

Accountability Partners Program – Process Documentation Discussion

EAGLE GROUP OF MINNESOTA VETERANS



PARTICIPANT

ALLY

EXTERNAL RESOURCE GROUPS

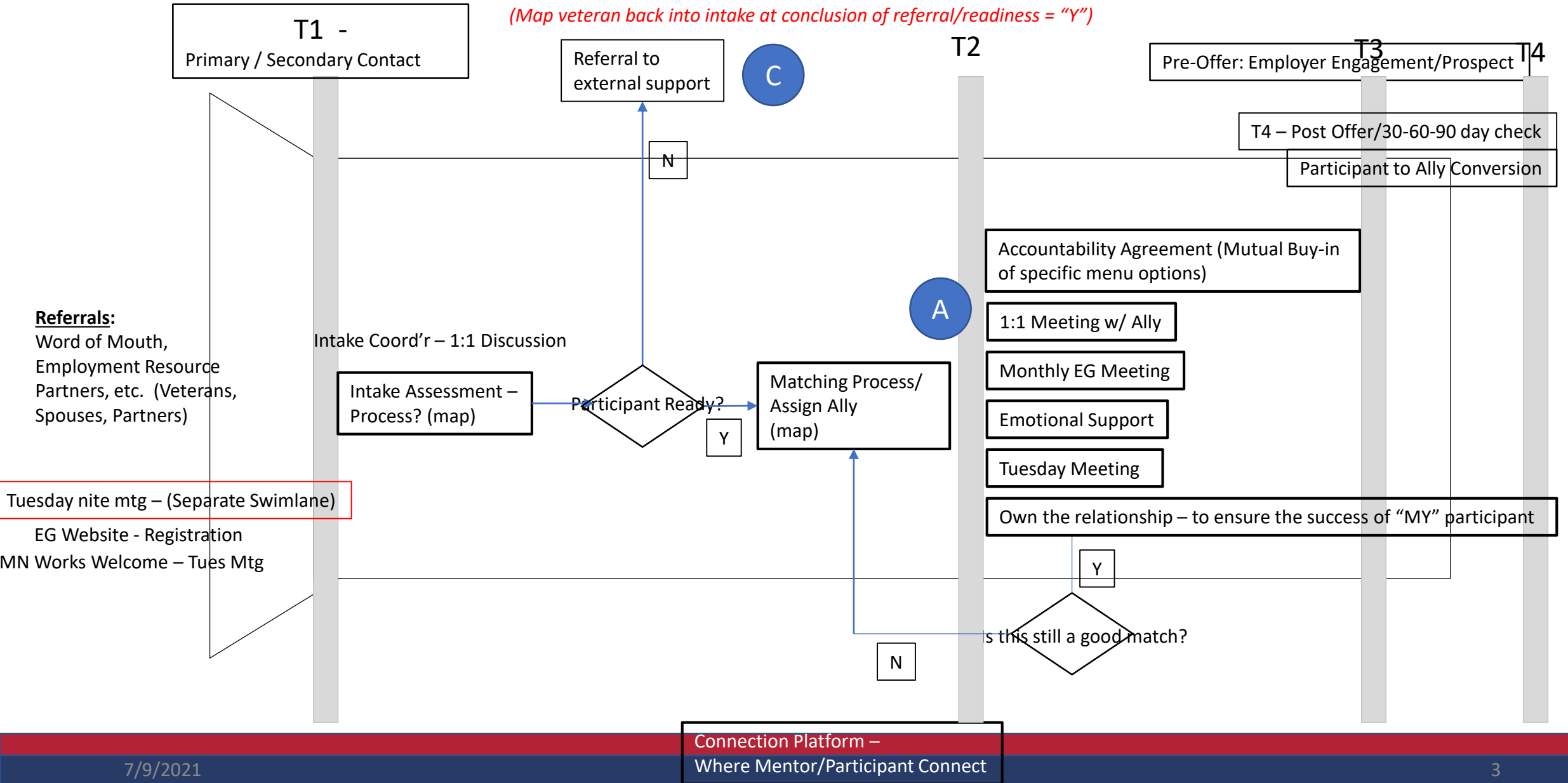
PROCESS PLAYER (TBD)

