

Bethel Public Schools School-Based Mentoring Program

Program Policy and Procedure Manual

Drafted

October 24, 2012

Mission Statement

The mission of the Bethel Public Schools, School-Based Mentoring Program is to help Bethel Public Schools students achieve personal and academic success. Our mission is accomplished by doing school based mentoring.

Staffing

The Bethel School –Based Mentoring program will be staffed with one part time Coordinator and an Advisory Group. The Advisory Group will be made up of each of the identified school liaisons, two active mentors and a representative from the Bethel Chamber of Commerce.

Memorandum of Understanding

Bethel Public Schools, School – Based Mentoring Program coordinator and advisory group will:

- Identify, solicit, and recruit volunteer mentor applicants with emphasis on cultivating and maintaining relationship with business partners/ community members
- Manage programmatic activities including but not limited to development of policies and procedures, fund development, and program management
- Oversee all operational activities including screening, training, assigning mentors
- Coordinate mentor matching
- Support, supervision, recognition, and closure procedures
- Manage all fiscal requirements including fund development, budget management, and fiscal planning
- Provide evaluation summaries of the program to key stakeholders

Each of the Bethel Public Schools will:

- Provide on-site coordination, an adequate space and facility amenities
- Identify appropriate Bethel Public School students for referral
- Advise on the needs of participating youth
- Assist in providing program evaluation data for participating students including regular feedback to mentors, completion of online surveys and updated information upon request.

Mentoring Program Policies

Recruitment Policy

It is the policy of the Bethel Public Schools, School-Based Mentoring Program that there be ongoing recruitment activities for new mentors. As such, an Annual Recruitment Plan will be developed and will include recruitment goals, strategies to achieve those goals, an annual timeline, and budgetary implications. This plan will be kept current with

any ongoing adjustments.

The Coordinator assumes lead responsibility for the recruitment of new mentors. Other individuals such as the Advisory Group members and Business Liaisons will support the Coordinator in these activities as required.

Mentor Eligibility Policy

It is the policy of the Bethel Public Schools, School-Based Mentoring Program that each participant must meet the defined eligibility criteria. Mentoring staff should be knowledgeable of and understand all eligibility criteria required for mentor and mentee participation in the program.

Extenuating circumstances may be reviewed at the discretion of the Coordinator and acceptance may then be allowed with the written approval of the Coordinator when all eligibility requirements are not clearly met. These instances are expected to be rare.

- Be at least 21 years of age (Prospective mentors ages 18-20 will be accepted at the discretion of the Coordinator)
- Be willing to adhere to all Bethel Public Schools, School - Based Mentoring Program policies and procedures
- Agree to a one-school year commitment to the program
- Commit to spending a minimum of 4 hours a month (during the school year) with the mentee
- Be willing to communicate with the mentee weekly
- Complete the screening procedure
- Agree to attend mentor trainings as required
- Be willing to communicate regularly with the School Liaison, Business Liaison, and/or Coordinator
- Submit yearly online survey evaluation
- Have a clean criminal history
- Have never been accused, arrested, charged, or convicted of child abuse or molestation
- Not be a convicted felon
- If the applicant has been convicted of a felony then they may be considered only after a period of seven years with demonstrated good behavior and an appropriate and corrective attitude regarding past behaviors.
- Not be a user of illicit drugs
- Not use alcohol or controlled substances in an excessive or inappropriate manner
- Not currently be under treatment for a mental disorder or have been hospitalized for a mental disorder in the past three years
- Not have falsified information during the course of the screening process

Mentee Eligibility Requirements

- Enrolled in grades K-12 in Bethel Public Schools
- Do NOT require extensive professional intervention services
- Demonstrate a desire to participate in the program
- Be able to obtain parental/guardian permission and ongoing support for participation in the program
- Agree to a one-year commitment to the program
- Commit to spending a minimum of 4 hours a month with the mentor
- Be willing to communicate with the mentor weekly

Students may be referred to the program for one or more of the following reasons:

- In need of a positive adult role model
- Poor social skills
 - Poor school attendance
- Poor self-esteem/lack of confidence
- Behavioral issues
- Inappropriate attention seeking behaviors
- Lack of Interest in school

Outside of School Visitation Policy

It is the policy of the Bethel Public Schools, School Based Mentoring Program that mentor/mentee visits take place only on Bethel Public School within the confines of the school day and occasional program sponsored/organized activities. The program does not encourage, condone or approve of relationships established between mentor/mentee and family members beyond the scope of school setting and program organized activities. Any such contact is prohibited and could result in the termination of the participation of the mentor in the program.

