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## Message from IIC

Dear Friends of Interchange,

It's hard to believe we are already in April 2008! Where did the last few months fly? I know friends all over the globe are busy, busy, busy: finding the last boy or girl to fill a delegation, sending leaders to training, doing local training and preparation of the families and kids, matching the twins for their upcoming experiences, and buying very expensive plane tickets.

This issue of the IIC Newsletter brings to you several items of interest. So get a cup of coffee, find a comfortable chair, and enjoy a few minutes of quiet time to read. The IIC would like to direct special attention to two important topics that affect you in this busy period:

**Interchange Information Forms:** These are also sometimes called “matching forms,” and are exchanged by partner chapters for deciding the twins. The details provided on these forms can make a big difference in the success of the matches, so please encourage your families to take great care when completing them. Before the forms are sent to the partner chapter, the LIC (or DC—Delegation Coordinator) should make sure all the questions have been answered thoroughly and can be read easily (if a parent or delegate has poor handwriting, please ask that their form be typed). The forms should be sent in a secure way, since they have personal

information about the youth delegates: they can be sent by FAX, a delivery service such as UPS or DHL, or by Email if the documents are password-protected. If you use password protection on a Word doc or PDF file, be sure you send the password in an Email that is separate from the document. Since we are already in April, the IC Information Forms should already be on their way to your partners, and you should also have received your partners' forms too. Although the hosting chapter makes the initial matches, the delegates should not be informed until the partner LIC (or DC) has had a chance to review them and give agreement. Remember, you are partners, working together to make this experience as good as possible. IC Information forms can be found at <http://resources.cisv.org/docs/main?action=document.view&id=772> or you can ask your NIC to send you one (NICs can ask their ReCo for assistance if needed).

**Training:** Everyone who is involved in any way with an Interchange match should receive training about the program—its goals and educational elements, the basic requirements, ways to manage concerns that arise and how to get the most out of this CISV experience. LICs, DCs, Leaders, Parents, Youth Delegates, and even chapter members who will serve as Mini-camp Staff should receive

continuous training as the match progresses, with the information being repeated many times; after all, few of us can remember every single guideline after hearing it only once. Training manuals have been developed at the international, national and local levels. If you need help with your training curriculum or figuring out who is supposed to train whom, contact your NIC or ReCo. For some key points to be covered in training, read the article (later in this IIC Newsletter) about the Interchange Workshop that was held in Brazil last month.

**Other items that you will not want to miss include:**

An introduction of the lovely Jay Warriner, our link to the International Office (yup, she's a gal);

The previously mentioned report of the Interchange Workshop that was held in March as part of the Americas Regional Training Forum in the state of São Paulo, Brazil - look for the great summary article (full of helpful reminders) and photos sent by some of the participants;

An update from Cynthia Cañas, IIC Alternate Chair, about the new PDPEF (Program Director's Planning and Evaluation Form) - it looks like a very complicated mega-form, but you'll be happy to know it eliminates the need for several other forms since it is a "combo" package;

Items about May-June tasks, Friends Pre-registration, new Legal Forms and General guides and 2008 Matches from Frank, IIC Chair; and.....

One more Interchange Success Story from a match between Italy and Mexico. As always, our Newsletter Editor, Ronit Sharir from Israel, is eager to hear from you about your Interchange successes or helpful tips. Please send articles and photos for future issues to her using this address: [iiceditor@cisv.org](mailto:iiceditor@cisv.org)

Happy Reading!

**Eileen Weber, ReCo for the Americas**

## **Introduction Jay Warriner – Interchange Administrative Coordinator at the IO**



Hi, my name is Jay Warriner and I am the Administrative Coordinator for Interchange program at the CISV

International Office in Newcastle.

I started to work at the IO in January 2006 and I am having a wonderful time learning all about CISV and Interchange program. I am married and have an eight year old son, who I hope one day when he's old enough can join a CISV program.

At the IO we provide administrative support and coordination. We are the central hub and contact point for the organization. Its a great experience

working with such dedicated and enthusiastic volunteers.