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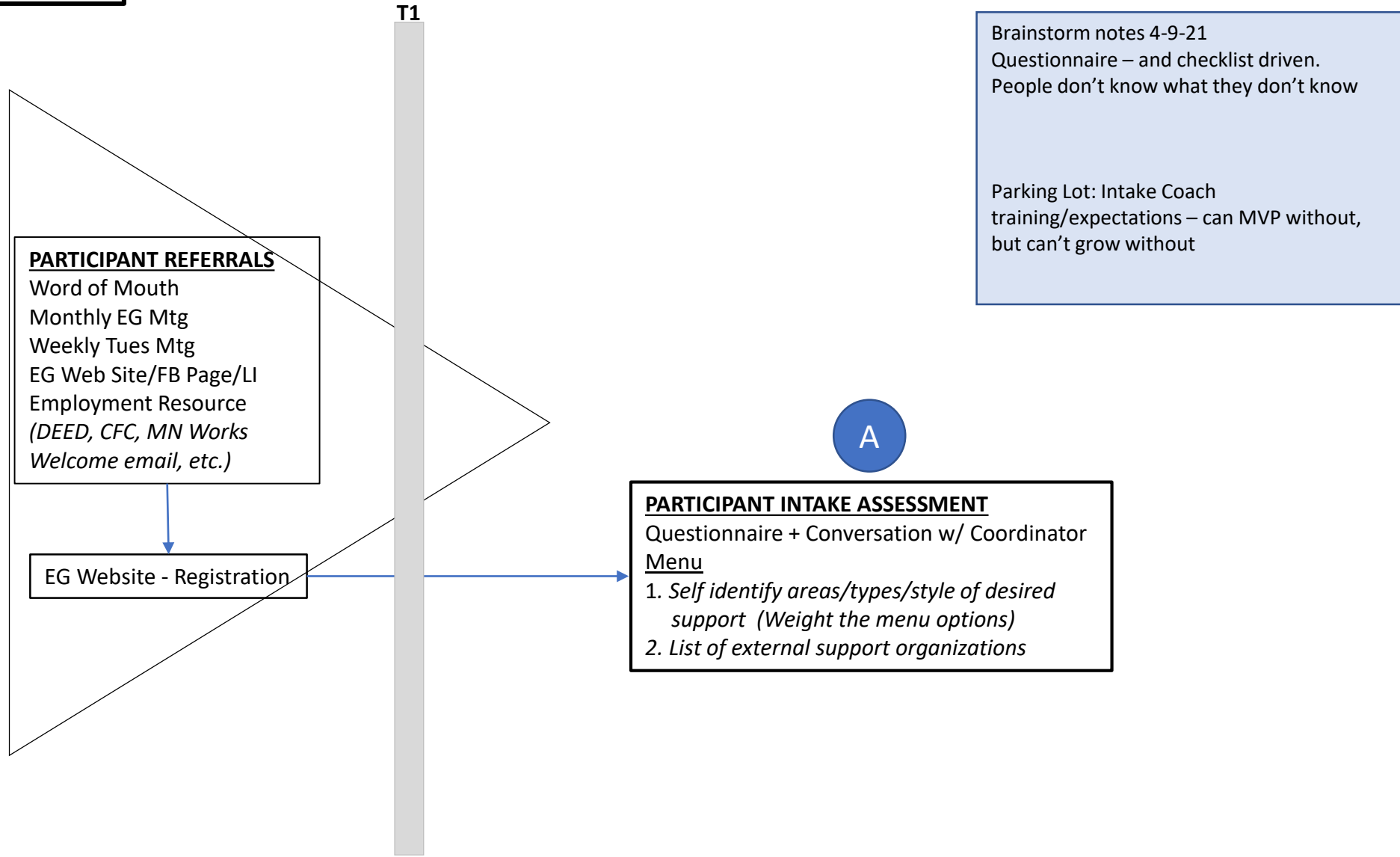
PARTICIPANT FLOW

(T = Touchpoint)



PARTICIPANT FLOW

(T = Touchpoint)



PARTICIPANT FLOW – cont'd

(T = Touchpoint)

T1

T2

Brainstorm notes 4-9-21
Is Coordinator/EG member working with them during this process?

