs that promote wellness, stability, and learning opportunities in 20 Philadelphia schools. The Community Schools model operates at three levels: the system level, the school level, and the student and family level. The VISTA will work at the system level, using national standards to identify the strengths and areas of growth for our initiative, develop systems and support strategic planning for new priorities.

On an Average Day, You'll:

- Research and compare best practices with other Community Schools initiatives
- Meet with external partners to establish an understanding of available resources
- Meet with team members to identify current efforts within Community Schools
- Attend an attendance event at a Community School to inform attendance research

What You'll Learn:

- Using ever-changing research to assess practices and identify paths to grow and scale impact
 - Coalition building across multiple partners and stakeholders
 - High-level strategic planning and project management skills
 - Knowledge of the Philadelphia school system and understanding of the ways in which local government and school districts can work together
- Developing materials and tools capable of being utilized across or tailored to multiple school-level contexts

What You'll Bring:

- Interest in and commitment to diversity, equity, and inclusion
- Personal & professional accountability
- Strong organizational skills
- Empathy
- Collaborative approach

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Data and Research Integration for Economic Mobility VISTA *Office of Community Empowerment & Opportunity*

Economic Opportunity: Access to Benefits/Services

Project Goal:

Creating a data and research integration team will position the city to make more impactful decisions to improve economic mobility and create better pathways to economic opportunity for the city's most vulnerable. The Data and Research Integration VISTA will focus on capacity building for the launch and implementation of this work by:

- Developing an assessment of resources needed to sustain the work
- Building a data equity policy
- Building the CEO resource library for the current portfolio of research projects
- Creating a community informed engagement template for projects
- Assisting with the development of staffing and fundraising plans

On an Average Day, You'll:

- Work with staff, collect and review all existing CEO research project reports
- Meet with Senior Program/Policy staff to review current portfolio and gather updates or additions
- Work with CEO staff to create visualizations for research portfolio items
- Review current studies and literature on research best practices that center racial equity
- Interview organizations to document practices and build a network of like organizations

What You'll Learn:

- Written communication
- Project management
- Collaboration
- How to document and maintain the resource library
- Racial equity data practices
- How to use basic GIS tools

What You'll Bring:

- Communication skills
- Willingness to ask for help
- Experience or interest in relationship building
- Collaborative approach
- Ownership and empowerment

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Neighborhood Opportunity and Engagement VISTA *Office of Community Empowerment and Opportunity*

Economic Opportunity: Employment/Workforce Development

Project Goal:

Research by Harvard Professor of Public Economics Raj Chetty, and others, has provided clear evidence that economic opportunity is spatially distributed, which means that residents from segregated, under resourced neighborhoods face significantly greater barriers to economic mobility. In Philadelphia, a child from Fairhill is projected to have an adult household income of \$19,000 (well below the federal poverty level for a household of 3) compared to \$52,000 for a child from Bustleton. The goal of the VISTA project is to identify and reduce barriers to economic mobility through collaboration, data analysis, and strategic interventions in targeted neighborhoods. The project will also inform the longer-term strategic direction of the Neighborhood Initiatives unit.

On an Average Day, You'll:

- Participate in meetings with staff and partner organizations
- Download and analyzing census data
- Learn and apply data analysis and visualization tools such as ArcGIS and PowerBI
- Review policy reports on economic mobility
- Engage with and visit community partners in the field

What You'll Learn:

- Data-driven decision making within the public sector
- Measures of economic mobility and their application at the neighborhood scale
- Economic and social characteristics of Philadelphia neighborhoods
- Community engagement strategies
- Analytical tools and applications
- Basic knowledge of ArcGIS Online and GIS training modules

What You'll Bring:

- Experience or interest in research, data collection and analysis
- Experience or interest in project management
- Proactive approach
- Computer Literacy
- Communication skills

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Consumer Financial Protection VISTA ***Office of Community Empowerment and Opportunity***

Economic Opportunity: Access to Benefits/Services

Project Goal:

Consumer fraud and predatory consumer practices strip wealth from low-wealth individuals and transfer that wealth to high-wealth individuals. This project will support a newly created Consumer Financial Protection Task Force that works to mitigate consumer threats through enforcement, outreach, and legislation. The Task Force will work for three years, then will either be renewed, dissolved, or transitioned to a permanent office based on existing needs and resources.

