Post Interview – Match (1-5 months)

**Paint points**

* This is the lengthiest part of the process: 1-5 months
* Unclear communication: “I felt like I was in limbo”
* Lose 25% of volunteers during this stage

**Process**

1. Post interview - RTBM
   1. PIQ – gathers test
   2. Background Check – they pay for this that’s why they wait until after interview
   3. References
      1. Are they given a deadline?

Communication during this stage:

* + 24 hours after interview email sent (working on application)
  + another email is sent (still working on application)
  + potential follow-up interview
  + success email is sent
  + Automated email sent with acuity link for follow-up call

1. RTBM – Matched
   1. Alignment with preferences
      1. This can change
      2. Lack alignment of preferences are needed
      3. This used to take a week max but now takes way longer

Communication during this stage:

* Community based
  + Receive Little Profile
  + Call to discuss little
* Big Futures (?) - big who has a career
* Match Meeting is set

**Relevant Flows**

Internal

1. [Assessment || Record Triggered || Assessment Updates](javascript:void(0);)

External

1. [Pending Match Outreach || Match || A C/U](javascript:void(0);)

**Next steps**

1. Interview RTBM Bigs to further identify pain points in detail
2. Interview Matched Bigs to further identify pain points in details
3. Calculate cost per match

Questions to Consider

1. What is the lengthiest part of this process? Essentially what consumes the most time and drags it out?
2. Can we shorten the turnaround time for any of these processes?
3. If not, how can we improve communication and deliver a better user experience?

Notes

1. Maybe we can provide them with an update
   1. We need to find a way to keep them engaged
      1. Standardize follow-up interview
      2. More communication?
         1. Within that, how do we effectively keep them engaged
      3. Provide standard time it usually takes

Next steps

1. Send request to interview Bigs
2. Draft Questions for Caitlin