

## Standard Eight - Match Closure

### Policy 8.1 Exit Interviews

- It is the policy of this agency to engage all mentors, mentees and parents/guardians to participate in closure procedures when their match ends. The (state position title) has the primary responsibility for the match closure process.
  - **Definition of Match Closure**
    - Match closure is defined as the ending of a formal match relationship regardless of the circumstances or whether the parties intend to have future contact informally beyond the match duration. While no party is expected to continue the relationship beyond the formal end of a match, matches may continue in the program beyond the original contract period and receive ongoing support and supervision.
    - Closure can occur for any number of reasons including: the contracted match duration has ended, one or both participants do not want to continue the match, there are changes in life circumstances of either the mentor or mentee, or an individual no longer meets the requirements for program participation. The match may end at the discretion of the mentor, mentee, parent/guardian, and/or program director.
  - **Exit Interviews**
    - Whenever possible, the Youth Mentoring Program will conduct exit interviews with all participants, the mentor, mentee, and parent/guardian, at match closure. Information will remain confidential and be used for the purposes of improving the services offered by this agency and to determine any future engagement of the mentee, mentor, or parent/guardian.
    - Additionally, the exit interview will include assistance in defining the process of assessing the progress of the Individual Growth Plan and assisting the mentee in developing strategies to achieve personal goals beyond the mentor/mentee relationship
  - **Parent/Guardian Notification of Match Closure**
    - This agency will notify parents/guardians of match closure in writing using the Match Closure Notification Letter template.
  - **Future Contact between Mentor & Mentee**
    - A mentor and mentee may have contact after match closure when all parties, including the parent/guardian are in agreement. If future contact is agreed upon, this agency's Youth Mentoring Program will not be responsible for monitoring and supporting the match after the match has ended. The Program Director will verbally, and in writing, inform all parties—the mentor, mentee, and parent/guardian—that the formal match has ended, and that this agency will not be liable for any incidents that occur after the match has closed.
  - **Follow-up**
    - This agency will contact the mentee six months after exiting the program for the purpose of conducting the final outcomes assessment.

- **Process to Re-engage Mentor or Mentee**
  - It is left to the discretion of the Program Director (and Volunteer Director for mentor) whether an individual will be reassigned to another match in the future based upon past participation, reason for match closure, and current goals and needs of the program.
  - The Volunteer Director will work with volunteers not continuing as mentors to identify other service opportunities.
  - The Program Director will work with the family and youth to identify other potential programs in the community that can offer support and skills to the former mentee.

## Policy 8.2 Exit Interview Procedures

This agency's Youth Mentoring Program staff will follow the closure procedures as closely as possible and will vary them where appropriate based on the reasons for the match ending:

- At the point it is decided that a match is closing, the Match Supervisor will fill out a **Match Closure Summary** form and supervise and instruct all participants through the closure process. A copy of the **Match Closure Summary** will be placed in both the mentor and mentee files.
- All closures must be classified as to the reason for the match ending. The major classifications are as follows and the circumstances will dictate the procedure to be followed:
  - **Planned**  
A planned closure is one that has been known about for a period of time such as three months or more. Common reasons for planning a match closure may include the match is reaching the end of the commitment, the youth ages out of the program, and/or the goals of the match have been achieved.
  - **Extenuating Circumstances**  
Extenuating circumstances for match closure are usually more sudden in nature, and beyond the control of the program and/or its participants, i.e., relocation or moving away, or an unexpected personal crisis.
  - **Difficult**  
A difficult match closure is due to relationship or behavioral difficulties such as lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, or violations of program policies.
- In all cases, the Match Supervisor will contact all parties—program staff, the mentor, mentee, and parent/guardian—and inform them the match is closing and discuss how best to proceed in closing the match. Individual interviews should be scheduled whenever possible.
  - The Match Supervisor, with input from the Program Director if needed, will determine if all parties should meet together or if exit meetings should occur separately. At this point of contact, the Match Supervisor will communicate the date that the match is considered to officially end.
- The meeting agenda should cover the following, depending on the circumstances of closure:
  - Open discussion about the relationship ending
  - Assessment of the mentee's progress with his/her Individual Growth Plan and strategies to achieve future goals
  - Complete the **Exit Surveys**. These may be completed by participants or the Match Supervisor/Program Director may interview any of the parties. The Match Supervisor should fill in the "Match ended on" date at the top of the form.

- The **Mentee Exit Survey**, **Mentor Exit Survey** and **Parent/Guardian Exit Survey** should be used. These also contain statements about future match contact.
  - Discuss this agency's policies around future contact (see Match Closure Policy)
  - Distribute participant **Closure Letters** to parent/guardian and mentor.
  - Complete evaluation documents.
- In the absence of a meeting, the Match Supervisor will attempt to interview the parties over the phone.
- If the Match Supervisor is unable to contact the parties, he/she should notify the Program Director. In the absence of a meeting or an individual interview, the Program Director will mail **Closure Letters** and **Exit Surveys** to the mentor, mentee, or parent/guardian and will include self-addressed, stamped envelopes.
  - In all circumstances, the mentor and parent/guardian should all receive a **Closure Letter** stipulating the match has formally ended and any future contact is beyond the scope and responsibility of this agency.
- Program staff must coordinate closure proceedings with evaluation requirements and assist in any way necessary to gather evaluation data during this process.
- Copies of the **Closure Letters** and all completed **Exit Surveys** should be placed in the respective mentor or mentee files. (Parent/Guardian documents will be placed in the mentee's file.)

### Policy 8.3 Required Forms & Documentation

- Match Closure Notification Letter Template (customizable for parent/guardian and mentor)
- Match Closure Summary
- Mentee Exit Interview/Survey
- Parent/Guardian Exit Interview/Survey
- Mentor Exit Interview/Survey
- Individual Growth Plan