



# **Danbury Schools and Business Collaborative**

## **Mentor Program Policy and Procedure Manual**

June 12, 2012

### **Table of Contents**

Agency/Program History - Mission Statement - Values Statement.....	2
--	---

Director .....	3
Memorandum of Understanding.....	4
Section 2: Mentoring Program Policies.....	5 – 7
Recruitment – Mentor Eligibility .....	5
Mentee Eligibility Requirements – Outside of School Visitation – Gift Giving.....	6
Mandatory Reporting – Confidentiality – Evaluation .....	7
Section 3: Mentoring Program Procedures .....	8 – 24
Recruitment.....	8
Mentor Job Description.....	9 – 10
Annual Recruitment Plan.....	11
Inquiry.....	12
Mentor Screening.....	13
Mentee Screening.....	14
Mentor Request Form.....	15
Permission Letter.....	16
Training .....	17
Mentor Training Outline.....	18
Matching .....	19
Match Support and Supervision .....	20 - 21
Recognition .....	22
Mandatory Reporting of Child Abuse and Neglect .....	23
Closure.....	23 - 24
Evaluation.....	24
Appendix:.....	25-
Social Media and Electronic Communication Policy	
:Referral Criteria Grades 9-12,	
High School Student Program Participation and Scholarship Requirements,	
Field Trip Procedures	

F

# **Danbury Schools and Business Collaborative (DSABC)**

## **Agency/Program History**

DSABC is a 501 c 3 non-profit organization, which started in 1990, formed as a collaborative community organization between Danbury Public Schools and local corporations. The initial purpose of the DSABC was to foster cooperation among businesses, the community and the Danbury Public Schools to promote lifelong learning and the successful transition of youth into society and the workforce. The organization enlisted volunteers from business and industry in programs such as job shadowing, career fairs, project mentoring, with the cornerstone program being its school based mentoring program. The school based mentoring program began with 40 mentor-student matches. Currently, DSABC's primary program is the school-based mentoring program, providing approximately 260 mentors to students of the Danbury Public Schools as well as Henry Abbott Regional Technical School.

In addition to the mentoring program DSABC offers a Scholarship program. Students who graduate from high school with a DSABC mentor for 4 years or more are eligible to receive a scholarship. This DSABC scholarship is for graduates to apply to any post-secondary education.

## **Mission Statement**

The mission of the Danbury Schools and Business Collaborative is to help Danbury 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, the Danbury Board of Education and the Danbury Public Schools.

## **Values Statement**

1. Collaboration between public schools, business + the community
2. Positive role models
3. Student achievement, personal and academic
4. Self esteem as a vehicle to academic success
5. Successful transition into post-secondary education, workforce and society
6. Life-long learning
7. Volunteerism

# ***POSITION DESCRIPTION***

---

## **DIRECTOR**

### **Summary of Responsibilities:**

Reporting to the Board of Directors, successfully operate the DSABC school-based mentoring program utilizing best practices in the mentoring field and working effectively with mentors, business liaisons, school liaisons, and business and community leaders. Implement the organization's strategic goals and objectives; give direction and leadership toward the achievement of the organization's philosophy, mission, strategy, and its annual goals and objectives. Maintain and promote the highest standard of excellence in mentoring and support services. Successfully represent and promote DSABC in the community; foster collaboration opportunities.

### **Duties:**

- Provide guidance to and work collaboratively with the Board of Directors; provide reports as needed.
- Provide leadership to and be a motivating ambassador for the program and organization.
- Liaise productively with all stakeholders.
- Solicit and develop mentor base.
- Screen and train adult volunteers, help match volunteers with referred students, provide training and follow-up support.
- Ensure that program services are effectively implemented, i.e. follow-up support, training, workshops.
- Identify issues, evaluate and propose solutions to continuously improve the program.
- Ensure complete and accurate recordkeeping and effectively manage information database.
- Manage evaluation data collection and maintain an ongoing evaluation protocol.
- Seek out and secure grant and synergistic funding.
- Conduct annual solicitation to raise funds from business community.
- Assist in other programmatic functions as required, such as special events, to support the program.
- Work to increase program awareness in the community.
- Proactively explore opportunities for collaboration.
- Manage and delegate appropriate responsibilities to staff/volunteers.
- Stay current on research, trends, issues and procedures relevant to the program.