On an Average Day, You'll:

- Research issues in consumer protection
- Analyze consumer complaint databases
- Work with community engagement teams on outreach strategies
- Engage in professional development
- Work on proposals for consumer protection interventions

What You'll Learn:

- Policy development and implementation
- Database management
- Research, data collection and analysis
- Equitable engagement strategies

What You'll Bring:

- Excellent writing skills and analytic abilities
- Proficiency with Microsoft Excel
- Excellent research abilities
- Ability to juggle multiple priorities simultaneously

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Re-entry Housing VISTA

Office of Community Empowerment and Opportunity

Economic Opportunity: Housing (esp. displacement due to COVID19 and eviction prevention)

Project Goal:

The VISTA will be a key member of a team assembled to pursue enhanced investment in support for housing and other basic needs for individuals returning from incarceration. The VISTA will work on research, reports, and presentations to help secure funding for this investment. The VISTA will also work with stakeholders to help design a program that will best meet the needs of individuals returning from incarceration.

On an Average Day, You'll:

- Conduct research
- Perform a financial analysis
- Stakeholder and community engagement
- Resource development (fundraising)

What You'll Learn:

- Policy development and implementation
- Resource development strategies (grant applications, etc.)
- Equitable engagement approaches
- Research, data collection and analysis

What You'll Bring:

- Excellent writing abilities
- Excellent research abilities
- Ability to make professional connections quickly
- Ability to balance multiple priorities at once
- Ability to make complex ideas simple

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Benefits Access Policy and Program VISTA ***Office of Community Empowerment and Opportunity***

Economic Opportunity: Access to Benefits/Services

Project Goal:

Public benefits are among the most significant poverty-fighting tools we have. They reduce the cost of living, offer cash assistance, and stabilize households. Accessing benefits 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.

On an Average Day, You'll:

- Produce a data sheet using charts and graphs to demonstrate performance of benefits counselors in submitting applications for public benefits
- Attend a meeting with staff from across the Administration to discuss policy and outreach strategies
- Contact community organizations to coordinate delivery of materials or other resources
- Conduct research to better understand poverty, inequality, and the role of benefits access in providing stability and mobility for households
- Inventory various income eligibility rules, application guidelines, deadlines, etc., to understand where advocacy and alignment are needed

What You'll Learn:

- Advocacy writing
- Policy development and analysis
- Basic data analysis and use
- Community engagement skills
- Organizational skills.

What You'll Bring:

- Experience or interest in relationship building
- Experience or interest in project management
- Experience or interest in research, data collection and analysis
- Solutions-oriented mindset
- Communication skills

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Serve Philadelphia VISTA Leader
Office of Community Empowerment and Opportunity
Economic Opportunity: Access to Benefits/Services

Project Goal:

Serve Philadelphia VISTA Leaders work closely with program staff to expand the impact and reach of our program. 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

On an Average Day, You'll:

- Meet with a VISTA member to offer a listening ear, mentorship and support
- Draft a blog post to highlight a VISTA member and their project site
- Connect with alumni to sit on a post-VISTA pathways panel
- Review workshop evaluations and recommend changes for future member sessions
- Participate in a VISTA Campus training to inform your VISTA member mentorship approach
- Proofread the monthly member newsletter for readability and accessibility

What You'll Learn:

- Project Management
- Equitable engagement strategies & tools
- Program evaluation/feedback implementation
- Public speaking & facilitation
- Curriculum development

What You'll Bring:

- VISTA Leaders have completed at least one year of VISTA service, or one full term of full-time service 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

Additional Benefits:

VISTA Leaders receive additional professional development opportunities, networking opportunities within the city and bi-weekly living allowance of \$969.78 (\$25,283, annually).

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Food Services Engagement VISTA

Office of Homeless Services

Healthy Futures: Food Security

Project Goal:

According to USDA 2022 data, Philadelphia has over 250,000 individuals who lack access to nutritious foods. 16 out of 100 households in Philadelphia are food insecure. The Office of Homeless Services procures and distributes food to 31 emergency shelters and 28 emergency meal sites in Philadelphia. The VISTA will be responsible for data collection and reporting to ensure culturally responsive, accessible food is available at the emergency shelters and meal sites across the city.

