

EXAMPLE/GUIDE

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

- 4.3.2 Curriculum
- 4.4 Match Support and Supervision
- 4.5 Required Forms and Documentation
- 4.6 Procedures

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
 - 11.6.1 Risk Management
 - 11.6.2 Confidentiality
 - 11.6.3 Conflict of Interest
 - 11.6.4 Human Resources Accountability and Policy
 - 11.6.5 Financial Accountability and Policy
- 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