November 8, 2023 Client Call

Post – Interview Specific Questions

1. What is the best way to think of segmenting the waiting volunteers into different spans of wait time and subsequent need of engaging outreach?
2. What is the exact number of email communications sent out between interview and match and the respective timeline? (e.g. weekly, bi-weekly emails?)
   1. Which templates/communications are actually used?
   2. Since there are many versions of the same email, does everyone know which templates to use to ensure consistency?
3. If communication is mostly ad-hoc during this stage, what protocols exist to ensure no emails are forgotten?
   1. Due to their ad-hoc nature, who is responsible for sending out communications/updates during the waiting period?
4. Have there been any prior initiatives/conversation to address the issue of volunteers feeling a lack of direction in the process?
5. How do you currently keep volunteers engaged when they’re on hold?
6. What resources exist for volunteers during this stage as they wait?
7. Typically, what makes this part of the process so long?
   1. How long do background checks take? References? Other forms needed?
   2. Are background checks outsourced?