Gift Giving Policy

It is the policy of the Bethel Public Schools, School – Based Mentoring Program that mentors refrain from giving gifts of cash, goods, or services to the mentee, their family, or school. If the mentor feels compelled to give a gift, it is to be given one time per year at a value of \$15.00 or less.

Mandatory Reporting Policy

It is the policy of the Bethel Public Schools, School – Based Mentoring Program that all staff, mentors, and other representatives of the program must report any *suspected* child abuse and/or neglect of agency clients or program participants immediately. All such suspected reports must be made to school personnel. School personnel must follow the mandatory reporting of child abuse and neglect procedure as set forth by Bethel Public Schools.

Confidentiality Policy

It is the policy of the Bethel Public Schools, School – Based Mentoring Program that all staff, mentors, and other representatives of the program keep all personal and private information about enrolled students confidential. Additionally, mentors are to respect school personnel adherence to student privacy as set forth by FERPA laws.

Evaluation Policy

It is the policy of the Mentoring Program that evaluation will be a key component in measuring the success of its mentoring program and for making continuous improvements in the effectiveness and delivery of mentoring services.

Evaluation data will be collected at the end of each school year for mentees in the program to monitor mentees progress and program implementation. Mentors and School Liaisons are required to complete an online survey. Coordinator will be responsible for evaluation efforts.

Mentoring Program Procedures

Recruitment Procedure

1. The Coordinator will take the lead in developing the Annual Recruitment Plan with input from Business Liaisons and the advisory group. Planning should be finalized, one month prior to the beginning of the new fiscal year.
2. The Coordinator will complete a detailed Semi- Annual Recruitment Activity Plan of specific tasks, roles and responsibilities, and a monthly timeline, incorporating other staff, and Advisory Group members to implement specific recruitment activities. This activity plan must be reviewed and approved by the advisory group.
3. The Coordinator is responsible for ensuring implementation of the Annual Recruitment and Semi – Annual Activity Plans.
4. Efforts will be made to hold a recruitment plan review and planning meeting quarterly prior to development of the next Semi – Annual plan to include the Coordinator and Advisory Group, as well as other program staff or others of concern.
5. The Coordinator will finalize and distribute the Semi – Annual Recruitment Activity Plan to the Advisory Group.
6. The Coordinator will track mentor recruitment /retention and provide the results to the Advisory Group semi- annually.
7. The Coordinator will provide the yearly budget for recruitment and marketing activities. The Coordinator is responsible for tracking and monitoring expenditures. Based on tracking data and the overall effectiveness of the recruiting efforts, staff will

revise the strategy as needed.

Mentor Job Description

The Bethel Public Schools, School – Based Mentoring Program helps Bethel Public Schools students achieve personal and academic success. The mentoring program uses adult volunteers to commit to supporting, guiding, and being a friend to a young person for a period of at least one school year. By becoming part of the school network of adults and community members who care about the youth, the mentor can help youth develop and reach positive academic, career, and personal goals.

Mentor Role

- Take the lead in supporting a young person through an ongoing, one-to-one relationship
- Serve as a positive role model and friend
- Build the relationship by planning and participating in school based activities together
- Strive for mutual respect
- Build self-esteem and motivation
- Help set goals and work toward accomplishing them

Time Commitment

- Make a one-year commitment
- Spend a minimum of four hours per month one-to-one with a mentee
- Communicate with the mentee weekly
- Attend an initial one hour training session and optional additional workshops twice during each year of participation in the program
- Attend optional mentor/mentee group events, mentor support groups, and program recognition events

Participation Requirements

- Be at least 21 years old? (Prospective mentors ages 18-20 will be accepted at the discretion of the Coordinator)
- Be interested in working with young people
- Be willing to adhere to all program policies and procedures
- Be willing to complete the application and screening process
- Be dependable and consistent in meeting the time commitments
- Attend mentor training sessions as prescribed
- Be willing to communicate regularly with program staff/School Liaisons/or other school personnel, and take constructive feedback regarding mentoring activities
- Have a clean criminal history
- No use of illicit drugs
- No use of alcohol or controlled substances in an inappropriate manner

Desirable Qualities

- Willing listener
- Encouraging and supportive
- Patient and flexible
- Tolerant and respectful of individual differences

Benefits

- Personal fulfillment through contribution to the community and individuals
- Satisfaction in helping someone mature, progress, and achieve goals
- Training sessions and group activities
- Personal ongoing support, supervision to help the match succeed
- Mentee/mentor group activities, recognition events
- Helping prepare future workforce
- Increased understanding of school system

Application and Screening Process

- Written application
- Criminal history check
- Personal interview
- Attend one-hour mentor training

Annual Recruitment Plan

Recruitment Objective

To annually establish minimum number new mentors matched by April of the current school year. (Target number determined at Board Annual Planning Meeting.)

