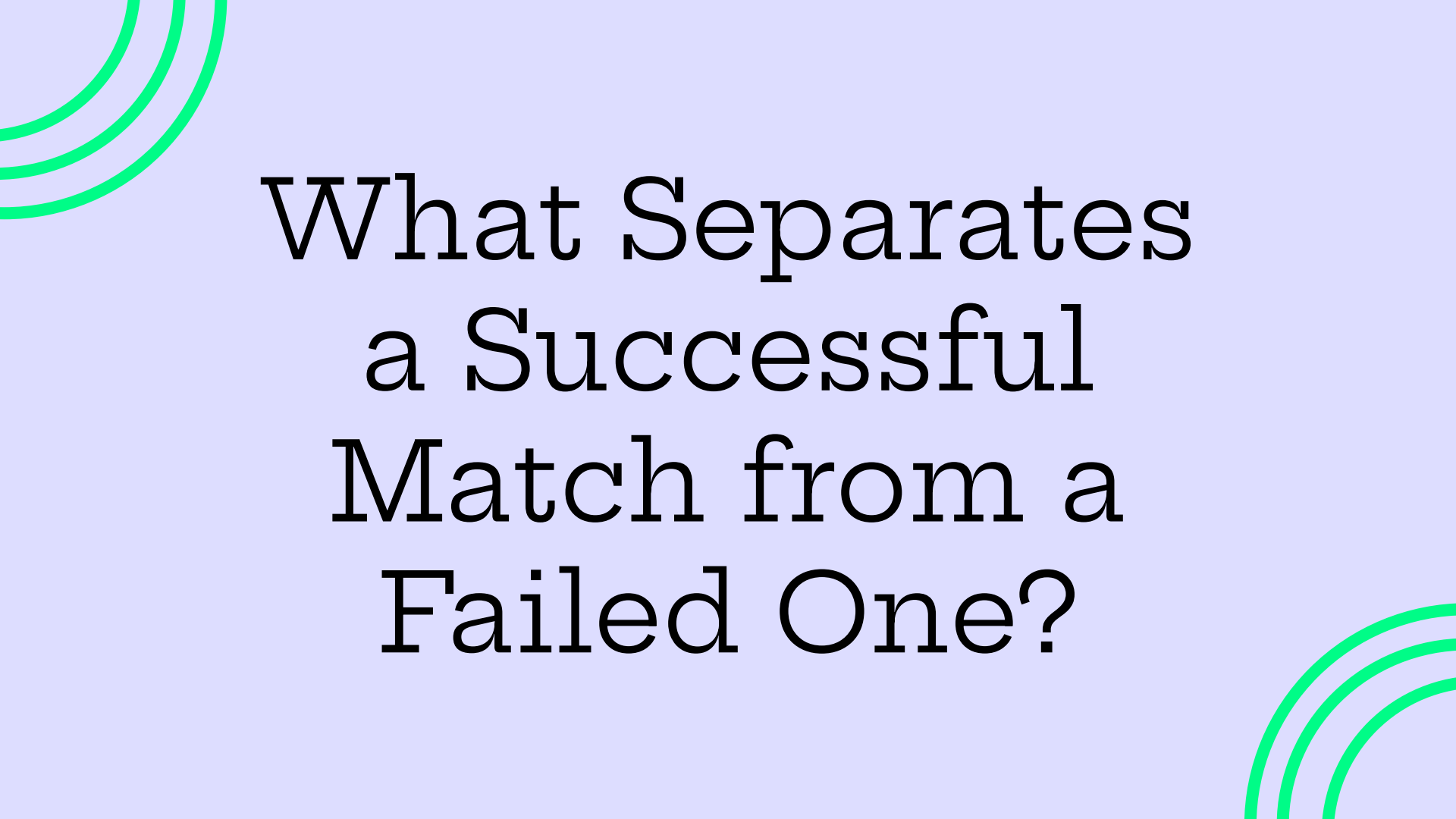




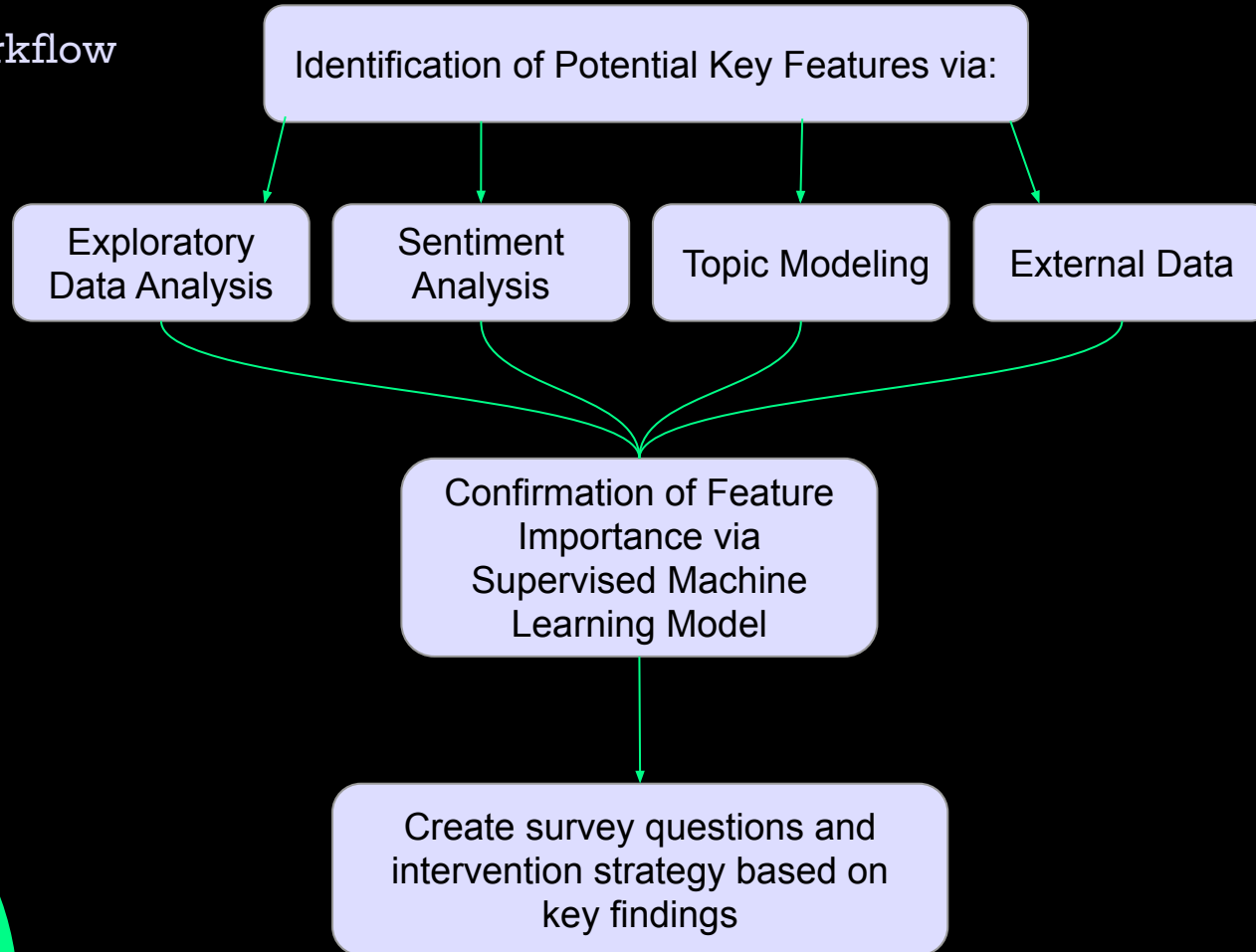
# MinneMUDAC & BBBS


Achinthya Sreedhar, Barrett Ratzlaff, Jerry Lin,  
Michael Webber, Neha Shastri




What Separates  
a Successful  
Match from a  
Failed One?

## Our Workflow





While there is no perfect recipe to make a match successful, there are controllable aspects of a match that are associated with length.