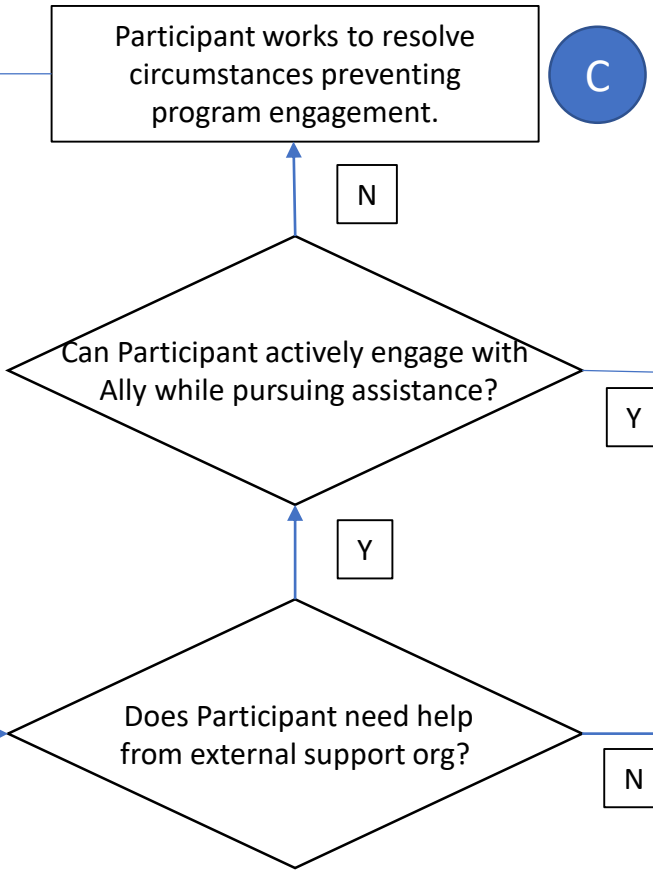
Parking Lot:
MN-ME folks have a "walk-along partner" assigned to people potentially within this decision node

Brainstorm notes 4-9-21
MVP- group discussion for matching (coordinator and Allies – [from within our current team])

Parking Lot: Intake Coach Style matching with an Accountability Ally

A

PARTICIPANT INTAKE ASSESSMENT
Questionnaire + Conversation w/ Coordinator
Menu
1. Self identify areas/types/style of desired support (Weight the menu options)
2. List of external support organizations



