

Volunteer Driver TurnKey Kit

Planning Implementation Evaluation



Program Design Game

During the program planning phase, there often is a tendency to allow professionals to design programs. After all, the professionals know best, don't they? It is our experience that the ultimate design can be improved if there is an opportunity for people who are actually involved, such as staff and volunteers who provide services and/or transportation, to participate.





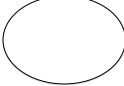
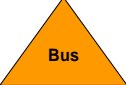



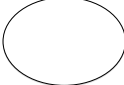



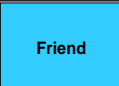

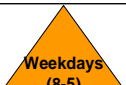



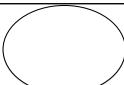
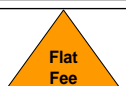



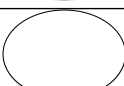

The volunteer driver program design game was developed to enhance the planning process by involving people "in the know." The game has been pilot tested in a variety of settings around the country and the result has always been the same. Staff members and "ordinary people" are thoughtful about the idea of volunteer driver programs and are very good at articulating the reasons for their choices.

The Game. The game used in pilot tests was "manufactured" with laminate and Velcro. The game isn't all that complicated, was inexpensive to make, looks nice but not at all fancy, and is easy for participants to "play." A sample of the game is included below.



Build a Volunteer Driver Program

Instructions: For each Program Feature, choose (or specify each category by writing it in the oval) that you believe would best suit your needs for transportation. After you have chosen each element, peel and place the sticker under "Your Choice".

Features	Your Choice	Elements				Specify
TYPE OF SERVICE	Place your SERVICE choice sticker here					
TYPE OF VEHICLE	Place your VEHICLE choice sticker here					
TYPE OF DRIVER	Place your DRIVER choice sticker here					
TYPE OF OPERATION	Place your HOURS choice sticker here					
TYPE OF PAYMENT	Place your COST choice sticker here					
_____	Place your FEATURE choice sticker here					



The Approach. The game includes the basic features of a transportation service: type of service, type of vehicle, type of driver, type of operation and type of payment. As you can see on the sample, each of these features is defined by specific elements. In order to design their service, participants are asked to move their “choice” element to the column “your choice.”

The Process. The game can be introduced in the following manner.

“Let’s take a few minutes to play a game called “Build a Transportation Program.” The game includes five basic features that are needed in a transportation service and allows you to add one additional feature that is important to you: (1) type of service, (2) vehicle, (3) hours of service, (4) driver, (5) cost, and (6) add your own feature. You have several choices that you can make so you can tailor each of the features to your own preferences with respect to what each feature will look like to build your own transportation service.

The Result. Following the design activity, participants can be asked to volunteer to discuss their design. The more participants who “play” the game, the more information you will be able to collect for designing your volunteer driver program.

Another Approach. The game is also included In the Evaluation Kit. It is an integral part of the focus group process, although it has a somewhat different purpose. You may want to consider adapting that evaluation-oriented focus group discussion process to your program planning and design process.