

Volunteer Intake Process and Timeline

- Phone inquiry completed, application packet sent, and interview scheduled
 - o Program Specialist should ALWAYS try to schedule the interview at the time of the inquiry! When this is not possible they should make a note of when to do follow-up with the prospective volunteer.
- Interview conducted
- Run Background and MVR check through Lexis Nexis
- Conduct 3 reference checks; if needed, more people can be contacted.
 - o After 2 unsuccessful attempts have been made to reach a reference, contact should be made with the volunteer to either get another reference or have them contact the reference.
- Write Volunteer Assessment
 - o This assessment should be written as soon as possible after the interview so that important information and impressions are not forgotten. Assessment can be written prior to receiving all references; references can be plugged into assessment after completed.
- Review applicant with other Program Specialist
 - o Decide on approval or denial of applicant
 - o Inform applicant of decision
- This process should take no longer than 2 weeks
 - o If process is taking longer applicant needs to be informed of how the process is going, any other information needed from them, and estimated time until complete.
- Decide on children to present to volunteer
- Invite volunteer into BBBS office to present prospective Littles
- Volunteer decides on Little and family is called to approve Big
- Set up a Match meeting at a time that works for the family and volunteer

Child Intake Process and Timeline

- Phone inquiry completed, application packet sent, and interview scheduled
 - o Program Specialist should ALWAYS try to schedule the interview at the time of the inquiry! When this is not possible they should make a note of when to do follow-up with the parent/guardian.
- Interview conducted
- Decision is made to accept child into the Program Specialist
 - o If the child is accepted
 - Mail acceptance letter and Satisfaction Questionnaire to parent/guardian
 - o If child is not accepted
 - Try to obtain referrals to other services that may be more appropriate for child. Contact parent to explain decision and give referrals.
- Mail child's school/teacher the School Inquiry Form
- Mail child's counselor the Professional Referral Form if applicable
- Write the Parent/Child Intake Assessment
- This process should take no longer than 1 week