

Standard Six - Match Monitoring Process

Policy 6.1 Communication between staff, mentor, mentee and parent/guardian

- It is the policy of this agency that the mentoring program shall implement and maintain a process for monitoring and supporting mentoring matches. This policy shall consist of a documentation process, minimum requirements for frequency of communication and methodology for communication and documentation of said communication
- Volunteers and employees must sign the **Confidentiality Agreement** prior to meeting working with the Youth Mentoring Program in any capacity (mentor or other position)

Policy 6.1.1 Documentation Process

- It is the policy of this agency that assigned/designated mentoring staff will implement, manage and monitor a documentation process to evidence communication between staff, mentor, mentee and parent/guardian. This process shall adhere to Policy 6.1.2 Frequency of Communication and Policy 6.1.3 Means/Methods of Communication. The Match Support and Supervision Procedure shall be as follows:
 - A mentoring program staff shall be assigned to support and monitor all parties involved in the mentoring match (mentor, mentee, parent/guardian)
 - The assigned mentoring program staff shall utilize the **Mentor/Mentee Contact Sheet** to document all communication efforts with each party involved in the match (mentor, mentee, parent/guardian)
 - Assigned Mentoring staff completes the **Mentor/Mentee Contact Sheet** and shall be maintained in the Mentor File
 - The mentor shall complete the **Mentoring Report Log** to document all communications and meetings with each party involved in the match (mentor, mentee, parent/guardian, mentoring leadership as appropriate and necessary)
 - The Mentor completes the **Mentoring Report Log** and shall be maintained in: (client management database, Mentor File or the Mentee File)
 - The Mentoring Program Director/Coordinator shall review and document review/response of the **Mentoring Report Log** and the **Mentor/Mentee Contact Sheet** on a bi-monthly basis to ensure compliance to this policy and appropriate response, assessment and monitoring of the match health
 - The **Mentor/Mentee Contact Sheet** shall contain the following data fields
 - Mode/Method of Contact/Communication Effort
 - Date/Time of Contact/Communication
 - Parties contacted (mentor, mentee, parent/guardian)
 - Outcome of Contact/Communication Effort (contact made, left a message, no answer, etc.)
 - In the event that there are three failed attempts to make contact in any given month, a written letter will be mailed requesting the party to contact the Mentoring Program Director/Coordinator for follow-up
 - Mentor staff initiating Contact/Communication
 - Progress Notes

- Assessment of match health
 - Are they enjoying participating in the match?
 - How do they feel the match is going?
 - Is the relationship developing as they had hoped?
 - Concerns or Issues that should be addressed?
 - Support or Needs they may need?
- The **Mentoring Report Log** shall contain the following data fields:
 - Mode/Method of Meeting/Contact (email, phone, face-to-face)
 - Date/time of Meeting/Contact
 - Parties involved in the Meeting/Contact (mentor, mentee, parent/guardian)
 - Purpose of Meeting/Contact
 - Activities of Meeting/Contact
 - Progress Notes
 - Assessment of match health

Policy 6.1.2 Frequency of Communication

- Communication between staff and mentor shall occur Bi-weekly during the first month of service for mentor/mentee match; weekly for the remainder of the year; and, quarterly in the event that the match continues beyond one year
- Communication between staff and mentee shall occur Bi-weekly during the first month of service for mentor/mentee match; weekly for the remainder of the year; and, quarterly in the event that the match continues beyond one year
- Communication between staff/mentor and parent/guardian shall occur Bi-weekly during the first month of service for mentor/mentee match; weekly for the remainder of the year; and, quarterly in the event that the match continues beyond one year

Policy 6.1.3 Means/Methods of Communication

- It is the policy of this agency that the following means/methods may be utilized to ensure effective and on-going communication: in person, phone, email, newsletters
 - The means and methods of communication shall be documented on the **Mentoring Report Log**

