Traffic Light Procedure

Handling Difficulties in Shlichut | Shinshinim Program

Guiding Principles

Every case of difficulty during a shlichut is handled according to three core principles:

Gradualism A structured, staged process. Ending a shlichut is a last resort only.	**Responsibility** Responsibility is transferred to the emissary, with a genuine opportunity to improve.	**Transparency** The emissary knows explicitly, at every stage, where they stand.

Key Roles

Role	Main responsibilities
Local Supervisor	Initial identification of difficulties; ongoing field guidance and emotional/functional support.
Accompanying Coordinator	Managing the process, written documentation, formal updates, and coordination between parties.
Track Director	Decision-making at advanced and termination stages; contact with parents; leadership briefings.
Social Worker	Professional assessment, emotional support, therapeutic intervention; monthly checks on active cases.
Dispatch Officer	Logistics at the termination stage: flight bookings, system updates, administrative coordination.

Track A — Gradual Process

Track A applies to functional and emotional difficulties. It has four graduated stages; each stage is documented and requires a defined status check.

GREEN — Normal Status

- Normal functioning in institutions, with the host family and in the community.
- No signs of concern in the functional, behavioral or emotional domains.
- Regular ongoing field support.
- **Status updated by:** Accompanying Coordinator.

YELLOW — Cause for Concern

Review after 2 weeks

What moves a case to yellow?

- A difficulty reported by the supervisor: functioning in institutions, relations with the host family, conduct within the group.
- Early signs of emotional difficulty, even without a stated functional problem.

Process

- **Conversation with the emissary:** the supervisor presents the difficulty explicitly, listens to the emissary's perspective and explains the meaning of the status.
- **Intervention plan:** a joint conversation (supervisor, accompanying coordinator, emissary) sets clear goals and a timeline. The emissary confirms their understanding.
- **Social worker:** involved immediately when there is an emotional component, even if the stated problem is functional. The social worker assesses what lies behind the difficulty.

- **Review:** status check after two weeks.
- **Status updated by:** Accompanying Coordinator.

ORANGE — Status Review

1-month trial period

What moves a case to orange?

- No significant improvement after two weeks in yellow status.

Process

- **Conversation with the emissary and parents:** attended by the supervisor and accompanying coordinator. The difficulties are detailed, an action plan is presented and a one-month trial period is set. The possibility of early termination is raised explicitly if there is no improvement.
- **Close accompaniment:** the social worker increases monitoring and holds weekly conversations with the emissary. Therapeutic support is offered if needed.
- **Notifying additional parties:** the track director informs the platform manager and the local agency representative.
- **Status updated by:** Accompanying Coordinator.

RED — Early Termination of Shlichut

Decision within 48 hours

What moves a case to red?

- No improvement after the one-month trial period in orange status.

Process

- **Decision (within 48 hours):** a conference call of the supervisor, accompanying coordinator, track director, social worker and dispatch officer. A final decision is made and an end date is set.
- **Delivering the decision:** a conversation in Hebrew with the emissary and parents, with the supervisor/coordinator and the track director present. Clarity and humanity.
- **Organized farewell (up to one week):** the emissary says goodbye to the institutions, host family and community, coordinated by the local supervisor.
- **Logistics:** the dispatch officer arranges flights and updates the systems. Meitav cancels the stipend gently and gradually.
- **Debrief in Israel:** upon return, a processing conversation with the coordinator or the social worker.
- **Status updated by:** Accompanying Coordinator.

Return to Green Status

A significant and consistent improvement can lead to a return to green. This requires:

- Real improvement sustained for at least two months.
- A summary report from the accompanying coordinator: the areas of difficulty and how they were addressed.
- Explicit positive feedback given to the emissary as reinforcement.

Track B — Serious Disciplinary Violation (Fast Track)

TRACK B — No warning stage; immediate entry into the termination procedure

Serious violations break the foundation of trust and do not allow for a corrective process. Unlike Track A, there are no yellow or orange stages: the case moves directly to the termination procedure.

Which violations activate this track?

- Drug use
- Alcohol consumption

- Violence
- Sexual harassment
- Any other serious violation of the shlichut code of conduct
- *Note: the fast track may also apply due to genuine concern for the emissary's health, following an assessment by the social worker and the track director.*