When I'm not at work I'm involved with my son's school and soccer team.

We also like watching movies and eating out.

## Interchange Tasks of May and June

Most interchanges starting in 2008 are now in a phase where leaders take over. The delegation is selected, leaders are trained and Interchange Information Forms are exchanged with the partner country. Thus, the delegates have an interchange partner assigned and already started communication.

If not done yet, the delegation should Pre-Register on Friends, please also read the other article on Friends Pre-Registration. LICs, leaders, parents and delegates prepare the hosting program. Useful hints can be found in chapter 5.1.3 of the Interchange Guide <http://resources.cisv.org/docs/main?acton=document.view&id=16>. Please note that you should send your proposed hosting program to your partner country and ask for comments approximately one month before the hosting starts. Further, leaders need to exchange the travel details with their partner leaders. They also should help families to fill in Health and Legal Forms. Please find explanations on the new Legal Forms in another article of this issue.

In May NICs need to collect interchange requests for 2009/2010 from their LICs and compile all of them into the Interchange Matching Data Sheet,

<http://resources.cisv.org/docs/main?acton=document.view&id=240>. Please

make sure to give all information needed, especially the dates for the interchange. Since most of all cancellations occur due to a lack of participants, work closely with your LICs and decide for how many ICs you can actually find delegates. IIC is closely watching this situation and might discuss the cancellation rate with countries that over years ask for too many ICs.

**Frank Steffen, Germany**

## Friends Pre-Registration

From this year on all program delegations are asked to register on friends before the start of the program. Friends can be accessed via <http://friends.cisv.org/>. The Friends website has been created some years ago as an alumni site for CISVers. It gave participants of the same CISV program the opportunity to stay connected. Since last year CISV is promoting the site by asking for pre-registration. What is meant by this? Participants of one activity should register before the hosting program starts, thus having the opportunity to

### So what are the tasks for May/June?

- Pre-Register on Friends
- Prepare your delegation and the Hosting Program
- Be in touch with your Interchange Partner (Leaders, Delegates)
- Exchange travel details
- Exchange Hosting Program approx. one month before the IC
- Make sure Health and Legal Forms are filled in by families



get easily in touch with the rest of the participants of the upcoming program.

In Interchanges leaders or LICs are asked to start the process, by registering themselves and claiming participation for the upcoming activity. Then IO will make them to become activity managers. Activity managers have the right to grant access to other people signing up for this activity. Later they ask all delegates to sign up and claim participation of that activity. Finally both Interchange delegations have signed up and can exchange messages. What is the other benefit of it? Since all participants are registered, address lists don't need to be sent to IO any more. Friends is keeping records of participation and that was the only reason why address lists had to be sent to IO in earlier time.

Please promote pre-registration on friends and enjoy that one form less has to be sent to IO.



### **The process for leaders or LICs:**

If leaders or LICs are not yet registered on friends, they should sign up first. Please go to <http://friends.cisv.org/> and choose 'Register'. Accept the 'Terms of Use' and fill in the 'Registration Form'. After sending the 'Registration Form' CISV contacts you on the e-mail address given, asking you to confirm your registration. After confirming, you have successfully registered to Friends. A guide on how to register on Friends can be found here:

<http://resources.cisv.org/docs/main?action=document.view&id=1102>

Registered leaders or LICs should log into Friends and claim participation. Please go to <http://friends.cisv.org/> and log in with your e-mail address and password. Then choose 'Find Activity', select 'Interchange', select the year of participation (2008), select your NA (it says host NA – remember: you host an IC), select your interchange and press the quite hidden 'here' in the last line saying 'Click here to register your participation'. Fill in the form and 'claim' participation. Leaders should sign up as 'Leader' and LICs should sign up as 'Director' or 'Activity Administrator'. If your activity is not listed, please send your complaints to [missing.activity@support.cisv.org](mailto:missing.activity@support.cisv.org)

A guide on how to claim participation can be found here: <http://resources.cisv.org/docs/main?action=document.view&id=1103>

Since you are the first one to claim participation for this Interchange, IO will now check with your NA that you are the leader/LIC of that Interchange. They will assign you the status of an activity manager.