Policy 6.2 Confidentiality of Mentee File

- It is the policy of this agency that all participant (mentee) files shall be classified as Confidential Files and shall adhere to the following guidelines:
 - The following Authorized Positions may have access to the Confidential Files
 - Program Director/Coordinator and/or designee
 - Mentoring Supervisor
 - Executive Director
 - The Confidential File must contain the following documentation:
 - **File Ledger Form/Checklist** documenting contents of confidential file
 - Mentee Application
 - Mentee Application Checklist
 - Follow-up Documentation
 - Eligibility Checklist
 - Match Criteria Checklist
 - Mentee Agreement
 - Mentoring Agreement

- Screening/Interview Documentation
- Parental Permission form
- Health Forms
- Emergency Contacts
- Staff/Mentor Input and Case Notes
- **File Access and Review form** documenting date, time, purpose, signature, position title accessing the Confidential File
- The following security measures and storage of Confidential Files shall be adhered to:
 - Secured location (locked office in which only Authorized Positions have access to)
 - Secured filing cabinet (in which only Authorized Positions have access to)

Policy 6.3 Confidentiality of Mentor File

- It is the policy of this agency that all mentor files shall be classified as Confidential Files and shall adhere to the following guidelines:
 - The following Authorized Positions may have access to the Confidential Files
 - Program Director/Coordinator and/or designee
 - Mentoring Supervisor
 - Executive Director
 - The Confidential File must contain the following documentation:
 - **File Ledger Form/Checklist** documenting contents of confidential file
 - Mentor Application
 - Mentor Application Checklist
 - Mentoring Agreement
 - Screening and Interview Documentation
 - Reference Check Documentation
 - Background Check Documentation
 - TB Test Documentation
 - Orientation and Training Documentation
 - Supervision and Evaluation Documentation
 - **File Access and Review form** documenting date, time, purpose, signature, position title accessing the Confidential File
 - The following security measures and storage of Confidential Files shall be adhered to:
 - Secured location (locked office in which only Authorized Positions have access to)
 - Secured filing cabinet (in which only Authorized Positions have access to)

Policy 6.4 Stakeholder Input Regarding Impact of Mentoring Program

- It shall be the policy of this agency that periodical assessments and inquiries of stakeholders shall be conducted to assess and analyze the impact of mentoring on a mentee's life
 - Stakeholders may include but not limited to the following:
 - Mentee
 - Mentor
 - Family Members
 - Community Partners (Family/Child Services, Juvenile Justice, Juvenile Court)
 - The following tools may be utilized to gather and document stakeholder input
 - Surveys
 - Interviews
 - Questionnaires

- This agency will conduct periodical Quality Assurance and Improvement strategies to assess, review and respond to the Stakeholder input (See Standard Nine – Program Evaluation for additional guidance)

Policy 6.5 Managing Grievances, Boundaries, Premature Match Closure, Re-Matching, Interpersonal Problem Solving

- It shall be the policy of this agency to develop, implement, train and manage issues of: grievances, dispute resolution, boundaries, pre-mature match closure, re-matching and interpersonal problem solving. Additionally, it shall be the policy of this agency that the mentoring program develop and implement the following strategies to manage and respond to issues of grievance, boundaries, premature match closures, re-matching and interpersonal problem solving
 - Policy for Grievance and Dispute Resolution
 - State Agency Policy
 - Protocol to Manage and Respond to Grievance and Dispute issues
 - State Agency Protocol
 - Training Strategies to provide prevention, intervention and graduated sanctions
 - State Training Strategies
 - Identified topics of training and curriculum
 - State Training Topics and Curriculum
 - Performance Planning
 - State Performance Planning process and deliverables
 - Documentation Process of response, intervention and graduated sanctions
 - State Documentation process and protocol

Policy 6.6 Mentor Access to Mentee Files

- It shall be the policy of this agency that the mentor does not have authorized access to a mentee's Confidential File

Policy 6.7 Required Forms and Documentation

- Confidentiality Agreement
- Mentee File Ledger
- Mentor File Ledger
- Mentee File Access and Review Form
- Mentor/Mentee Contact Sheet
- Mentoring Report Log
- Agency Adopted Surveys
- Agency Adopted Interviews
- Agency Adopted Questionnaires

Policy Example(s)

- Example: Grievance Policy and Protocol

Procedure: Match Monitoring

State the agency's procedure to facilitate, manage and evaluate its match monitoring policies and processes

GUIDE