### **Required Skills:**

- Dedication to and enthusiasm for the DSABC mentoring program.
- Non-profit management and fundraising expertise.
- Judgment and leadership; makes sound decisions, escalates appropriately, provides clear direction.
- Initiative; is self-directed and productive.
- Results-oriented; takes ownership and achieves goals and objectives.
- Organized, detail-oriented and effective time manager.
- Effective rapport-builder and influencer.
- Professional, articulate, poised and diplomatic.
- Excellent interpersonal skills; communicates effectively at all levels.
- Excellent communication skills; verbal, written and presentation.
- Technologically proficient; utilizes hardware/software effectively and optimizes resources.

# **DSABC Mentoring Program**

## **Memorandum of Understanding**

### **DSABC will:**

- Identify, solicit, and recruit volunteer mentor applicants with emphasis on cultivating and maintaining relationship with corporate/business partners
- 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

### **Danbury Public Schools will:**

- Provide on-site coordination, an adequate space and facility amenities
- Identify appropriate DPS 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.
- Provide a School Liaison
- Cooperate to the fullest extent possible with DSABC Director

### **Henry Abbott Technical School will:**

- Provide on-site coordination, an adequate space and facility amenities
- Identify appropriate HATS 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.
- Provide a school liaison person
- Cooperate to the fullest extent possible with DSABC Director

## **SECTION 2: Mentoring Program Policies**

### **Recruitment Policy**

It is the policy of the DSABC 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 Director assumes lead responsibility for the recruitment of new mentors. Other individuals such as the board, advisory group members and Business Liaisons will support the Director in these activities as required.

### **Mentor Eligibility Policy**

It is the policy of the DSABC 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 Director and acceptance may then be allowed with the written approval of the Director and representative of the Board of Directors 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 Director)

- Be willing to adhere to all DSABC 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 Director
- 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 Danbury Public Schools or grades 9-12 in Henry Abbott Regional Technical School
- 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

***.(SEE APPENDIX FOR: REFERRAL GUIDELINES FOR NEW PARTICIPATING STUDENTS, GRADES 9-12 and HIGH SCHOOL STUDENT MENTOR PROGRAM PARTICIPATION and SCHOLARSHIP REQUIREMENTS.)***

### **Outside of School Visitation Policy**

It is the policy of the DSABC Mentoring Program that mentor/mentee visits take place only on Danbury Public School/Henry Abbott Technical School property, 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 DSABC 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 DSABC 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 Danbury Public Schools.

### **Confidentiality Policy**

It is the policy of the DSABC 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.

### **Social Media and Electronic Communication Policy**

(SEE APPENDIX)

### **Evaluation Policy**

It is the policy of the DSABC 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 online survey.

Director and Program Committee will be responsible for evaluation efforts.

## **SECTION 3: Mentoring Program Procedures**

### **Recruitment Procedure**

1. The Director will take the lead in developing the Annual Recruitment Plan with input from Business Liaisons, program Committee, and advisory group. Planning should be finalized, including agency and board approvals, one month prior to the beginning of the new fiscal year.
2. The Director will complete a detailed Quarterly Recruitment Activity Plan of specific tasks, roles and responsibilities, and a monthly timeline, incorporating other staff, the Board of Directors and advisory group members to implement specific recruitment activities. This activity plan must be reviewed and approved by the Board of Directors and/or advisory group prior to implementation.
3. The Director is responsible for ensuring implementation of the Annual Recruitment and Quarterly Activity Plans.
4. Efforts will be made to hold a recruitment plan review and planning meeting quarterly prior to development of the next quarter's plan to include the Director, full advisory board, and Board of Directors, as well as other program staff or others of concern.
5. The Director will finalize and distribute the Quarterly Recruitment Activity Plan to the agency staff and the board.
6. The Director will track mentor recruitment /retention and provide the results to the Board of Directors on a monthly basis along with the number of successful matches.
7. The Director will provide the yearly budget for recruitment and marketing activities. The Director 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 DSABC Mentoring Program helps Danbury 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 Director.)
- 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

### **▪ Mentor Job Description Cont'd**

- 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: state
- 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 of the Greater Danbury 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 Danbury 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, the Danbury Board of Education and the Danbury Public Schools

### **Promotional Materials**

- Brochure
- Posters
- Newsletter
- Press releases
- Program presentation with power point, notes, and handouts
- Web site
- Social Media