The activity manager manual can be found here: <http://resources.cisv.org/docs/main?action=document.view&id=115>

Then you promote the Pre-Registration of Friends within your delegation. When your delegates/leaders follow



step 1 and step 2 you will receive an e-mail saying that one of your participants has claimed participation and is waiting for your approval. Please go to <http://friends.cisv.org/> and log in with your e-mail address and password. Then choose 'Activity Manager' and a list of activities with claims appears. Click on the claim and you see the claim details, choose 'approve' and that participants claim is approved.

Friends is cool, please help to promote it. And remember the more you use Friends the less address lists you need to send to IO.

**Frank Steffen, Germany**

## Interchange workshop in Brazil

During the Easter holidays the Americas Regional Training Forum was held in Caraguatatuba, a city near the shore in São Paulo state in Brazil.

At this forum there were five simultaneous workshops happening: Interchange, Mosaic, Seminar Camp, Summer Camp and "TTT" (Training The Trainers). The decision of joining all these committees aimed at allowing people to share ideas, exchange experiences and make friends.

Interchange Workshop had fourteen persons, with Eileen Weber from USA, our ReCo (Regional Coach), as facilitator. Participants were Luiza,

Eugenia, Eliana, Ilza, Rita, Nicole, Silvia, Malu and Flavio from Brasil, Andy from México, Gaby from Peru and Michelle from Canadá; Cynthia from Costa Rica joined our group in some occasions.

We had three and half days full of activities that permitted a complete vision of the IC program, from the daily local chapter duties to the IIC (International Interchange Committee) tasks. Each phase of the program was reviewed by the use of several methods, so the group was able to share experiences, compare procedures of each local chapter, clear up doubts, learn new approaches, and remember things that had just gone with the wind.

Eileen did an excellent job, acting in a very organized, but totally flexible way. How can that be? I don't know, but the group was able to discuss the pertinent themes with efficiency and also have a joyful experience.

This article was written by two hands, Ilza (LIC - Local Interchange Coordinator from Araraquara chapter) and Eliana (National Interchange Coordinator from CISV Brazil). We met each other during several National Interchange meetings previously held. As so many other CISV senior participants in programs administration, we started our journey in CISV because of our children's involvement in CISV. Eliana has two girls, and Ilza just one.



We have shared the satisfaction of being involved in CISV for many reasons that range from personal improvement to the opportunity to share motivation towards something very constructive with our kids.

During the workshop we organized a short list of reminders that we would like to share with our IC companions. Important things for a successful IC program: **Communication always and Common sense**

When hosting, **balance group activities and family time**. The hosting schedule must have: Welcome Party, City Tour/Cultural Education, Mini-camp, Family Week (or weekend), National Night, Farewell Party and, of course, activities that fit in the CISV Educational Circle.

**Family involvement:** As interchange is the CISV program that promotes family involvement the most, encourage the families' members to take on duties in a cooperative way, with the leader agreement.

**Theme:** Adopting a theme isn't an obligation, but helps a lot with the natural development of the program. Make sure that the theme is a choice of the kids, because when the theme is imposed or manipulated by the parents, the kids lose the motivation.

**Mini-camp** can last three to five days, but five days would only work in a long program. Make sure that the place meets the **Risk Managers requisites**.

There must be two other adults besides the leaders during the Mini-camp.

The leaders must **visit all the delegates' houses**; try to do this in the first days of the program.

Ask the risk manager of your chapter to talk to the families about **insurance and how to avoid risks**.

The presence of a second adult leader or **a junior leader** depends on the size of the group. Sometimes the delegations of the two countries don't have the same number of leaders and junior leaders. But make sure that both parts agree on the hosting place for the leaders and who will assume the cost of the extra leader. The junior leader must be at least four years older than the delegates.

The delegation's preparation for traveling will include planning the **National Night**: typical food, dance, music, sketch, whatever your imagination enables you to create.

