

Chapter 11 – Training & Technical Assistance

ServeNebraska is committed to the professional and program development needs of all Nebraska national service programs, staff and members. We work collaboratively with the Corporation for National & Community Service Nebraska State Office, VISTA programs, the Nebraska Senior Corps Associations, local Senior Corps programs, the Nebraska Department of Education (the Nebraska K-12 Learn & Serve grantee), and the higher education service learning entities including the Nebraska Campus Compact. In working with educational partners, we strive to integrate service learning and civic engagement into campus and academic life. ServeNebraska provides training, professional development and leadership activities that allow national service programs, staff and members to reach their full potential. We strive to ensure our offerings impact the spectrum of national service participants.

We expect that programs and their key personnel – leaders, supervisors, financial personnel, and members – will develop understanding and appreciation for the skills and practices needed to operate effective, efficient, and compliant programs that make a significant impact on the quality of life in Nebraska.

Needs Assessment

ServeNebraska is strongly invested in working with programs to provide training and technical assistance to strengthen individual programs and succeed as national service grant recipients. ServeNebraska currently utilizes several strategies to continuously assess the training and technical assistance needs of AmeriCorps programs, the result of which is a dynamic, multifaceted approach that works with programs both collaboratively and individually to address the identified needs.

Training Evaluation

All training and technical assistance activities conducted through the Commission will be evaluated by participants. Information received through the evaluation form is compiled and used when planning future training activities.

Annual Training for AmeriCorps Programs

Signature events will be the focus of ServeNebraska in-person training efforts with AmeriCorps program leaders, staff and members.

- ***AmeriCorps Leader Launch – August 2012***

An annual all day-long training for AmeriCorps program and financial leadership staff to introduce new developments, review provisions and expectations, and discuss processes and procedures to successfully operate high-impact federally funded grant programs through ServeNebraska. It will be held 1-2 weeks prior to the beginning of the new grant program year.

- ***Nebraska AmeriCorps Conference – October 2012***

This annual all day-long training is an opportunity for AmeriCorps members from programs across the state to gather and increase skills early in the program year. The focus is on assuring a strong understanding of national service, sharing key requirements & expectations, providing training that furthers their effectiveness, and networking to establish an understanding of being part of a statewide AmeriCorps network.

- **ServeNebraska Symposium: “Celebration of Service” – May 2013**

Newly initiated in 2012, ServeNebraska aims to establish this as an annual group celebration of service and reflection. National service participants throughout Nebraska are invited to create artistic projects – individually or in small groups – that reflect on their service. Written narratives, photography, and video are potential means of expression. Possible themes include: How service is changing me/us, How service changes the way I/we see the world, How volunteers/ students/ clients created something special. This event also includes member trainings with sessions focusing on Life After AmeriCorps.

- **Program Leaders’ Team Training**

Training events and/or conference calls will be held on various topics throughout the year for continued development of the Nebraska AmeriCorps Program Leader Team. The program leaders’ training will strengthen Nebraska’s national service programs, increase peer networking and resource sharing. ServeNebraska staff will share best practices, new rules and regulations, provide technical assistance related to grant implementation and program goals and secure consistent ongoing input on training and technical assistance needs.

Resources to Support Member Development

EnCorps

EnCorps Resources carry a "field stamp of approval." Veteran program staff reviewed and recommended these tools for recruiting and developing AmeriCorps and VISTA members. The resources you download bring a history of successful use. To learn more about EnCorps – and for ways to benefit from and contribute to this initiative, go to: <http://encorps.nationalservicerresources.org/>

This site is divided into five general topics to help you find what you need:

- **Recruitment & Placement:** Tips and tools for locating great candidates and interviewing, screening, and matching the right person to your position needs.
- **Member Orientation/VISTA Orientation (OSOT):** Not sure what to include, how to deliver the material most effectively, or how to build group cohesiveness? Find answers here.
- **Member Supervision:** Support members better with these resources and tips on the "nuts & bolts," creating effective relationships, monitoring and evaluating members, and working with host sites.
- **Member Training & Development:** Member training doesn't end with orientation. In fact, member development is a year-round effort. Look here for training resources.
- **Transition:** Members sometimes struggle with "what to do next." Be their guide in navigating this change.

National Service Knowledge Network

The National Service Resource Center is one of the AmeriCorps National Training and Technical Assistance providers funded by the Corporation for National Service. The National Service Resource Center (NSRC) is operated by ETR Associates (Education, Training and Research), a national nonprofit health education agency. NSRC serves as a central point for sharing information about effective training and technical assistance (T/TA) resources and other materials relevant to AmeriCorps programs. The Resource Center is your one-stop shop for online tools and training resources to strengthen your volunteer

or service program. Sponsored by the Corporation for National and Community Service and administered by ETR Associates, The Resource Center is the central point for:

- Sharing training and technical assistance information among the Corporation's main programs—Senior Corps and AmeriCorps
- Sharing information with potential grantees to help them apply for Corporation resources
- Providing technical assistance to any organization using volunteers to strengthen local communities

The Resource Center contains online training tools, event calendars, effective practices, as well as a catalogue of printed publications and videos available on loan. The Resource Center's content is generated by a network of more than 20 training and technical assistance providers funded by the Corporation to serve the needs of volunteer and service programs. In addition, the Resource Center serves as a learning exchange where individual programs can share their innovations and effective practices with others.

<http://nationalservicerresources.org/>

Let's Build Nebraska – Resources to Build Great Nonprofits

This free website <http://www.letsbuildnebraska.org/> is for nonprofit staff and volunteers seeking to increase the quality of life in Nebraska. Let's Build Nebraska is full of resources, expertise and opportunities to help you succeed. This site exists to increase the capacity, skills and abilities of volunteers and staff serving to strengthen our state.