

FOW WEBSITE “FIND A MEETING” REQUEST PROCEDURE

Enrollment Team Procedure

- When a “Find a Meeting” request comes into the website, it goes to the et@familyofwomen.org address. This is the Enrollment Team (E Team) email and everyone on the E Team receives it.
- Mary Beth then determines where the woman lives and contacts the E Team member from that Chapter and makes sure that that E Team member is available to contact the woman.
- If the reply is YES, the E Team member will send out an email containing her contact information and introduce herself as someone that will answer her questions and talk to her about what she is looking for. This step should happen the same day as the submission. Depending on the availability of the woman, a request in the email is made to set up a call. Our current commitment is to try to speak to her within 48hrs. Sometimes this time frame doesn't work because of the woman's availability.
- If the reply is NO, Mary Beth will put it out to the team to find a volunteer to contact the woman.
- When the submission is handed off to a woman on the E Team, copy the Chapter Leader about it.
- The information is entered into the Find a Meeting tracker (Mary Beth enters name/contact info, E team rep enters follow-up information) in the E Team Google folder is shared with Chapter Leaders.
- Notes are made by the follow-up woman about the activity. The goal beyond answering her questions and finding out what she wants is to inform her about what we have to offer and connect her to anything she chooses to participate in.
 - Weekly Meetings - If she wants to attend a weekly meeting, the E Team member consults with the meeting leader for that meeting (time and day that works for the woman) and make sure they connect and exchange pertinent information like zoom line and the ML's phone number.

- Chapter Event or Chapter Call - If she wants to attend a chapter event or chapter call, the E Team member will email the contact for the event with a copy to the woman inquiring asking that woman who inquired be contacted with event information.
- The E Team member is to record what transpired on the “Find a Meeting” tracker spreadsheet including dates, conversations, and the name of the ML/event contact person or Chapter Growth Tracker and that she has confirmed to follow up and track contact with the inquirer at the chapter level. At this point, the E Team member should be complete.

Chapter Follow Up and Tracking Procedure

- The CL or whoever she delegates for this role copies the inquiry and E Team follow up from the “Find a Meeting Tracker” to the chapter tracking document for further tracking.
- The ML informs the Chapter Leader or whoever she delegates for this role whether or not the guest attended their meeting and the result so this can be tracked.
- The CL or whoever she delegates for this role adds the inquirer to the chapter outreach list.