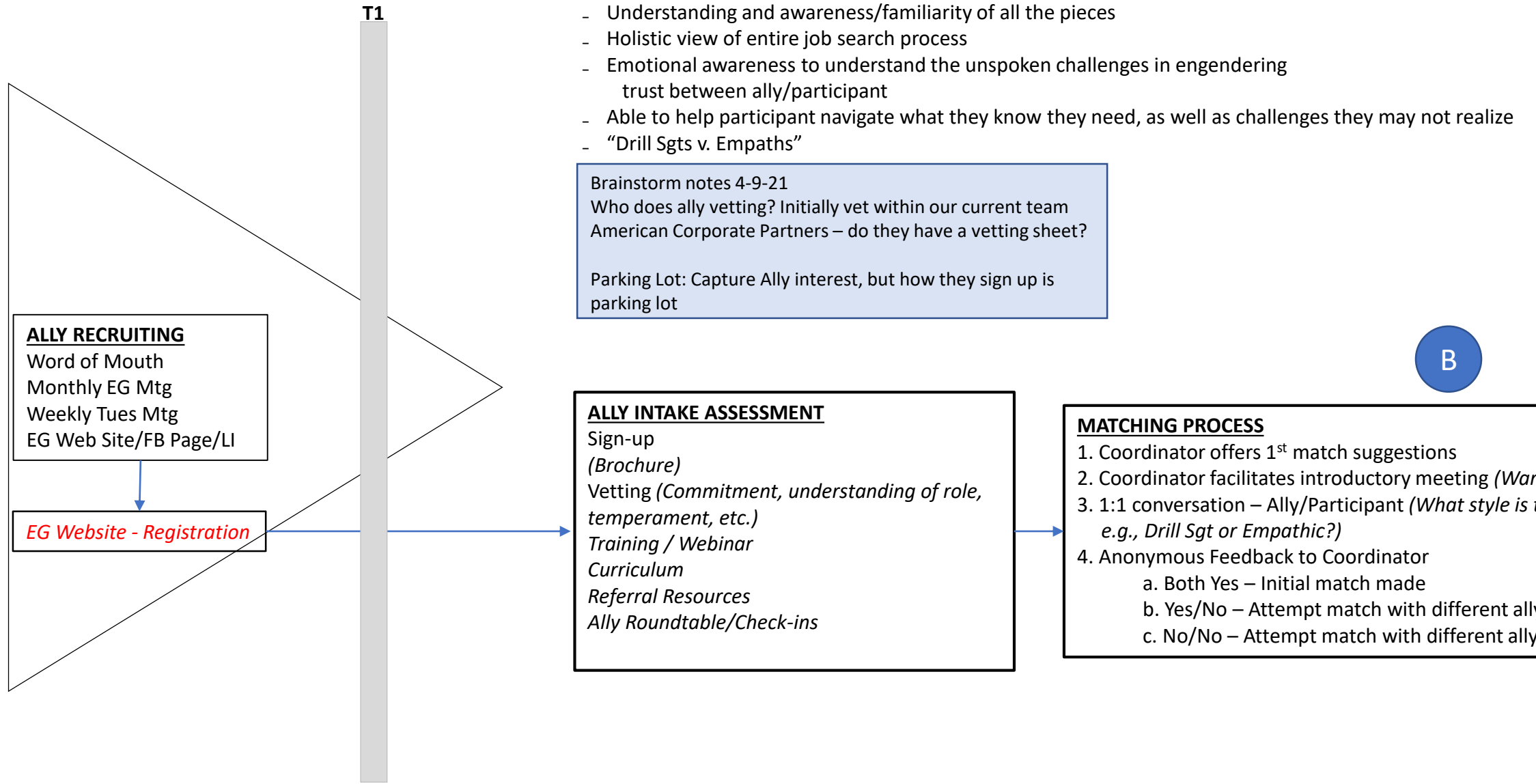
B

MATCHING PROCESS

- Coordinator offers 1st match suggestions
- Coordinator facilitates introductory meeting (Warm hand-off)
- 1:1 conversation – Ally/Participant (What style is the participant e.g., Drill Sgt or Empathic?)
- Confidential Feedback to Coordinator
 - Both Yes – Initial match made
 - Yes/No – Attempt match with different ally/participant
 - No/No – Attempt match with different ally/participant

ALLY FLOW

(T = Touchpoint)



ALLY – PARTICIPANT ENGAGEMENT

From Chat:

<https://www.acp-usa.org/>

<http://srkinc.com/vetfeedback.pdf>

http://srkinc.com/what_i_want_this_week.pdf

B

MATCHING PROCESS

1. Coordinator offers 1st match suggestions
2. Coordinator facilitates introductory meeting (*Warm hand-off*)
3. 1:1 conversation – Ally/Participant (*What style is the participant seeking – e.g., Drill Sgt or Empathic?*)
4. Anonymous Feedback to Coordinator
 - a. Both Yes – Initial match made
 - b. Yes/No – Attempt match with different ally/participant
 - c. No/No – Attempt match with different ally/participant

T2

Connection Platform –
Where Mentor/Participant Connect

Pre-Offer: Employer Engagement/Prospect

Accountability Agreement (Mutual Buy-in
of specific menu options)

1:1 Meeting w/ Ally

Monthly EG Meeting

Emotional Support

Tuesday Meeting

Own the relationship – to ensure the success of “MY” participant

Regular, frequent check-in: “How do you feel this is working?”

T3

Post Offer/30-60-90 day

Participant to Ally Conv

T4

Is this still a good match?

N

Y

Brainstorm notes 4-9-21
Self-critiquing “I feel this is how the process is going
Online?”

Parking Lot: