# 2023 Sponsorship Manual Revisions

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| 6.4.5.5 Location of an ISV |
| *Reason for revision: Addition of guidance on travel required for an ISV in our changing global health and political contexts.*ISVs will occur in a location that has the necessary characteristics for hosting a safe and healthy visit, such as: sponsored member protection measures can be maintained, public health measures can be followed and the site is conveniently located and available during regular business hours. It is not permitted that the visit take place at the sponsor’s hotel or sponsor’s place of lodging. These characteristics can be an Unbound project or subproject office. In addition to the sponsored member projection policy considerations keep in mind local public health protocols, we understand that they can change with little notice. If you decide to host the ISV at one of the Unbound offices always follow the recommendations on local health, Unbound’s policies and those outlined in this manual. In addition to the people present specifically for the ISV, keep in mind how many other people will be present during the regular business hours and if sponsored families come to the office during that time. Would it be possible to have the visit in the garden or open-air rather than inside a building? In the case that the office is not a good option, consider another location for the visit that has those characteristics, such as, a spacious open-air park.  Keep in mind the risks of a long trip that travels outside of the zone or region that the sponsored family lives, consider the advantages and disadvantages according to the sponsored member protection policy, public health measures in effect, such as travel restrictions and how quickly they can change. The visit site should be where the family can travel to and return home from on the same day as the visit. If this is not possible, contact an ISV coordinator ISV@unbound.org. Unbound does not take sponsored families across international borders.  ISV visits at the sponsored member’s home are not permitted. While we acknowledge that a home visit could be a profound experience for the sponsor and perhaps sponsored alike, child protection throughout the global Unbound community is currently a higher priority and calls for stricter policy. This also reduces opportunities for direct contact and unsupervised subsequent visits between sponsor and family. A project may submit a request for an exception to this policy, for example, due to a serious condition or situation of the sponsored member. Please submit the request with reasons and details to the ISV coordinator in Kansas. The ISV manager and a regional team representative will review the proposal and confirm with the project if Kansas agrees with the exception. An example of an exception may be a sponsored member who cannot travel outside their home for health reasons. If an exception is authorized by Kansas, the project is asked to review 4.1.2 Visit of a sponsor to their sponsored friend’s home in the Awareness Trip Manual. |
| 2.4.7 Unbound Branch Offices |
| *Reason for revision: New section*Unbound branch offices are located outside of the United States but are structurally part of Unbound-Kansas. These offices employ members of the Unbound headquarters team and staff report to different Unbound-Kansas departments according to their roles and responsibilities. Unbound Colombia is located in Medellín, Colombia and includes members of the International Programs, Finance, Marketing & Communications, and Sponsor Support teams.Unbound Philippines is located in Manila, Philippines and employs members of the International Programs and Marketing & Communications teams. |

# 2023 Correspondence Manual Revisions

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| 2.1 Video Messages |
| *Reason for revision: New section*[Please review section 2.1 in its entirety in the Correspondence Manual] |
| 2.2.2 Letters |
| *Reason for revision: Change to the primary goal of correspondence from sponsored members who receive correspondence from their sponsor.*Every Unbound beneficiary with a sponsor should send a letter at least every six months. Letters are not required for individuals who are in “Change of Sponsor” or “Benefits Through” status. If a sponsored member receives mail from their sponsor, the primary goal of letters/videos is to continue a conversation with the sponsor. Sponsored members should reply to sponsor’s most recent letter(s) and should respond to any content or questions from the sponsor. Letters should also include current information about the life of the sponsored member and about his/her goal. Letters may include information about their family, interests, community, culture, daily life, academic performance, current grade level, favorite subjects in school, academic ambitions, extracurricular activities, general health status, hobbies, or any other items of interest. If the letter is submitted in a typed format, photos should be included as often as possible. Sponsored members who do not receive mail from their sponsors should engage the sponsor by asking questions about the sponsor’s life. |
| 3.2 Annual Photo Guidelines |
| *Reason for revision: Add guidance for when it is not possible to take a dignified photo of a sponsored member.*Photo guidelines: * Photographs may include the individual’s entire body OR can be from the waist-up (head, shoulders and torso): whichever is more natural and shows the individual’s personality.
* Photos must be taken in a portrait (vertical) orientation, not landscape (horizontal).
* Encourage sponsored members to smile whenever possible. In the United States, where most sponsors live, it is common to smile in photos. If a sponsored individual does not have a pleasant expression or a smile, some sponsors may become concerned that the individual might be ill or unhappy.
* Backgrounds that show the area where the sponsored member lives are preferred. Photos taken in a studio are not permitted.
* Photos should not have borders.
* Digitally modified photos will not be accepted. If it is necessary to crop a photo, be sure to maintain the original dimensions or the photo may appear altered.
* Each photo should show only the sponsored individual. When siblings or other individuals are present in the photo, it may become unclear which person is the sponsored individual. If a sponsored child, youth or elder is unable to appear alone in a photo due to age or special needs, a family member or another caregiver may appear in the photo.
* The individual should be modestly dressed without offensive words, pictures, signs or gestures in the photo.
* Hand gestures can have different meanings in different cultures. It is not necessary that hand gestures be used in a photo, but if the sponsored member would like to use hand gestures, the only acceptable hand gestures are the peace sign (with the palm of the hand facing the camera only), thumbs up or heart hands, as are shown in the examples on the next page. Unbound Kansas will decline photos for any other hand gesture.
* The individual in the photo should have their eyes open and should not wear sunglasses (except for individuals who are blind).
* Please omit seasonal items, such as Christmas trees, or sponsor gifts from the photo because these photos may be used to find new sponsors when necessary. It is acceptable, however, for an individual to hold items such as flowers, fruit or vegetables, pets, etc.
* Photos should be taken from the same level the child is standing on. The photographer should not be at an elevated or lower ground than the child.
* An individual’s face should be clearly visible. When taking photos, please be sure their face is not covered by shadows. In the photos below, it is difficult to see the faces of the children:
* Individuals should not hold certificates/diplomas or wear clothing/nametags that include identifying information such as an individual’s full name, the name of their hometown or the name of their school.
* In certain special cases, it may be impossible for a dignified photo of the individual to be captured due to health issues. Please consult with your regional specialist to determine whether an alternative photo can be accepted in these situations.
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| 4.1 Speed Letters |
| *Reason for revision: Change to allow letters written in response to speed letters to be submitted via Portal* When replying to speed letters:* When responding to a speed letter, please reply by email to the original speed letter message and attach any requested documentation. This ensures that the SL number is included in the subject or body of the email.
* Please prioritize speed letters marked “urgent.”
* If a speed letter requests a letter from the sponsored member, please submit a letter via Portal and reply to the speed letter to indicate the batch number OR attach a high-quality scanned color copy of the letter and translation (if necessary) to the email response. Please do not include the words “speed letter” in letters from the sponsored member that are included with a response. This is an internal Unbound term that is not used with sponsors.
* A copy of the speed letter response should be kept for project records.
* If a speed letter response coincides with the retirement of a sponsored member, an Exit Page must be completed for the speed letter to be closed and the retirement to be processed.
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| 4.2.2 Youth in Change of Sponsor |
| *Reason for revision: Policy change to request all members in Benefits through status have retirement date set in the first half of the retirement month to ensure the Kansas team processes their retirement in the correct month.** OPTION 2: Keep youth in change of sponsor on the beneficiary list until a specific date (this will appear as “BENEFITS THROUGH [date]”). This date is required and is the date Unbound-Kansas will retire the student.
1. This option should be chosen for youth who will be leaving the program within 24 months.
2. As with all individuals on the beneficiary list in change of sponsor, the project will continue to provide a ‘Benefits through’ youth with benefits until Unbound-Kansas retires the youth on the date specified.

To indicate Option 2, please submit an exit page through Portal and change the retirement date to indicate the future date that the youth will complete their education. Please make sure that future retirement dates are set before the 15th of the month, to support Kansas processing.  |

# 2023 Financial Policies Manual Revisions

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| 11.1 Project Initiated / External Audits |
| *Reason for revision: Clarify that external auditors should not participate in the preparation of reports to the government. Keeping these roles separate is important for internal controls.* Audits performed by a local auditor based on local government or board requirements are referred to as Project Initiated or External Audits. The project is encouraged to engage an external auditor on an annual basis to review the financial records in accordance with local regulations. Project Initiated audits should review the financial records to determine whether the auditor can attest that the books reflect a materially accurate statement of financial position. ~~The external auditor also often assists with the preparation of financial reports to be presented to the government.~~The external auditors should be rotated in accordance with the local regulations of the project. In the absence of regulation, the project must change the external auditors every 3-5 years.The report from a project-initiated audit is presented to the project or local board by the auditor. The project should share the report with Unbound-Kansas, along with any action taken to implement recommendations by the auditor. |
| 13 Guideline for G/L and Dept/Program Coding |
| *Reason for revision: New department (Department 150) has been added. This department may be used in cases where the local country's requirements for classifying expenses are different than the Kansas criteria.*  |

# 2023 Scholarship Manual Revisions

No significant revisions

# 2023 Vocations Manual Revisions

No significant revisions