	Successful	Unsuccessful
Average Sadness Score Detected in Match Support Calls (Out of 100)	9	17
Introversion Score (Out of 100)	27	32
Average Big Wait Period between Interview & Match	63 days	88 days
Estimated Distance	7.49 miles	7.61 miles
Average Rationale for Match Length	70 words	55 words




# High Sadness Score Examples

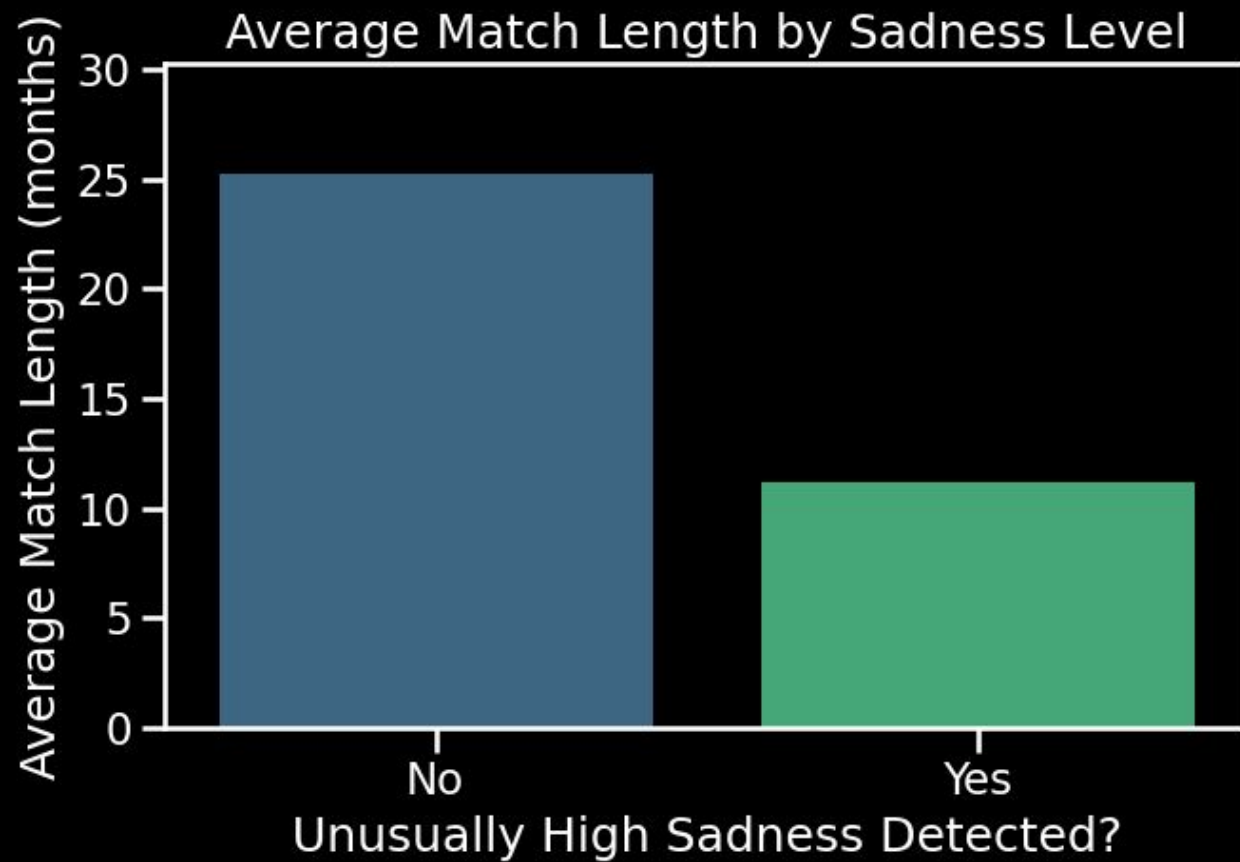
**“[big] feels exhausted and feels like the disappointment is outweighing the joy in the relationship”**