Process and timeline

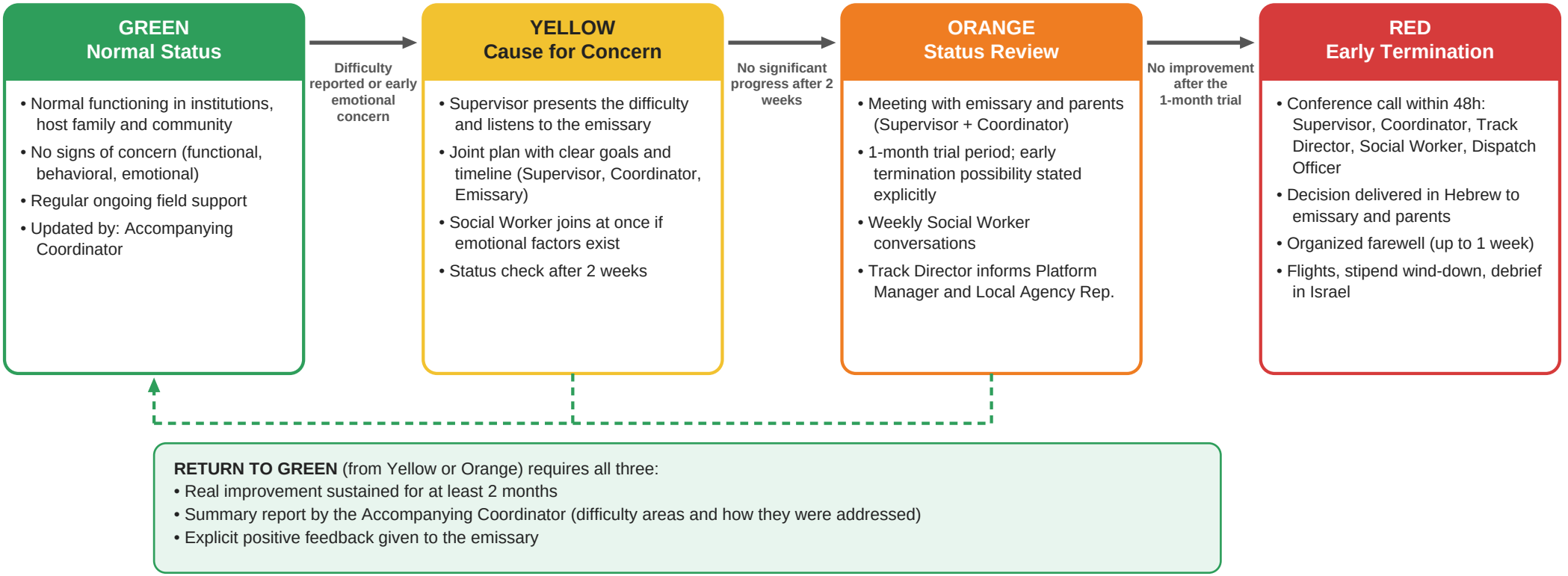
- **Within 12 hours of the report:** clarification conversation with the emissary (local supervisor, accompanying coordinator, track director). The local agency team is notified immediately.
- **Within 24 hours:** the track director delivers the decision to the parents. The platform manager, agency representative and VP of Programs are notified.
- **Continuation:** organized farewell (up to one week), logistical handling and debrief in Israel, exactly as in the red status.

Mandatory Procedures for Every Status Change

Procedure	What is required	Responsibility
Written documentation	Detail the reasons for the status change and upload all relevant documents to the central system.	Person making the status change
Notifying relevant parties	Notify the parties listed at each stage.	Person making the status change
Follow-up and control	Set a target date for the next check and define clear, measurable improvement goals.	Accompanying Coordinator
Periodic checks	Monthly check of ALL emissaries by the accompanying coordinator; monthly check of cases in yellow or above by the social worker.	Accompanying Coordinator / Social Worker

Flowchart 1 of 2 — Track A: Gradual Intervention Process

Functional and emotional difficulties



At every status change: written documentation of the reasons and upload to the system | notify the required parties | set a target date and measurable goals (Accompanying Coordinator) | monthly checks: Coordinator for ALL emissaries, Social Worker for Yellow and above

Flowchart 2 of 2 — Track B and the Termination Protocol

Serious disciplinary violation: fast-track termination

TRACK B — SERIOUS DISCIPLINARY VIOLATION
No warning stage: bypasses Yellow and Orange

- Violations: drug use, alcohol consumption, violence, sexual harassment, any other serious breach of the code of conduct
- May also apply for genuine concern for the emissary's health, after Social Worker + Track Director assessment

TRACK A — RED STATUS
Early Termination

- Triggered by no improvement after the 1-month Orange trial
- Decision within 48h (conference call)
- Decision delivered in Hebrew to emissary and parents

STEP 1 — Within 12 hours

- Clarification meeting with the emissary: Local Supervisor, Accompanying Coordinator, Track Director
- Local agency team notified immediately
- *Track B only*

STEP 2 — Within 24 hours

- Track Director delivers the decision to the parents
- Platform Manager, Agency Rep. and VP of Programs notified
- *Track B only*

STEP 3 — Farewell (up to 1 week)

- Organized farewell with host institutions, family and community
- Managed by the Local Supervisor
- *Both tracks*

STEP 4 — Offboarding and debrief

- Dispatch Officer arranges flights and updates systems
- Meitav cancels the stipend gradually
- Processing conversation in Israel (Coordinator or Social Worker)
- *Both tracks*

Track A (Red) joins the shared exit path at Step 3. Track B skips directly to the termination protocol, starting with Steps 1 and 2. Every step is documented and the required parties are notified.