STARTING A SUPPORT PROGRAM

Build Buy-In

Building buy in means getting to "yes." You do that by (a) answering questions, (b) addressing concerns and (c) removing barriers that often lead to "no".

For more, read: **Top FAQs Leaders Often Ask**

Draft Policy

Well designed policy addresses various concerns, such as, liability, confidentiality, roles, responsibilities, reporting requirements and more.

For more, read: **The Importance of Policy (and why I wouldn't run a program without one)**

Vet and Select

Instead of an "anyone who will, let them come" approach, we recommend vetting and selecting applicants according to core values of the program.

For more, read: **Using Policy to Market, Recruit and Select Quality Peers**

Host Training

Given that this is a volunteer program, training is likely the biggest program expense. It's important to "buy" only what you need. Let CSS provide you a FREE training needs analysis.

Click **here** for FREE assessment.

Report Outcomes

Use statistical information (that does NOT violate confidentiality by collecting personal identifiable information) to track program utilization and satisfaction.

For more, read: **The Type of Stats Your Program Should Collect**