### **Promotional Activities**

- Place brochure and flyer throughout the community and among collaborative partners (*continuous*)
- Display tables at local events, such as Danbury Chamber Event (*as available*)
- Distribute newsletter (*bi-annually*)
- Distribute press release and PSA to local media (*quarterly*)
- Make personal contact with key media and organization leaders (*2–3 per month*)
- Present to community organizations (*1–2 times per month*)
- Garner inquiries from Web site (online interest form) and e-mail (*continuous*)

### **Target Organizations**

- Local business + Chamber
- Volunteer Center/United Way

- Community organizations

## **Inquiry Procedure**

All persons inquiring to be program participants or making referrals regarding potential mentees must speak directly to Director, School Liaison, or Business Liaison with all inquiries ultimately brought to Director. If Director 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 DSABC website
  - Mentor job description
  - Application packet
  - The times and dates of upcoming training sessions
4. It is recommended that Business Liaisons conduct an informational session at least once per quarter to provide more detailed information about the program. These sessions are held primarily to create interest among prospective participants and allay any concerns they may have about the program.

After prospective mentors complete an application, the Director may then complete the screening procedure for those who are interested and willing to make the required commitment.

## Mentor Screening Procedure

In accordance with the DSABC 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 Director will:

1. Make an appointment and conduct an in-person or phone interview with the prospective mentor and/or Business Liaison.
2. Process the background check utilizing Employers Reference Source.
3. Based on all information gathered 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 DSABC Mentoring Program eligibility and screening policies, Director 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 Director. 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 Director based on priority needs of the school.

**DSABC Mentor Request**

Date: \_\_\_\_\_

Requested by: \_\_\_\_\_

School: \_\_\_\_\_

**Student Information**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ id# \_\_\_\_\_

Gender: M F

Ethnicity (check)

Grade: \_\_\_\_

- American Indian/Alaskan
- Asian
- African
- White
- Hispanic
- Other

**Mentor Information**

**Mentor Preference (check)**

- Male
- Female
- No Preference

**Reason(s) for referral (check all apply)**

- Poor Self-Esteem/Shy
- Academic Problems
- Attendance
- Behavior
- In need of Positive Adult Role Model
- Poor Social Skills
- Other: \_\_\_\_\_

What goal(s) would you like to see met by the student by the end of the school year?

\_\_\_\_\_

What strategies do you suggest the mentor might use to assist the student (ex: talking, reading, listening, playing games, etc.) \_\_\_\_\_

Student personal interests/hobbies and/or additional comments:

\_\_\_\_\_

\_\_\_\_\_



Parent/Guardian Permission letter

Danbury Schools and Business Collaborative (DSABC)

DSABC MENTOR PROGRAM

Date: \_\_\_\_\_

Dear Parent/Guardian:

The Danbury Public Schools have developed a special relationship with many Danbury businesses and corporations. Some of their employees in addition to others in the community have volunteered to serve as mentors to specially selected students.

Based on the recommendation/request of a teacher, Principal, or other school personnel, your son/daughter \_\_\_\_\_ has been chosen to work with one of these trained volunteers during the school day, at school, for one hour per week.

Initially the student and mentor get to know each other by talking about things of common interest. Over time, if agreeable to both parties, mentors may help the student with homework of other school projects. Some mentors and students play board or playground games while they meet. It is up to the mentor and students as to how they can best interact. Mentoring occurs under the supervision of school staff. It is hoped that student will benefit from this interaction with another adult on a one-to-once basis.

Your permission is required for your son/daughter to participate in the DSABC school-based mentoring program. Kindly complete the form below and return it to me immediately. If you have any questions, please contact me at \_\_\_\_\_.

Sincerely,

\_\_\_\_\_  
Please detach here and return to me no later than: \_\_\_\_\_

I hereby give permission for my child, \_\_\_\_\_, to work with a volunteer mentor in the DSABC mentor program. The DSABC mentor program takes place on school grounds during the regular school day in the Danbury Public Schools.

Date: \_\_\_\_\_ Parent/Guardian Signature: \_\_\_\_\_

## **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. Efforts are underway to provide webinar and/or archived videos of workshops.
2. The Director 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 Director 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 Director. 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 Director will notify them of the next training times and schedule them to attend a training session. Two days prior to the training, the Director and/or Business Liaison will contact to remind participants about the training.
2. 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. If a prospective mentor is unable to attend a schedule training session, the Director may arrange to conduct a one-on-one training.
3. 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 twice 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 DSABC 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 Director 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 Director 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 Director 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. Director/program staff 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 Director 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 Director 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 Director.
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 DSABC Mentor Book 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 Director 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.
2. 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.
3. When the match problem involves a lack of contact on the part of the mentor or mentee, the Director 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.
4. 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.
5. 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.
6. All support and supervision by program staff must be recorded on the respective Mentor/Mentee Contact Sheets, referencing any notes included in the files.