**Tourism** is not encouraged by CISV, but if the delegation decides to make it, the tourism must be held after the end of the program, for two or three days and only in the country where the IC is being developed.

**Forms:** Give special attention to the correct fulfilling of the forms and to the submitting dates. On the Interchange Information Form, encourage the families to write a lot about themselves, because the more information you get the better the match will be made.



For sure all these issues are in the **IC Guide**, which can be found on the CISV web site, but this list is just a summary of our IC workshop. It was a great experience for us, we want to thank the forum staff members and the IC Workshop group for the very nice and instructive days that we had together.

**Ilza Kaiser, LIC Araraquara, and Eliana Godoy, NIC Brazil**

## **New Legal Forms and General Guide**

Last month the International Office was wrapping up changes that occurred throughout last years. The General Guide was updated and can be accessed from here <http://resources.cisv.org/docs/main?action=document.view&id=17>. The General Guide stayed quite the same; minor changes based on decisions by the board of trustee during the last years were implemented. Thus the General Guide is up-to-date now. The Leadership Training Guide, which is an appendix to the General Guide, stayed unchanged.

The General Guide contains information that applies to every CISV program whilst the Interchange Guide contains information that is unique for Interchanges. NICs and LICs should use both Guides in conjunction; otherwise vital information might be missed.

On 1st of April IO updated all Legal Forms, ALIF, YLIF and TWAL. In Interchanges we usually use ALIF for Leaders and YLIF for participants. Depending on their age and the age of majority in their home country, Junior Leaders use ALIF (above legal age of adulthood) or YLIF (before attaining full age). Since in Interchanges participants usually travel with a leader, TWAL is not very much used in the Interchange Program.

The forms were updated due to legal requirements, sections on membership, publishing, and research were clarified, and some explanations (page 4) as well as paragraphs on swimming and using the Friends-Website were added. Thus additional Forms could be omitted.

The new Forms can be found here:  
<http://resources.cisv.org/docs/main?action=document.view&id=123> (ALIF)  
<http://resources.cisv.org/docs/main?action=document.view&id=162> (YLIF)

Be careful the signatures are on page tree now. Translations are welcome, but for legal purposes only the English Original should be filled in and signed.

In Interchanges three copies of the Legal Forms are required. One should stay in the home chapter while travelling, one is with the leader and another should be passed to the host family of the travelling participant.

In this year both, the old and the new, forms can be used. But since the new ones are available and most

Interchanges don't start before June, LICs should distribute and use the new forms from this year on.

**Frank Steffen, Germany**

## **PDPEF a new tool to measure how good we are**

In 2008, more than 200 CISV programs will take place around world, benefiting over 7000 participants with fun, educational and intercultural experiences. We know we are good at what we do, but how can we measure how successful our programs are in achieving their goals?

CISV has designed a new special form to help us with program planning and evaluation. It is called the Program Director's Planning and **Evaluation Form** (PDPEF). This form replaces the DPAF, the PDRF and the current IC Evaluation form. Over the last year, IIC has played an active role in this design by developing a working sheet that helps planning and evaluating the interchange program.

The PDPEF will help us *Plan* by choosing which activities we do and when, *Monitor* what is working well or not so well by collecting evidence during the program, *Evaluate* what has happened and what should happen by putting evidence together and see any trends and results so that judgments can be made; finally *Report*

by providing information and evidence to others; all in one form.

This form contains 4 sections, three that apply to all programs – Administration, Practical Arrangements, Recommendations and one educational section that contains each program goals and indicators. The indicators can be thought of as part of the goal or steps to achieve the goal. These indicators are written as Attitudes, Skills or Knowledge.

The most important task of this form is to collect evidence. Evidence needs to be collected to show how each of the goals of the program has been achieved. When leaders plan their activities they need to think of which goal/indicator they are aiming at and what evidence they can collect.

### **Who is responsible for filling in the PDPEF?**

- First Leaders are responsible for collecting evidence about their delegates and recording it on an Individual Evaluation Form.
- The hosting Local Interchange Coordinator-LIC is responsible for completing the form and sends it to the International Office (IO) within two weeks of the end of the program.