Target Audience

Adult men and women from the Bethel Business community as well as the community at large with an emphasis on increasing the number of new businesses, particularly small to mid-size to the collaborative.

Positioning Statement or Core Communication Message

To help Bethel Public Schools students achieve personal and academic success. Our mission is accomplished by doing school based mentoring through collaboration and serving as a liaison between businesses, the community, and the Bethel Public Schools.

Promotional Materials

- Brochure
- Posters
- Newsletter

- Press releases
- Program presentation with power point, notes, and handouts
- Web site

Inquiry Procedure

All persons inquiring to be program participants or making referrals regarding potential mentees must speak directly to Coordinator, School Liaison, or Business Liaison with all inquiries ultimately brought to Coordinator. If Coordinator is unavailable immediately, follow up must occur as outlined below:

1. All mentor and mentee inquiries regarding participation in the program must be answered within two business days.
2. Director, School Liaison or Business Liaison provides a verbal overview of the program to all inquiries:
 - Overview of program and program purpose
 - Time and duration commitments
 - Overview screening requirements
 - Training requirements
 - Next steps
3. All prospective mentors requesting to learn more and/or wanting to attend an orientation session will receive the following materials:
 - Program brochure or refer to Bethel Public Schools, website
 - Mentor job description
 - Application packet
 - The times and dates of upcoming training sessions

Mentor Screening Procedure

In accordance with the Bethel Public Schools, School – Based Mentoring Program eligibility and screening policies, mentoring program staff should complete the steps below to determine if a candidate qualifies to become a mentor.

The applicants must return all completed materials in the application packet given to them during the inquiry process including the Written Application and Information Release Consent.

A file should be created for all prospective mentors who return a completed application. A Mentor Contact/Follow up Sheet should be kept on top of one side of each file. As each component of the screening process is completed, update the checklist on the Mentor Follow Up.

The Coordinator will:

1. Make an appointment and conduct an in-person or phone interview.

2. Process the background check.
3. Based on all information above, complete the volunteer assessment and make a determination as to the appropriateness of the participant's involvement in the program.
4. If the applicant is accepted, the mentor will be scheduled to attend a one hour training session which must be completed prior to being assigned to a school and matched with a student.

Mentee Screening Procedure

In accordance with the Bethel Public Schools, School – Based Mentoring Program eligibility and screening policies, Coordinator or School Liaisons should complete the steps below to determine if a candidate qualifies to become a mentee.

1. Upon receiving a referral for any youth, School Liaisons must begin the process by mailing a Parent/Guardian Referral Letter.
2. The School Liaison must return the student referral form to Coordinator. School Liaisons should keep a copy of referral to review with mentor when match occurs.
3. A mentee file should be created on database for all prospective mentees whose referrals have been received. The file will be updated as needed including reasons for referral and other notations provided. Additionally, history of all matches will be maintained on mentee file.
4. School Liaisons should then make an appointment and conduct an in-person interview with the prospective mentee to ensure mentor has an understanding as to why student has been referred/appropriateness of referral.
5. Based on all information gathered above, make a final determination as to the appropriateness of the participant's involvement in the program.

Parents may refer their child to the program; however, final determination if the student is matched is at the discretion of the School Liaison and/or Coordinator based on priority needs of the school.

Training Procedure

General Training Procedures

1. Each mentor must attend a one-hour training session prior to being matched and are encouraged to attend the in-service workshops.
2. The Coordinator has the lead role in managing training session logistics, developing curriculums and training materials, facilitating the session, and processing the training evaluation forms. Sessions should be conducted by Coordinator along with outside experts, and mentors /Business Liaisons, currently in the program.

3. Training evaluations forms will be distributed and collected following all training sessions.
4. A training manual and supporting materials will be developed and maintained separately from the policy and procedure manual by the Coordinator. Training materials will be reviewed and updated based upon program and training evaluation feedback at least semi- annually.

