

TSW FORMAT
for
INFORMATION GATHERING
"Ideas that Work"

Type of Project: Communication

Project Name: Calling Program (Phone Tree)

Project Goal: Keep members in touch through outreach calls

Organizing Service Body: Individual Meeting

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Resources Needed (budget, volunteers, materials, etc.): A volunteer to organize drawing the names at the meeting and to explain the process. Each person needs a phone; also having an answering machine/voice mail is helpful because the message could be passed on by leaving it on the machine/voice mail.

Implementation Process (including length of time for planning and implementation): Discuss at the group conscience; draw names and start. One group started on New Year's Day by drawing names at a meeting. There was agreement as to who would call first and so on. After all the calls were made, the first person would start the calling again. When someone dropped out, another person was added. If someone stopped calling, the next person just called on to their person.

Additional Comments (including things of which to be mindful): As with all things, there is the possibility of someone not continuing, so it is good to agree ahead of time that we would go on without that person. Another thing would be to ask each person if there is a preferred time to be called. This information could be included on the sign up sheet with the person's name and phone number. Another way to have a calling program is to have everyone agree to call someone who wasn't at the meeting. That way the person would receive several calls. We also look at the We Care List and select someone to call that has been absent for a while.

Results: The phone tree went well for about three weeks. One person said they did not want to have that type of call, so it made a change in the continuity. We can start this again with new people.