The information from the PDPEF will be used by the IIC to measure the success of each interchange in achieving goals. This will allow IIC to report on the content and success of educational

programs during the year, and to plan the future growth and development of the program taking account of patterns and trends that emerge e.g. gender or location related, risk management planning, successful themes and activities.

This form will also allow us to provide information about the content and quality of the education we provide in our programs. It can be used to recruit families and to increase our external support through fundraising applications.

The PDPEF will soon be available in resources with detailed Guidance Notes that will help you complete the form. IIC will publish the working sheet at the same time. NICs will be noticed by e-mail of the availability.

**Cynthia Cañas, Costa Rica**

## Successful Interchange story Italy (Modena) - México (Querétaro)

After several years that Mexico didn't hold any CISV interchange programs, in 2007 we decided to start with this program again and give continuity to our kids who attended Village the year before.

This Interchange was a great experience for everybody involved.

The parents, brothers and sisters participated in all the activities we had, including the Welcome Party, National Night, and Farewell Party, where everyone was sad to say goodbye to kids we got to love very much.

The kids learned the cultural differences between our countries, having the chance to visit the Aztec pyramids as well as the beautiful San Marcos piazza in Venice in the same summer. They had a great experience and created a great group that really enjoyed their trip as well as to know, learn and love more about their own country.

This experience made us decide to have the interchange program as a permanent one in our NA, which will teach our children to learn and understand different cultures and points of view.

**Juan Carlos Valdes, NIC MEX**

## Matches of 2008

This year the number of interchanges is slightly higher than last year. Congratulations to you. We are hosting 74 Interchanges this year, three more than last year. IIC values the great effort of all National Associations. Still the number of cancellations is quite high. 34 cancellations were received out of 91 interchanges arranged until Matchbox Round 3 at AIM 2007. IIC is worried since almost all cancellations occurred due to lack of participants (youth delegates and leaders). IIC recommends that all National Associations review the usual number of interchanges they request and compare it to the average number of cancellations they made throughout the



When the Mexicans were hosted by the delegation from Modena, they visited San Marco's piazza in Venice, Italy.



Delegates from Querétaro, Mexico, took their Italian partners to the Aztec Pyramids called "Sol y Luna" (Sun and Moon).

last years. IIC hopes that National Associations just ask for that number of Interchanges they are sure to find a sufficient number of delegates for. If, throughout the recruitment process, one chapter finds out that there is potential for an additional interchange, National Associations can ask for additional Interchanges until February of each year. Just ask your NIC to send the relevant information for an additional Interchange to IO. Then you will be placed on the Open List and can get in touch with possible Interchange Partners from the Open List.

[Here are some statistics on interchanges of this year.](#)

- Number of ICs: 74
- By age A/B/C: 33/30/11; by distance S/L: 50/24
- Number of Cancellations: 34
- Number of Long Interchanges by age A/B/C: 4/15/5
- Number of Short Interchanges by age A/B/C: 29/15/6
- Number of ICs within one region: 7;
- By age A/B/C: 5/2/-
- Number of ICs within one global region: 31;
- By age A/B/C: 19/7/5; by distance S/L: 29/2
- Number of ICs across continents: 36;
- By age A/B/C: 9/21/6; by distance S/L: 16/20

- Number of Interchange Delegations by region:
- NA: 25; CA: 1; SA: 17; NE: 32; CE: 37; SE: 28; ME: 1; AF: 2; AP: 5

**Frank Steffen, Germany**

### All Interchanges starting in 2008:

Pre-Register on Friends  
Prepare your delegation and the Hosting Program  
Maintain good communication with your partner country

### Hosting Interchanges in June-August:

Be in touch with your Interchange Partner (Leaders, Delegates)  
Exchange travel details  
Exchange Hosting Program approx. one month before the IC  
Make sure Health and Legal Forms are filled in by families

### All Interchanges:

NICs need to fill the Interchange Matching Data Sheet with requests for 2009/2010. Your NA needs to send it to IO until 1st of June together with all Host/Participation Forms and the National Report