Initial Training Session

1. After potential mentors have completed the screening process and been accepted to participate in the program, the Coordinator will notify them of the next training times and schedule them to attend a training session.
2. Two days prior to the training, the Coordinator will contact to remind participants about the training.
3. Mentor training sessions will be held at least once a month but can be more frequently depending upon recruitment activity within a company. Session with alternate between morning and lunch sessions to attempt to best accommodate schedules.
4. If a prospective mentor is unable to attend a schedule training session, the Coordinator may arrange to conduct a one-on-one training.
5. The initial training sessions must include basic program guidelines, safety issues, and communication/relationship building skills.

In-service Training Sessions

Mentor and mentee in-service training sessions will be offered once a year. Topics will vary based upon program needs and input from mentors but may include themes such as communication strategies, understanding youth risk behaviors, goal setting, educational topics, and community referral services.

Mentor Training Outline

This training workshop should include materials to help you plan and deliver an introductory training workshop for new mentors. The objectives of this training are intended to help new mentors:

- Develop a deeper understanding of mentor roles and expectations
- Learn strategies for effectively mentoring a youth
- Understand clearly the program guidelines and policies that they must operate within as Bethel Public Schools, School- Based mentors

An agenda for a one-hour training workshop, and approximate times for each activity,

might include the following:

1. **Introductions** (5 minutes)
2. **Roles of a Mentor** (20 minutes)
3. **Mentee Referrals/School Orientation** (15 minutes)
4. **Confidentiality** (25 minutes) Mandatory Reporting
5. **Other Important Program Guidelines** (10 minutes)
School based
Gifts and Money
Expected and Unacceptable Behaviors
Match Closure
6. **Wrap-Up – What’s Next?** (5 minutes) Matching Process

Matching Procedure

1. To begin the match process, the Coordinator reviews the application, interview notes, and profile information of the mentor along with individual school’s wait list to determine a suitable school assignment for mentor. Once a mentor is assigned to the school, the School Liaison will match the mentor to a mentee. The greatest weight will be placed on the mentee preferences and needs. A match selection will be made using the match suitability criteria as a guide:

- Preferences of the mentor, mentee, and/or parent/guardian
- Similar gender/ethnicity
- Common interests
- Compatibility of meeting times
- Similar personalities

2. Once a potential match is identified, and prior to contacting any of the prospective participants, the Coordinator must review the files of the potential mentor and mentee to ensure all screening and referral procedures have been completed and both have met all the eligibility criteria.

3. The Coordinator contacts the School Liaison via email notifying them of an available mentor. The School Liaison confirms they can match the mentor. A copy of mentor profile sheet is forwarded to School Liaison via school courier or scanned/emailed. Then prospective mentor and Business Liaison when applicable are notified of the school assignment including name and contact information of School Liaison.

4. School Liaisons will schedule a time to meet the mentor within 2 weeks of mentor training date. Mentors should be matched and started no later than 3 weeks after training date.

5. Coordinator will contact new mentor/match at weeks 4 and 8 after initial training.

6. Director/program staff will contact School Liaison within 2 weeks of assigning mentor

to school to obtain match information.

7. The first mentor and mentee match meeting date and time should be confirmed by School Liaison along with a set schedule for each week.
8. Either mentor or mentee can terminate the relationship if it is deemed to not be a good match. School Liaison should facilitate proper closure.

Match Support and Supervision Procedure

Supervision

1. Once matched, the School Liaison and Coordinator will be assigned to support and monitor all parties to a given match including the mentor and mentee.
2. Within 4 weeks of the training date the Coordinator or assigned staff person will make phone/personal contact with the mentor and School Liaison to determine how the first meeting went.
3. After this initial contact, the assigned staff member will then follow up at 8 weeks after training with mentor to gather information regarding meeting dates, times, activities, and how the match is proceeding. School Liaison will be contacted regularly to obtain information and feedback. Three attempts to contact each party will be made in a given month before a written letter or note will be mailed requesting they call the Coordinator.
4. With each contact, information will be recorded on the follow up forms and database file.
 - Mentor follow up Sheets: An entry will be made on the respective Mentor Sheet that school contact was made, filled out, a message was left, or there was no answer.
 - Notes on mentee referral/match will also be made.
 - Mentors will sign in the Bethel Public Schools, School –Based Mentoring log each week. School Liaisons should review the book monthly to track mentor attendance.
5. In order to assess how the match is proceeding, program staff may inquire about the following and/or probe beyond to uncover core issues:
 - Are they enjoying participating in the match?
 - How do they feel it is going?
 - Is the relationship developing as they would like?
 - Are there any concerns or issues that should be addressed by program staff?
 - Do they need more support or any intervention?