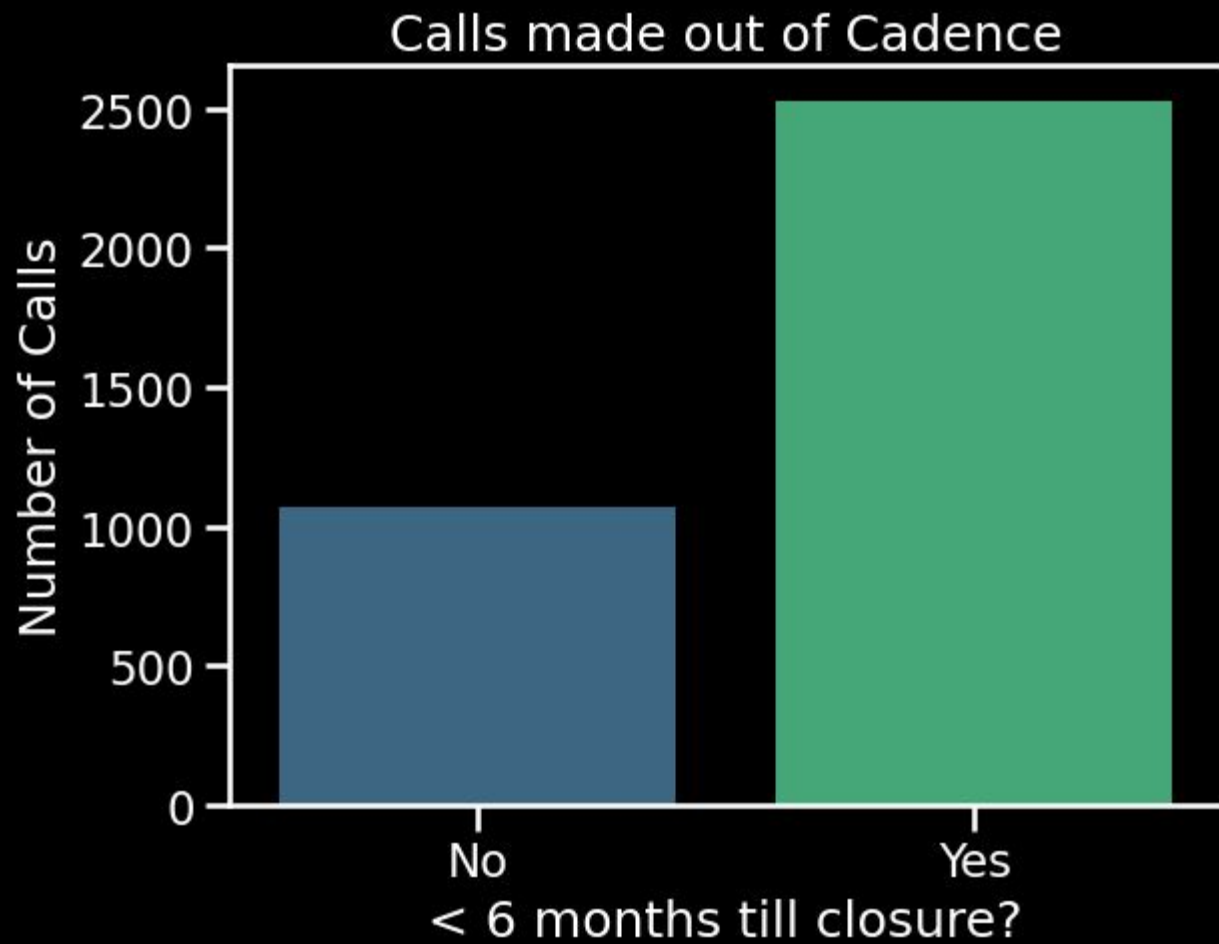
**“[big] says ... life has been tough lately”**