On an Average Day, You'll:

- Meet with your supervisor to discuss weekly tasks and goals
- Plan and/or take minutes at relevant meetings with internal and external partners
- Create and implement data collection tools (for example, surveys)
- Review meal guest survey data
- Work on the initial draft of the OHS food report
- Connect with an OHS team member to learn about their work and how it integrates with food services

What You'll Learn:

- Professional office work, including email and office etiquette
- Data analysis including the use of pivot tables and excel formulas
- Report writing and compilation
- Storytelling through data
- Training in relevant topics including Trauma Informed Care, Narcan use, De-escalation, Grant writing for beginners

What You'll Bring:

- Communication skills
- Collaborative approach
- Computer Literacy
- Experience or interest in project management
- Experience or interest in research, data collection and analysis

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Office of Immigrant Affairs Welcoming Network VISTA

Office of Immigrant Affairs

Economic Opportunity: Access to Benefits/Services

Project Goal:

The network of providers working to welcome immigrants, refugees, and asylum seekers is siloed and fragmented and is lacking in an overall vision of coordination and collaboration. This issue impacts Black and brown newcomers the most because unlike some other newcomer groups they do not have the depth of established well-funded networks (financial institutions, professional organizations, community groups) in Philadelphia that can make up for the gap of services provided by traditional providers. The VISTA will collaborate with Office of Immigrant Affairs staff to establish and sustain a network that supports emerging immigrant communities in their integration into the city.

On an Average Day, You'll:

- Facilitate a stakeholder meeting
- Research best practices for immigrant inclusion in peer cities
- Meet with community partners
- Draft fundraising correspondence

What You'll Learn:

- Project Management
- Conflict management
- Community building
- Teamwork
- Collective Impact work
- Cultural intelligence
- Public policy analysis and development

What You'll Bring:

- Experience and/or interest in relationship building
- Experience and/or interest in data collection and analysis
- Strong verbal and written communication skills
- Interest in immigrant populations and inclusive government
- Attention to detail

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Language Access Development VISTA

Office of Immigrant Affairs, Language Access Programs

Economic Opportunity: Access to Benefits/Services

Project Goal:

Language Access Philly is developing a digital "Toolbox" to support city employees and community members in understanding and using language access services. The VISTA will engage in quantitative and qualitative data collection methods, working alongside staff to design, implement and evaluate the tools that make up the Language Access toolbox.

On an Average Day, You'll:

- Research language access, including library research, reviewing or conducting interviews, attending a presentation, writing or synthesizing notes, or preparing reports
- Shadow a language access provider in the city at an event
- Organize and analyze city data, including quantitative and qualitative data
- Brainstorm with language access experts, including Language Access Philly, peers from other cities or the Federal language access program, translators, etc.
- Prototype and pilot new language access procedures and tools - this could include workflows, software, webpages, support materials, etc.

What You'll Learn:

- What "language access" means in a civic context, how it works, how it is enforced, and why it matters to a community's health
- Methods for qualitative and quantitative research and analysis
- About language(s) in use, especially in a city context
- The interconnected support web of laws, organizations and groups for immigrants in Philadelphia

What You'll Bring:

- Critical reflection
- Solutions oriented
- Organizational skills
- Collaborative approach
- Computer Literacy
- Additional languages preferred, but not required

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Budget Education, Equity, and Engagement VISTA

The Office of the Director of Finance, Budget Office

Economic Opportunity: Access to Benefits/Services

Project Goal:

The city's most vulnerable and unheard communities have been left out of budget decisions that directly affect their quality of life. The Budget Office's Education, Engagement and Impact (EEI) unit's work aims to provide accessible opportunities for community and employee engagement around the city's budget cycle. The Budget Education, Equity and Engagement VISTA will facilitate engagement sessions, meet with community partners, and develop educational and outreach materials to expand and advance our efforts to engage the hardest to reach communities in the city.

On an Average Day, You'll:

- Facilitate an in-person engagement session with a community partner
- Participate in an intro meeting with a community partner
- Review survey data to see if we're on track with the communities we'd like to reach
- Create facilitation questions for an upcoming virtual feedback session
- Communicate with community partners to set up feedback sessions.
- Research best practices within the City or from peer Cities on equitable Budget engagement
- Update participant tracker after an engagement session

What You'll Learn:

- The city's budget process and how the city uses community feedback to prioritize spending
- Racial Equity strategies used to uplift community voice and racial equity in government spending
- How to navigate relationships and bureaucracy
- Medium to advanced Excel Skills
- Partnership/relationship Management
- Facilitation
- Survey creation, data collection & analysis

What You'll Bring:

- Experience or interest in research/data analysis
- Interest in and commitment to Diversity, Equity, Inclusion
- Collaborative approach
- Intentional relationship building skills

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