



Big Brothers Big Sisters of Mt. Kilimanjaro, Tanzania

Graphic Description of the Program's Service Delivery Process

May 2004

This flowchart depicts the service delivery process used by BBBS Kilimanjaro, Tanzania.

This graphic representation of the service delivery process is to be used as a sample and a guide in developing the criteria and steps necessary to implement the Big Brothers Big Sisters program.

For more information about this flowchart please contact Gichuki Francis, BBBS Mentoring Officer at protection@mkombozi.org or by telephone at 0744 679 078.

Acknowledgement to South Africa BBBS who devised the original flow chart.

Volunteer Recruitment Process

VOLUNTEER REQUIREMENTS

- *18+ years*
 - *Good physical and mental health*
 - *Physical disabilities evaluated*
 - *No adult felony convictions*
 - *No Bad behavior*
 - *No drink driving within 2 years*
 - *Civil actions considered on merit*
 - *No evidence of substance abuse*
 - *No convictions for drug offence*
 - *No convictions for drug dealing*
 - *Psychological illness*
 - *Corporal Punishment-clean record*
- ** Others to be specified

VOLUNTEER ENQUIRY

Personal particulars captured on database

- *Date*
- *First and last names*
- *Address*
- *E-mail*
- *Contact no's*
- *Source of enquiry*
- *Motivation to call*

POST OR E-MAIL INFO

- V1a: COVERING LETTER
- V1b: VOLUNTEER APPLICATION
- V1c: VOLUNTEER CONTRACT
- V2: REFERENCE LETTERS

FOLLOW UP DONE BY VOLUNTEER CO-ORDINATOR AND REFERRED TO MENTORING OFFICER

MENTORING OFFICER TO PROCESS

- *Collection of application and reference letters*
 - *Copies of ID document*
 - *Process criminal checks*