Problem Resolution

1. If the Coordinator or School Liaison assesses that there is a potential problem

with the match, the Director will attempt to clarify the potential problem and work with the mentor, mentee, and/or school to resolve the problem quickly. The general process for resolving problems will follow the IDEAL model that includes:

- Identify the problem and have a clear shared understanding of the problem between the mentor and mentee
- Develop alternative solutions that could address the problem
- Evaluate the strengths and weaknesses of each solution
- Act on the most constructive solution
- Learn from how the solution worked and repeat the IDEAL process if necessary

2. When the match problem involves a lack of contact on the part of the mentor or mentee, the Coordinator and/or School Liaison must investigate the reasons for lack of contact with the offending party, and make efforts to ensure the match is meeting according to the contracted amount of time per month.

3. If a problem area continues, the coordinator should consult with other staff members and/or school resources to define a viable approach to addressing the problem and proposing potential solutions.

4. If the problem cannot be resolved, formally closing the match may be necessary. At that time, it would be determined if either or both parties are suitable for matching with other partners.

5. All support and supervision by program staff must be recorded on the respective Mentor/Mentee Contact Sheets, referencing any notes included in the files.

Mandatory Reporting of Child Abuse and Neglect Procedure

All staff, agency representatives, and volunteers must adhere to the following mandatory reporting procedures:

Suspected Child Abuse or Neglect

Mentors suspecting any type of child abuse or neglect of their mentee should communicate immediately with school personnel. **School personnel are mandated by law to report any suspected abuse.**

Closure Procedure

Bethel Public Schools, School – Based Mentoring /School Liaisons/mentors will follow the closure procedures as closely as possible and will vary based on the reasons for the match ending:

1. At the point it is decided that a match is closing, the School Liaison will instruct all participants through the closure process.

2. All closures should 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, the youth ages out of the program, and/or the goals of the match have been achieved.

Extenuating: 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, i.e., lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, and/or violations of program policies.

3. In all cases, attempts will be made to have a closure meeting to include School Liaison or school staff, the mentor, and mentee.

4. School Liaisons should coordinate closure proceedings with evaluation requirements and assist in any way necessary to gather evaluation data during this process. Collected data is to be provided to the Coordinator.

5. Depending on planned future participation in the program, the files of mentors and/or mentees exiting the program will be kept active or placed in the program archives.

Evaluation Procedure

1. Mentor/mentee evaluation data will be collected at the end of each school year. Confidential online surveys will be distributed to mentors and School Liaisons. The survey questions are designed to measure stated outcomes for the mentoring program including mentee improvement and overall mentor satisfaction/retention.

2. New matches, including both new and returning reassigned mentors will be contacted at weeks 4 + 8 of being assigned to a school to obtain anecdotal feedback on timeliness of match, if given sufficient information on why student referred and overall progress of relationship.

3. Data will be tabulated, evaluated, and compiled into reports at the end of each school year for those participants reporting.

4. Bethel Public Schools, School- Based Mentoring Coordinator and Advisory Group will

meet quarterly to review the data and make program modification accordingly.

Please bring completed application to Fran Peters at Bethel High School. Call 203-794-8600 x429 for any questions.



Bethel Public Schools School - Based Mentoring Program

MENTOR Application (All mentors must complete)

Date ____ / ____

Personal Information:

Name _____: Gender: Male or Female

Address _____

Home Phone: _____ email: _____

Name/address of Employer: _____

Work phone: () _____ Occupation/Title _____

Where do you prefer to receive mail: Home or Work

Volunteer Information:

1. Indicate your grade preference: ___Elementary ___Middle ___High School

2. Do you prefer: 1. ___ A Boy 2. ___ A Girl 3. ___ No Preference

3. Do you prefer to mentor at a particular school? If yes, please list _____.

4. What days of the week are you available to volunteer? (circle all that apply):

Mon. Tues. Wed. Thur. Fri.

5. What do you feel are the strengths (bilingual, skills, previous relevant volunteer experience, etc) you can bring to this program?

6. Write a brief statement on why you have chosen to participate in the mentor program:

7. Have you ever been convicted of a criminal offense or charged with any offense against a child? YES NO

FOR OFFICE USE ONLY

Mentor Applications _____ Mentor Release _____ Background Complete _____

Training Date: _____ Badge: _____

Matched where/who: _____ Entered into System: _____