

SITE RELATIONSHIPS

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INTRODUCTION

- WHO AM I
- WHO DO I WORK WITH
- WHY THIS IS IMPORTANT

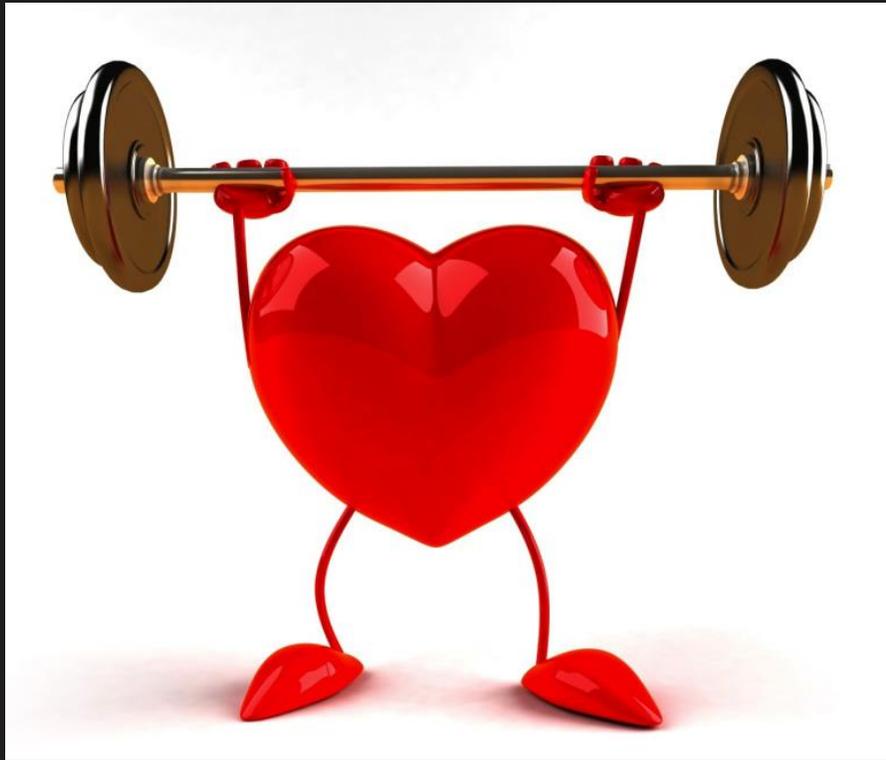


COMMUNITY PARTNERSHIP

- Partner Sites are non-profits from the community
- They are required to make a cash payment to host a member
- All organizational staff that will supervise or direct the member must attend training
- Chosen because they want to build capacity around out performance measures



CHALLENGES



- Confuses AmeriCorps State and AmeriCorps Vista
- How Member fits into organization
- Understanding Prohibited Activities
- Member/Employee Hybrid
- Member Requirements
- Data Collection
- Member Management

CHALLENGES

- Site supervisors confuse direct service (State) with in-direct service (Vista)
- Because they pay a match contribution they want a cheap employee
- They want Members to complete duties that are prohibited
- Other staff often create an environment that is challenging for the Member
- Not sure how to handle a situation that occurs with Members until it is too late
- Hard to understand why it may not be possible to replace a Member they do not want to return to their site

SOLUTIONS

- COLLABORATION
- SETTING CLEAR EXPECTATIONS
- CORRECTING THE PROBLEM
NOT ADDRESSING THE
SITUATION
- COMMUNICATION



SOLUTIONS - COLLABORATION

- Make sure they understand you want the best results for both their organization and your program
- Provide an opportunity for the Site Supervisor to be a part of Member development
- Give them a copy of the Member Training Plan
- Helping the Site Supervisor see the big picture
- Strategize with them to develop a plan to build the capacity around the reason the Member was placed at the site

SOLUTIONS – SETTING CLEAR EXPECTATIONS

- CONDUCT ORIENTATION BEFORE MEMBERS BEGIN SERVICE AT SITE
- PROVIDE AND REVIEW THE PARTNER SITE SUPERVISOR HANDBOOK
- DISCUSS ROLES AND RESPONSIBILITIES
- PROVIDE AND REVIEW PARTNER SITE SUPERVISOR POSITION DESCRIPTION
- REVIEW PROHIBITED ACTIVITIES AND PROGRAM EXPECTATIONS
- MAKE SURE EVERYONE WHO WILL DIRECT THE MEMBER IS INCLUDED IN TRAINING
- PROVIDE REGULAR TRAINING AS A MEANS TO DISCUSS STRATEGIES TO MEET PERFORMANCE MEASURES

SOLUTIONS – CORRECTING THE PROBLEM

- DO NOT CREATE A POWER STRUGGLE
- DISCUSS THE PROBLEM AND ANALYZE ALL OF THE REASONS IT MAY HAVE HAPPENED
- OFFER SUGGESTIONS ON HOW TO DE-ESCALATE THE PROBLEM
- BE CONSISTENT, BE HONEST AND BE AUTHENTIC
- PROVIDE WRITTEN FOLLOW-UP OUTLINING WHAT WAS AGREED UPON
- FOLLOW-UP IN PERSON TO SEE IF THE PLAN WORKED
- KEEP THE LINES OF COMMUNICATION OPEN
- INSIST ON ACCOUNTABILITY BUT REMAIN FAIR

SOLUTIONS – COMMUNICATION

- MAKE CONTACT AT SEVERAL POINTS DURING THE MONTH (EMAIL, TELEPHONE AND IN PERSON)
- MAKE SITE VISITS PRODUCTIVE
- SEND MONTHLY PERFORMANCE MEASURE REPORTS SO NOTHING CATCHES THEM OFF GUARD
- DISCUSS CONCERNS THAT IMPACT ALL SITES TOGETHER AND STRATEGIZE A PLAN THAT CAN BE IMPLEMENTED AT EACH SITE
- SEND OUT REMINDERS OF IMPORTANT DATES AND EVENTS
- BE ACCESSIBLE

CONCLUSION

- DON'T LET PROBLEMS OR CONCERNS FESTER – HANDLE THEM AS SOON AS POSSIBLE
- TAKE THE NEEDS OF THE SITE IN CONSIDERATION WHEN OFFERING SOLUTIONS
- BE OPEN TO SUGGESTIONS
- ALWAYS BE FAIR WHEN MAKING DECISIONS
- BE HONEST AND HELP THEM UNDERSTAND YOUR ACTIONS
- BE ACCESSIBLE – EVEN WHEN IT IS INCONVENIENT TO DO SO
- ALL OF THESE THINGS WILL BUILD TRUST GIVING THE OPPORTUNITY TO HAVE FRANK CONVERSATIONS IN A SAFE ENVIRONMENT

FINAL THOUGHTS

- WHY SITES ARE NOT SUCCESSFUL AND DON'T RETURN
- WHY SITES ARE SUCCESSFUL AND REMAIN COMMITTED
- THE BENEFITS FOR THE MEMBER AND THE SITE