INTERVIEW AND ORIENTATION

- Discuss volunteer contract

V3: VOLUNTEER INTERVIEW FORM

INTAKE SUMMARY

V4: VOLUNTEER CASE SUMMARY

DO HOME-VISIT

- *If part of a family*
- *A need for verification of any info*

ACCEPTANCE

- SEND A LETTER ADVISING OF PROCESS
- SET UP TRAINING DATES

V5: ACCEPTANCE LETTER

REJECTION

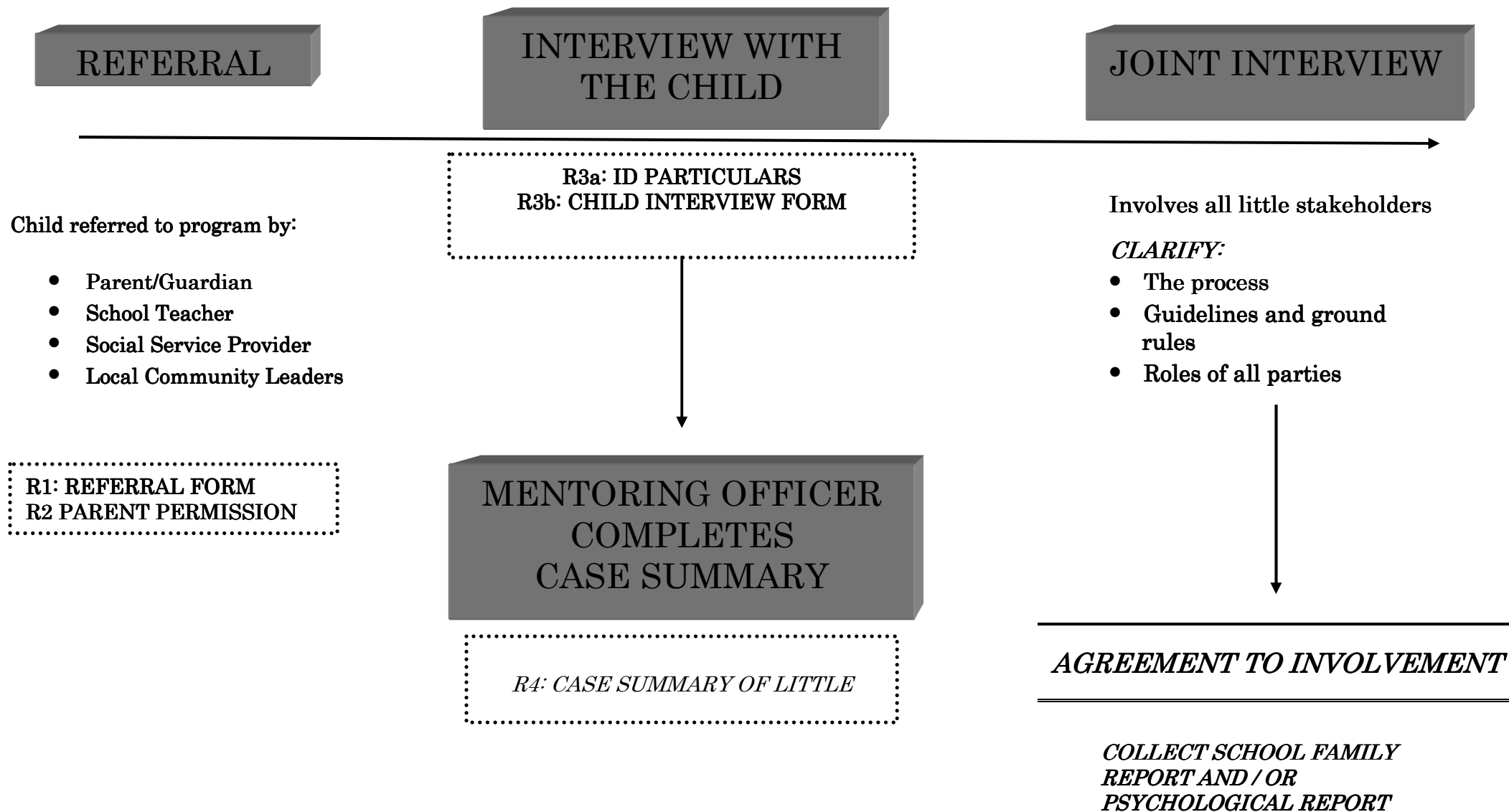
- LETTER INVITING APPLICANT TO A MEETING

V6: REJECTION LETTER

ACCEPTANCE REJECTION

EVALUATE ALL INFO

Referral Process



FINAL SUMMARY

- Make final additions to R4
- Record all impressions of:
 - *Home and school*
 - *Parent/guardian behavior*
 - *Child's appearance*
 - *Family functioning*
 - *Problem areas/special needs*

ACCEPTANCE

- SEND A LETTER ADVISING OF MATCH PROCEDURE

R5: ACCEPTANCE

REJECTION

- SET UP AN INTERVIEW
- REFER TO OTHER PROGRAMMES

R6: REJECTION FORM

Matching Process

IDENTIFY A BIG TO BE MATCHED WITH LITTLE

CRITERIA TO BE CONSIDERED

- *Child's needs*
- *Child's interests*
- *Parent/child's preferences*
- *Volunteer's preference*
- *Volunteer's strengths*
- *Waiting period to matching*
- *Prioritize a "re-match"*

M1: MATCH PROFILE FORM

MEET WITH THE VOLUNTEER

REFER TO:

- M1: *MATCH PROFILE FORM*
- R4: *CASE SUMMARY*

Discuss the information available on the selected little with the volunteer.

Make sure that the volunteer is happy with the criteria of the selected little.

NB!!! NAMES AND ADDRESSES ARE NOT TO BE DISCLOSED TO THE VOLUNTEER

ACCEPTANCE

Set up a match meeting and invite all concerned parties

M2: LETTER OF INVITE

REJECTION

Find a more suitable match

MATCH MEETING

- Parent
- Child
- Teacher
- Volunteer
- Mentoring Officer

- *Discuss ground rules and guidelines for the match.*
- *Waivers are explained and signed*

