Mentor Program Policies and Procedures

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Standard One: Definition of Youth Mentoring

The program defines mentoring as “on-going, structured relationship with a trusted individual aimed at developing the competence and potential of the mentee”

1.1 Introduction – state the purpose of the Policies and Procedures...
1.2 Agency Mission Statement
1.3 Background and Resources Utilized to Design Agency Mentoring Program
1.4 Definition of Youth Mentoring
1.5 Criteria for Youth Mentoring
   1.5.1 Relationship Criteria
   1.5.2 Match Meeting Requirement
1.6 Required Forms and Documentation

Standard Two: Recruitment Plan

Mentoring programs should have a comprehensive Recruitment Plan for mentors and mentees as well as a system for timely follow-up and enrollment

2.1 Policy and Procedure for Recruitment and Retention Plan
2.2 Mentor/Mentee Timelines for Match
   2.2.1 Mentor Matched with Mentee
      2.2.1.1 Completion of Mentoring Training
   2.2.2 Mentee Matched with Mentor
      2.2.2.1 Waiting List
2.3 Mentor/Mentee Application Process
   2.3.1 Mentor/Mentee Application
   2.3.2 Interview Timeline for Mentor
   2.3.4 Interview Timeline for Mentee
   2.3.5 Criminal Background Checks, Reference Checks and TB Testing
2.4 Training and Orientation Timelines
   2.4.1 Orientation and Training Timeline
2.5 Mentor Eligibility Criteria
2.6 Mentee Eligibility Criteria
2.7 Program Requirements
   2.7.1 Mentor Program Requirements
   2.7.2 Mentee Program Requirements
2.8 Program Goals and Objectives
   2.8.1 Mentor Core
   2.8.2 Mentee Core
   2.8.3 Targeted Behaviors
2.9 Mentor Description (position/responsibility description)
2.10 Mentee Description (position/responsibility description)
2.11 Mentor Program Staff Description (position/responsibility description)
2.12 Mentee’s Parent/Guardian Role
2.13 Required Forms and Documentation
2.14 Procedures

**Standard Three: Eligibility Screening**

*The program screens mentors and mentees for eligibility*

3.1 Screening Process
   3.1.1 Mentee
      3.1.1.1 Application
      3.1.1.2 Parent/Guardian Permission
      3.1.1.3 Face to Face Interviews
      3.1.1.4 Eligibility Criteria Checklist
   3.1.2 Mentor
      3.1.2.1 Application
      3.1.2.2 Face to Face Interview
      3.1.2.3 Reference Checks
      3.1.2.4 Background Checks
      3.1.2.5 Orientation and Training Record(s)
      3.1.2.6 Mentor Agreement Form
      3.1.2.7 Parental Consent Form (peer mentors)
      3.1.2.8 Eligibility Criteria Checklist

3.2 Required Forms and Documentation
3.3 Procedures

**Standard Four: Orientation and Training**

*Orientation, training and written reference materials should be provided to each mentor, mentee, and parent/guardian of mentee by trained staff or volunteers prior to mentor-mentee match*

4.1 Mentee Orientation
   4.1.1 Program Overview
   4.1.2 Eligibility Requirements
   4.1.3 Program Description
   4.1.4 Time Commitments
   4.1.5 Expectations of Mentors, Mentees, Parent/Guardian, Program Staff
   4.1.5.6 Orientation with parent/guardian
   4.1.7 Mentoring Program Handbook

4.2 Mentor Orientation
   4.2.1 Program Overview
   4.2.2 Eligibility Requirements
   4.2.3 Program Description
   4.2.4 Time Commitments
   4.2.5 Expectations of Mentors, Mentees, Parent/Guardian, Program Staff
      4.2.5.1 Relationship
      4.2.5.2 Responsibility
   4.2.6 Program Benefits and Rewards
   4.2.7 Mentoring Program Handbook

4.3 Mentor Training
   4.3.1 Training Topics
Standard Five: Matching Strategy

Successful mentoring programs have a well documented matching strategy

5.1 Match Strategy Policy and Criteria
5.2 Written Match Agreement
   5.2.1 Mentor/Mentee Contact Expectations
   5.2.2 Documentation of Match Criteria
   5.2.3 Match Conditions
   5.2.4 Signed Agreement (mentor, mentee, parent/guardian, staff)
5.3 Required Forms and Documentation
5.4 Procedures

Standard Six: Matching Monitoring Process

Successful mentoring programs maintain a process for monitoring and supporting mentoring matches

6.1 Communication between staff, mentor, mentee and parent/guardian
   6.1.1 Documentation Process
   6.1.2 Frequency of Communication
   6.1.3 Means/Method of Communication
6.2 Confidentiality of Mentee files
   6.2.1 Contents of File and File Ledger
   6.2.2 Security Measures/Storage of File
   6.2.3 Accessibility to File
   6.2.4 Tracking File Access and Review
6.3 Stakeholder Input Regarding Impact of Mentoring Program
   6.3.1 Mentee, Mentor, Family, Community Partners
   6.3.2 Types of Input and Utilization of Forms
   6.3.3 Surveys and Interviews
   6.3.4 Questionnaires
6.4 Managing Grievances, Boundaries, Premature Match Closure, Re-Matching, Interpersonal Problem Solving
   6.4.1 Protocol to manage and respond
   6.4.2 Training Strategies
   6.4.3 Topics of Training and Curriculum
   6.4.4 Performance Planning
   6.4.5 Documentation
6.5 Mentor Access to Mentee Files
6.6 Required Forms and Documentation
6.7 Procedures
Standard Seven: Mentoring Support, Recognition and Retention

