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"

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

Standard Three: Eligibility Screening

The program screens mentors and mentees for eligibility

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

4.3.2 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

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

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