M3: WAIVERS

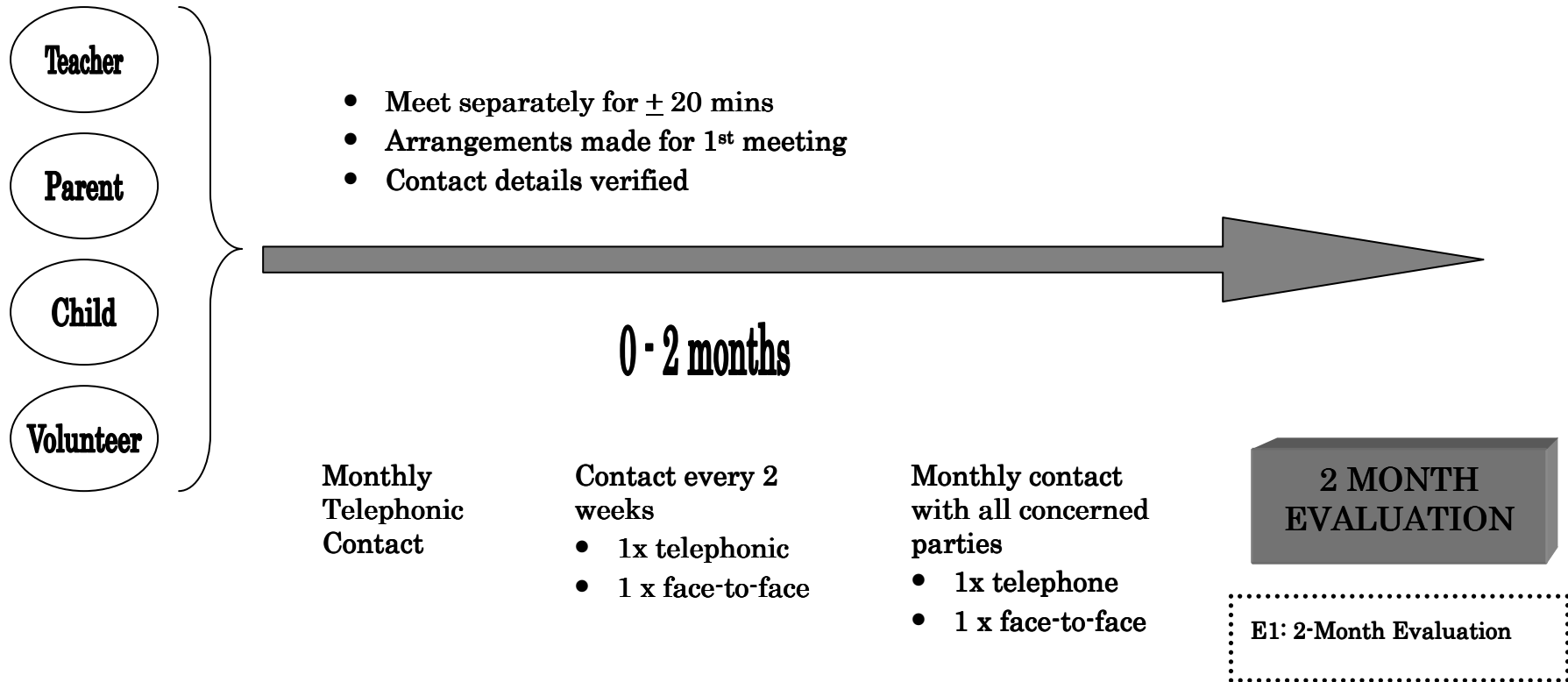
VOLUNTEER AND CHILD MEET SEPARATELY

RECONVENE

Discuss the goals of the match as a group

M4: MATCH PLAN

Supervision and Evaluation



PURPOSE OF SUPERVISION AND EVALUATION IS:

- To encourage positive progress towards match goals
- To modify goals if necessary
- To determine goals and strategies
- To ID potential problem areas and training needs of Big's
- To enhance the Big and Little's relationship
- To maintain a rapport between staff, volunteer, family and child
- To give direct support to the volunteer
- To collect updated material re: activities and development
- To encourage participation
- To create a sense of match parties being part of the organization.

2-6 months

12 months

CLOSURE



**E2: PROGRAMME
OUTCOME EVALUATION**

**6 MONTH
EVALUATION**

- Quarterly contact with all concerned parties
- At least 2 face-to-face contacts
- ANY PROBLEMS: negotiate more regular contact

**ANNUAL
EVALUATION**

**12 MONTH
EVALUATION AND
ASSESSMENT**

REFERRAL

A need for more intensive input

WAITLISTED

Big no longer available

CLOSURE

Goals met or Little no longer wants to be involved

E3: FINAL EVALUATION

A: BIG CLOSURE FORM

B: LITTLE CLOSURE FORM

C: JOINT CLOSURE INTERVIEW

E3: FINAL EVALUATION