## **Other Support**

It is the responsibility of the Director and School Liaisons and Business Liaisons to provide other support to the matches, including but not inclusive of the following:

- Plan and implement at least one group activity for mentor/mentee matches per year
- Facilitate an ongoing support group for mentors that will meet bi-monthly

## Recognition Procedure

The following outlines required recognition activities for mentors in the DSABC Mentoring Program. This procedure, however, does not limit recognition as a daily part of “business” or other activities that may be undertaken throughout the year.

1. Each mentor in the program will receive personalized “mentor badge” that recognize their commitment and participation to the DSABC Mentoring Program.
2. DSABC encourages School Liaison to participate in annual “Thank Your Mentor” project in honor of January Mentor Month. Additionally, DSABC will highlight mentoring and/or matches via press releases/letters to editor, etc...during this time.
3. DSABC will host an annual participant recognition Breakfast event. Mentors reaching incremental 5, 10, 15, 20 years of service will be recognized and given an award. Additionally, students receiving DSABC Scholarship will be honored along with their mentors. Students not receiving scholarship but graduating high school with their mentors will also be acknowledged. DSABC corporate partners, Business Liaisons, School Liaisons, Board of Directors, Danbury Public Schools, Henry Abbott Technical School, and other contributors will be recognized at this event.
4. Recognition for length of volunteer service includes: five, ten, fifteen and twenty years of service awards presented at Annual Breakfast.
5. All awards and recognitions will be featured in the DSABC newsletter /website including, length of service recognitions, and any other outstanding service/performance acknowledgments.
6. Outstanding mentors may be asked to assist in presenting at new mentor orientation and training sessions by invitation of the Director.

## 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 abuse.**

## Closure Procedure

DSABC Director/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 Director.
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. DSABC Director and program Committee will meet quarterly to review the data and make program modification accordingly.

# APPENDIX

## DSABC Field Trips to Mentor Workplace Procedures

DSABC Director and Business Liaison work together to plan mentor/mentee field trips .

### Choose Date, Length of time and start and end time

- Consult school calendar and/or DSABC Director to find out if there are any major conflicts with school events. (Year end can become difficult to obtain open dates. Try to have trips scheduled prior to end of May.)
- Confirm with your mentors to see if chosen date is viable for most of the mentors
- All trips should begin no earlier than 10:00 and end no later than 1:00.

### **School Logistics : DSABC**

#### **Schedule Buses**

- DSABC Director will schedule transportation directly with bus company. (If there are more than 6 schools to pick up, it is strongly advised to schedule 2 buses to allow ample time for pick and drop off of students.)
- Company incurs all costs of buses. Payment is due on the day of the trip.

#### **Obtaining Permission**

DSABC Director will work with School Liaisons to distribute and collect permission slips for students to attend field trip. (DHS students require both parental permission and signed off by EVERY teacher to attend. )

#### **Chaperones**

DSABC Director and/or assistant will serve as bus chaperones. On the rare occasion that neither is available, Director will try to obtain chaperone from DPS staff.

### **Company Logistics: Business Liaison**

#### **Secure Funding**

Any costs incurred for field trips and holidays parties are the sole responsibility of the company (ies) hosting the event. This includes the cost of the buses, food, activities and meals, etc.

#### **Plan Activities - A few ideas for activities**

- Balloons, banners, and a welcome sign – a good welcome for students
- Tour of the facility / campus
- Walking tour of the grounds
- Demonstration of products or services or types of jobs available
- Science experiment type demonstration – unless safety type issues have mentees assist with demonstration
- Meal or snack
- Get to know you games for the whole group or just for the pairs
- Games / relay races / problem solving activities – individuals or teams with a cross section of ages
- Group Photo
- Individual photos of mentor / mentee matches –
- Craft project

#### **Gift Giving**

Please remember the gift giving guidelines and policies when considering giving gifts. Many times at company events gifts are craft items made at the party, balloons, company give-away items (pens, pencils, coffee mugs, foam items, toys etc. with company logo) or a small gift i.e. \$5-\$10 gift certificate – to the movies or a bookstore.

June 7, 2012 REVISED