**“This match has not met up in several months and PG has been completely unresponsive”**

**“[big] is bogged down with selling a home and child's family is dealing with physical and mental health ”**








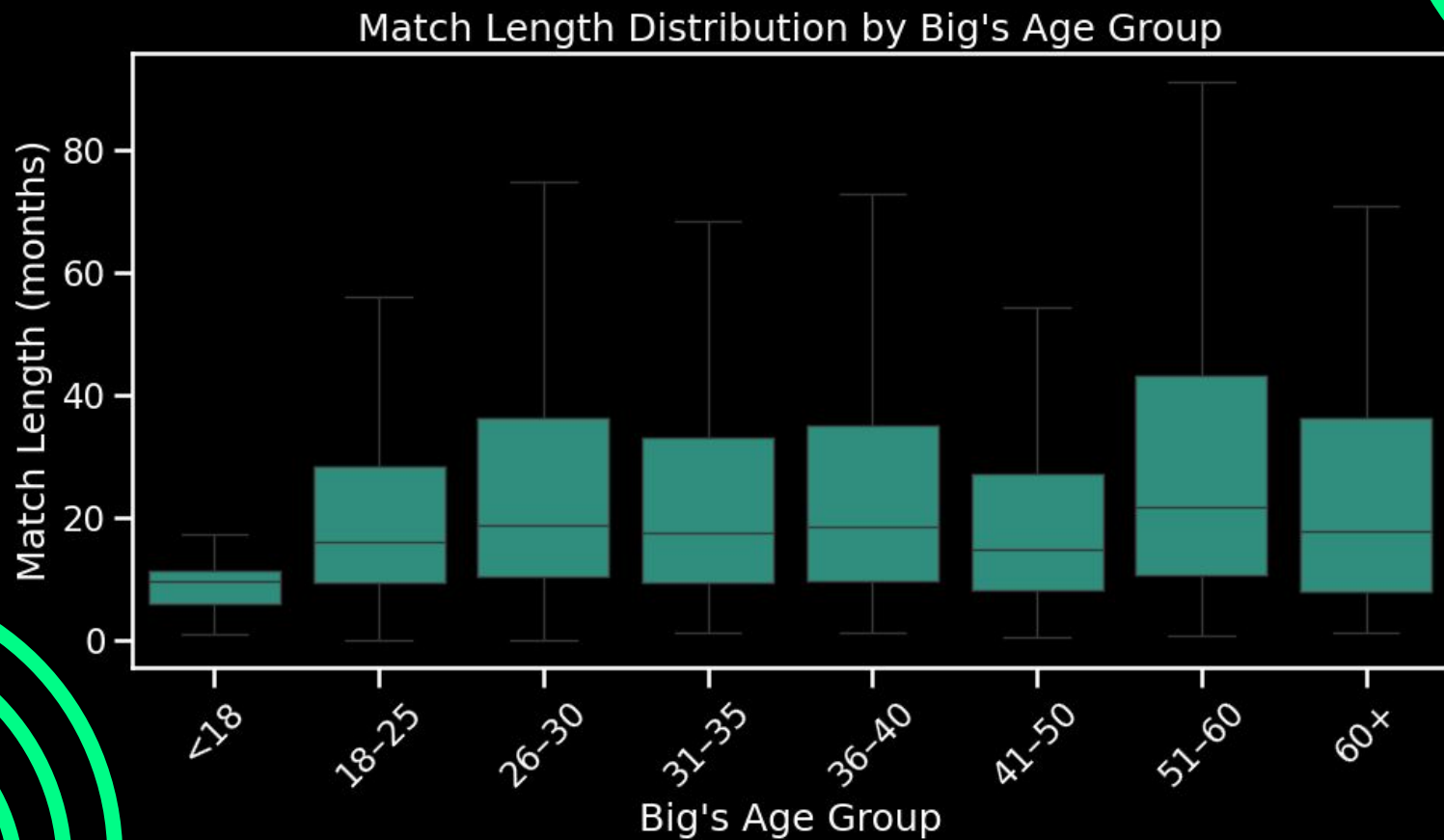





# ~70%

of calls that were made out of a  
match's typical call cadence were  
within 6 months of the match  
closing altogether.




