

# VISTA Assignment Description (VAD)

**VISTA Position Title: Program & Engagement VISTA**

**Sponsoring Organization:** UNITED WAY OF THE PIEDMONT

**Project Name:** VISTAs in the Piedmont

**Project Number:**

**Project Period:** 08/09/2021-08/08/2022

**Host Site Name:** AccessHealth Spartanburg

**Focus Area(s):** Healthy Futures > Access to Care

**Note:**

*If your VAD is not accepted, the State Office will note the reason(s) why here.*

## VISTA Assignment Objectives and Member Activities

**Goal of the Project:** To improve health outcomes and reduce healthcare costs for under-insured, low-income adults by increasing awareness & community engagement. The VISTA will expand current communication efforts, increase efficiency of the client enrollment process, identify gaps in care and available community assets and resources, and secure additional funding for AccessHealth Spartanburg (AHS).

**Objective of the Assignment (08/09/2021-08/08/2022)**

Research, conduct, and analyze data for focus groups for clients and community partners

**Member Activities:**

1. Research and create questionnaires for three focus groups: English-speaking clients, Spanish-speaking clients, and community partners.
2. Prepare for and conduct focus group meetings, including sending out information, conducting outreach, scheduling, and leading the groups.
3. Gather and analyze data and outcomes.
4. Create a written report to synthesize key results and recommendations with AHS leadership.
5. Gather AHS impact data and client success stories.

**Objective of the Assignment (08/09/2021-08/08/2022)**

Research and create a program/best practice to capture clients who are lost to services

**Member Activities:**

1. Monitor recertification data and identify trends.
2. Develop interventions for improving recertification rates.
3. Identify how AHS can use resources available to find clients who are lost to services and contact for follow up.

**Objective of the Assignment (08/09/2021-08/08/2022)**

Identify ways for AHS management to measure Care Navigator return on investment & productivity

**Member Activities:**

1. Shadow AHS Care Navigators to gather information and data regarding their day-to-day activities.
2. Learn how Care Navigators enter services into the current database & identify how services entered can measure productivity.
3. Develop a user-manual for client record software (EPIC) to streamline data entry & ensure data input is standardized.
4. Collect data to share with supervisor and implement best practices to measure the return on investment & productivity.

**Objective of the Assignment (08/09/2021-08/08/2022)**

VISTAs will spend 10% of their service participating in a supplemental project designed to foster collaboration and problem-solving for (a) community-wide issue(s). The VISTA team will gather one half-day each week to share different perspectives and experiences gained through their work on-site and work together on (a) project(s).