

Recruitment

Required

- Written policies regarding eligibility to participate as a mentor or a mentee
- Written position descriptions for each role

Recommended

- Appropriate diversity among all participants
- Written recruitment plan

Screening and Assessment

Required

- Uses a written application for all participants
- Conducts appropriate criminal background, sex offender, and child abuse registry checks
- Personally interviews mentor candidates and checks references
- System for acceptance/rejection of potential mentors
- Conducts parent interviews for potential mentees in one-on-one mentoring relationships
- Re-screens volunteers on a regular basis regarding criminal background, sex offender status, etc.
- Requires potential mentors to agree to complete training/orientation and meet all identified program expectations

Orientation and Training

Required

- Written program orientation
- Skilled staff to provide orientation
- Written procedures for reporting abuse, neglect, and/or emergency situations
- Information on accountability and liability issues for staff and volunteers
- Expectations of time and energy commitment
- Ongoing training and interaction with program staff as needed, including at a minimum:
 - Relationship management, crisis management, and problem-solving skills
 - Do's and don'ts of the mentoring relationship
 - Cultural sensitivity and diversity
 - Suggested lists of mentoring activities
 - Communicating with mentees and families

Matching Strategy

Required

- Documented criteria for each match
- Requires that mentors and mentees/families sign off on the match and agree to all conditions

Monitoring Process

Required

- Consistent communication between agency/program staff and mentors, mentees
- Maintenance of appropriate documentation for each match, including applications, screenings, staff notes, and mentor/mentee feedback
- Protocols for addressing grievances/complaints
- Process for determining continued participation of all parties

Recommended

- Oversight of the match by agency/program staff, with appropriate provision for written records

Support and Recognition

Recommended

- Recognition of mentor efforts
- Ongoing support from peers and staff
- Networking opportunities for all participants

Match Closure

Required

- Exit interviews with mentor and mentee, if possible
- Clearly stated protocols regarding future contact and re-matching of each party
- Official notification to all parties involved in the match

Evaluation

Required

- Creates and measures outcomes as required by Trident United Way

Recommended

- Refines the program as necessary based on the evaluation results
- Communicates the evaluation results to the community and all stakeholder groups