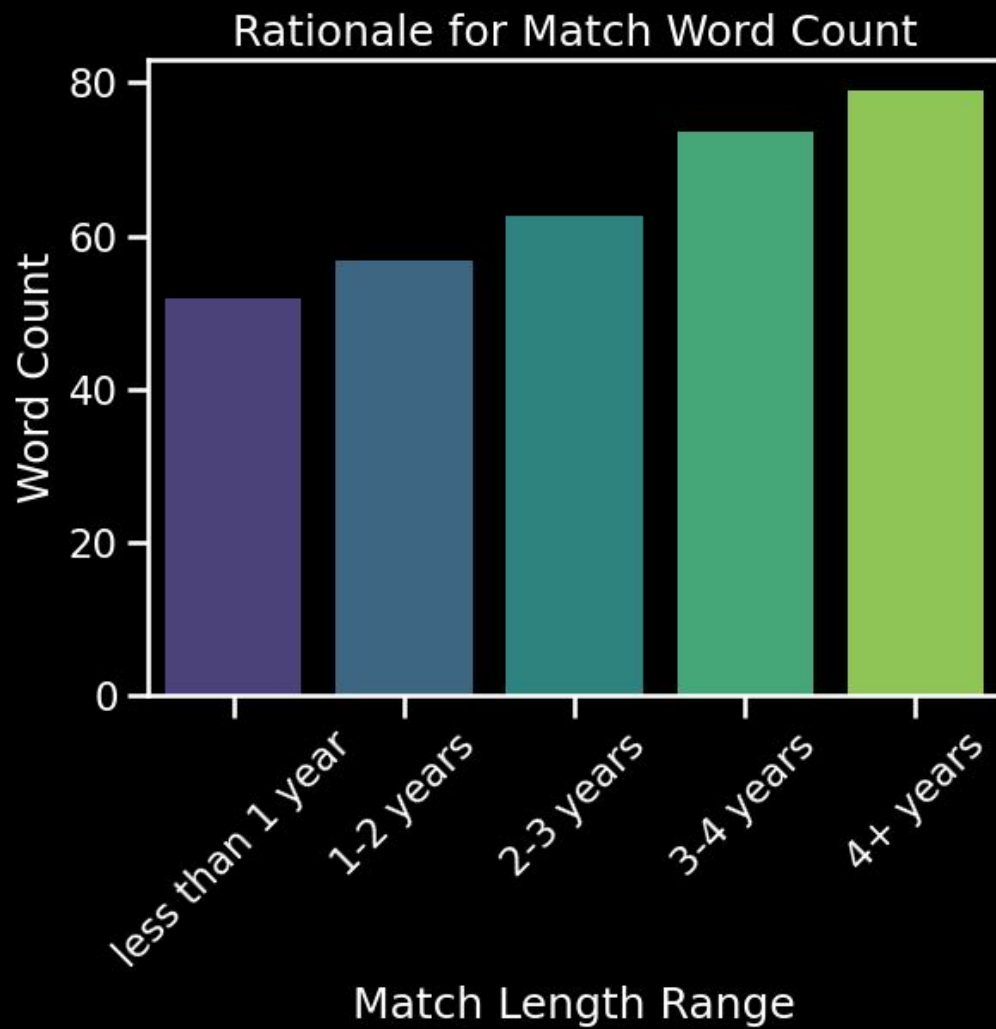


Top Closure Reasons	
Closure Reason	% of Matches Affected
Change in (workplace/ school/ home/ family)	24.6%
Lost Contact	15.0%
Time Constraint	13.9%
Incompatibility	12.6%
Health Issue/COVID Impact	5.8%
Infraction of Match Rules	1.3%



Of the top closure reasons, we recommend some be mitigated by our intervention strategy, while others be mitigated by improvements in the matchmaking process.





# Recommended Survey Question Set:

- On a scale of 1 - 10, how satisfactory would you say your recent match meetings have been?
- On a scale of 1 - 10, how satisfactory would you say your recent match meetings have been for your little?
- What percentage of your free time is spent on this match?
- Do you anticipate this to change significantly soon?
- (If Yes) Would you like to speak with a member of the team in more detail about planning around this change?

# Intervention Strategy:

- Intervention Strategy is triggered by responses to survey questions.
- First, confirm Big's willingness to continue.
- Next, based on the suspected key reason for being at risk of closure, connect Big with a Big "alumni" who has experienced similar challenges in a previous match.
- Then, the veteran Big & BBBS team can work with the Big on an "action plan" based on veteran Big's experience, BBBS's best practices, and current big's situation.
- Team reconnects with Big in 1-2 months to see if further iterations are needed.