Successful mentoring programs support mentoring relationships, recognize volunteers and have a strategy for volunteer retention

7.1 Kick-off Events
7.2 On-going Recognition, Appreciation Activities and Celebrations
7.3 On-going Peer Support Groups
7.4 On-going Training and Development
7.5 Reflection on Relevant Issues
7.6 Information Dissemination
7.7 Awareness of Volunteer Opportunities
7.8 Networking Opportunities
7.9 Newsletters and Annual Reports
7.10 Structured Activities and Ice Breakers
7.11 Social Gatherings for Matches
7.12 Required Forms and Documentation
7.13 Procedures

Standard Eight: Match Closure

The mentoring program has a process for effective match closure

8.1 Exit Interviews
   8.1.1 Mentor/Staff
   8.1.2 Mentee/Staff
   8.1.3 Mentor/Mentee
8.2 Personal Goals for Mentee
8.3 Parent/Guardian Notification
8.4 Future Contact between Mentor/Mentee
8.5 Documentation
8.6 Process to Re-Engage Mentor (mentoring program or other program area)
8.7 Required Forms and Documentation
8.8 Procedures

Standard Nine: Program Evaluation

Successful mentoring programs conduct an evaluation of both processes and outcomes

9.1 Evaluation Plan and Process – program process and outcome measures
   9.1.1 Evaluating overall effectiveness of the program process and program activities
      9.1.1.1 Mentee/Mentor Recruitment and Retention Plan
      9.1.1.2 Eligibility Screening
      9.1.1.3 Orientation
      9.1.1.4 Training
      9.1.1.5 Placement
      9.1.1.6 Matching Strategy and Process
      9.1.1.7 Support and Recognition
      9.1.1.8 Demographic Information
   9.1.2 Evaluate Outcome Measures (Targeted Behaviors)
      9.1.2.1 Utilization of tracking tools, surveys, assessments and database
9.1.2.2 Logic Model

9.2 Assess Evaluation Findings
   9.2.1 CQI or M&E Team
   9.2.2 Documentation of Findings, Resolutions and Future Program Planning and Implementation
   9.2.3 Documentation Process to Follow-Up/Review
   9.2.4 Frequency of Evaluation Process
   9.2.5 Reporting Findings to Program Stakeholders

9.3 Required Forms and Documentation

9.4 Procedures

Standard Ten: Organizational Management

The program has established organizational management practices and a prudent and reasonable rationale for staffing based on the program's statement of purpose and goals, needs for mentors and mentees, available community resources, staff and volunteer skill level, and ability to meet the NCMI Mentoring Institute Standards and Best Practices

10.1 Minimum Requirements for Mentoring Staff and Volunteers (skills, education, experience)

10.2 Written Job Descriptions for Mentoring Staff and Volunteers

10.3 Composition of Staff and Volunteers and Community

10.4 Eligibility Requirements for Mentors and Mentees

10.5 Comprehensive Program Management System
   10.5.1 Financial Accountability Policy
      10.5.1.1 Banking
      10.5.1.2 Bookkeeping
      10.5.1.3 Reporting System
      10.5.1.4 Tax/Audit
      10.5.1.5 Budget
   10.5.2 Human Resources Accountability Policy and Process
      10.5.2.1 Volunteer Development
      10.5.2.2 Organizational Policies and Procedures
      10.5.2.3 Documentation (Personnel and Volunteer Files)
      10.5.2.4 Staff Evaluation
      10.5.2.5 Staff Development
   10.5.3 Payroll and Timesheet Policy
   10.5.4 Travel and Mileage Reimbursement Policy
   10.5.5 Transportation Policy and Procedure

10.6 Comprehensive Program Development
   10.6.1 Needs Assessment
   10.6.2 Program Planning
   10.6.3 Evaluation
   10.6.4 Partnerships and MOUs
   10.6.5 Reporting and Accountability

10.7 Annual Agency Financial Audit

10.8 Public Relations and Communication Plan

10.9 Risk Management Plan
Standard Eleven: Governance

The program has a governance structure that includes volunteer (non-compensated) board of directors or advisory council with established governance practices

11.1 Board Development
   11.1.1 Roles and Expectations of Board of Directors
   11.1.2 Board Meetings
   11.1.3 Board Development

11.2 Mission Statement, Vision Statement and Core Values

11.3 Operating Policy
   11.3.1 Organizational Structure

11.4 Program Structure and Oversight
   11.4.1 Agency Flow Chart

11.5 Strategic Plan

11.6 Administrative Policies and Procedures
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   11.6.2 Confidentiality
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11.7 Legal Documentation
   11.7.1 Articles of Incorporation
   11.7.2 Bylaws
   11.7.3 501(c)(3)
   11.7.4 Payroll Documentation
   11.7.5 IRS 990 Form
   11.7.6 Insurance
      11.7.6.1 Officers Liability Insurance
      11.7.6.2 Workers Compensation Insurance
   11.7.7 Legal/Financial Advisors
   11.7.8 Registered Agent

11.8 Annual Budget