

VISTA Assignment Description (VAD)

Title: Consumer Engagement VISTA
Sponsoring Organization: Homeless and Housing Coalition of Kentucky Project Name: Homes for All VISTA Project Number: 16VSSKY001
Site Name: The Coalition for the Homeless
Focus Area: Housing Assistance and Stability Primary: Housing Assistance

Goal of the Project: The Goal Statement should describe the 3-year overall goal, in terms of organizational capacity AND community impact. It should focus on how the VISTA will serve to break the cycle of poverty. Include language on sustainability efforts.

Housing is essential to achieve better health and safety, but it is not immediately available to many who need it. Due to this reality, many of those people depend on their local homeless services system in order to meet basic day-to-day survival needs. These services are critical, but they are not perfect. They are historically underfunded and need ongoing adjustment to remain aligned with current best practice. That is why we believe services for those experiencing homelessness should be informed by and for the people who use them - this is the founding principle of our Louisville Metro Community Consulting Board. Advisory boards such as this are often used at the community level to gain feedback from those who are currently or who formerly have experience using homeless services.

The Consumer Engagement VISTA will collect recommendations directly from our Community Consulting Board (CCB) comprised only of consumers who have lived experience with our homeless services system during the past seven years. The VISTA will then present this feedback to the Louisville Metro Continuum of Care on how services should be funded and/or improved for this population. Members of this board are also consulted for their input in a variety of other areas including revision of CoC wide policies and helping develop client-centered training for local service providers.

The Consumer Engagement VISTA is expected to plan, monitor and facilitate monthly meetings, manage all administrative duties associated with operating a robust advisory board, provide organizational support for community engagement events hosted by the CCB, and to help coordinate and organize educational advocacy opportunities with board members at the state and local level.

The Consumer Engagement VISTA will create a better understanding of the major issues related to the delivery of services and housing insecurity through community engagement and educational materials. To ensure the sustainability of this project, the VISTA will also focus on data collection, story gathering, community outreach, continuous quality improvement, intentional leadership development and partner with others who will continue the long-term efforts of this advisory board.

Objective of the Assignment (July 2023_ to December 2023) **no full year objectives*

Objectives should describe the result of a set of related activities to be accomplished THIS YEAR that will lead toward the overall GOAL in a sentence or two.

The Consumer Engagement VISTA will organize persons with lived experience into a consumer advisory board centering the voices of those who are currently utilizing, or who have utilized, homeless services within the past 7 years.

Member Activities:

- **The Consumer Engagement VISTA will provide organizational support to maintain our existing consumer advisory board.**
 - The VISTA will continue to hold regularly scheduled meetings with advisory board members.
 - The VISTA will recruit and orient new members as needed.
 - The VISTA will ensure that the group remains aligned with its purpose and help formalize member roles/responsibilities, board policies, procedures, and by-laws.
 - The VISTA will schedule and coordinate meeting dates, meeting location, handle payments for participating members, take meeting minutes, provide important reminders, and create meeting agendas for consumer input on items such as proposed policy changes or implementation of new programs.
 - The VISTA will collect and present feedback from the advisory group to the Louisville Metro CoC Board in an effort to make our services more effective and equitable.

 - **The Consumer Engagement VISTA will provide staff support to organize members and help coordinate their involvement in community awareness and engagement events.**
 - The VISTA will coordinate and ensure that members are attending educational and engagement events at the state and local level.
 - The VISTA will collect, manage, and report this data to the CoC Board.
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Objective of the Assignment (January 2024 to June 2024) **no full year objectives*

Objectives should describe the result of a set of related activities to be accomplished THIS YEAR that will lead toward the overall GOAL in a sentence or two.

The Consumer Engagement VISTA will help members of the advisory board create and disseminate educational resources to local service providers and decision makers on how to best meet and anticipate future consumer needs.

Member Activities:

- **The VISTA will work with members of the advisory board to create educational materials.**
 - Develop and distribute effective materials that inform the community regarding certain policy decisions, service gaps, and best practices for the quality and types of services.

 - **The VISTA will utilize feedback from persons with lived experience to design outreach efforts that are more effective and meet consumers where they are.**
 - Review materials with persons who have or who are currently experiencing homelessness to create informed content.
 - Translate materials for largest populations in the community.

 - **The VISTA will disseminate housing rights information on key websites and social media.**
 - Create pages on the Coalition for the Homeless website with current issues regarding state and local legislation and quality of services.
 - Create training on the Coalition for the Homeless learning management system to inform service providers on best practices for interacting with persons experiencing homelessness.
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Objective of the Assignment (July 2024 to December 2024) **no full year objectives*

Objectives should describe the result of a set of related activities to be accomplished THIS YEAR that will lead toward the overall GOAL in a sentence or two.

The Consumer Engagement VISTA will ensure that board members are planning and engaging in outreach efforts to those currently experiencing homelessness or who are living in CoC funded housing programs to improve program development and delivery.

Member Activities:

- The VISTA will ensure that board members are planning and coordinating outreach efforts to engage with those who are currently experiencing homelessness or who are living in CoC funded housing programs.
 - The VISTA will ensure that outreach efforts are being made to persons currently using homeless services or living in CoC funded housing programs to assess, collect and identify the most current needs of this population.
 - The VISTA will collect, manage, and report this data to the CoC Board.
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Objective of the Assignment (January 2025 to June 2025) **no full year objectives*

Objectives should describe the result of a set of related activities to be accomplished THIS YEAR that will lead toward the overall GOAL in a sentence or two.

The Consumer Engagement VISTA will identify key leaders to ensure that the Coalition for the Homeless, community partners, and/or members of the consumer advisory group are prepared to continue the efforts achieved in the first three goals.

Member Activities:

- The VISTA will establish committed members and working groups to maintain the Community Consulting Board.
 - Perform outreach to community groups to inform them about evictions and the programs and initiatives that are taking place in Jefferson county.
 - Create opportunities for a broad coalition to engage in this work.
- The VISTA will work to solidify the leadership and on-going needs of those experiencing homelessness.
 - Maintain relationships with partners
 - Create a working partnership between consumers and providers to inform policy development and improve the quality and types of services provided.
 - Hold quarterly meetings with partners to check in on their commitment, capacity, and any emerging needs.