

Mentoring Program Evaluation Outcomes

What you need from US:

- Fulfill our program obligations to you by providing:
 - Enhanced communication and support
 - Tailored Training and increased recognition
 - Clearer Expectations
- Discuss concerns with you as they arise

What we need from you:

- Fulfill your mentor obligations to your mentee by participating:
 - Group mentors – one activity every month
 - One-on-One mentors – face-to-face with your youth three times a month
 - All mentors: Fill out and turn in your contact log by the 5th of every month
 - Check the Yahoo Group at least weekly and respond to the polls
- Report concerns to True Colors as they arise

What we are changed as a result of your feedback:

- **Communication (immediate changes):**
 1. Weekly updates to the Yahoo Group. In addition, by November 1st, all forms, policies (including what to do in an emergency), procedures, and mentor manuals will be posted on both the yahoo group and on our website at www.ourtruecolors.org. This way if you need to refer to something and we are not available, you have somewhere you can look immediately to get an answer.
 2. Weekly emails containing relevant information, articles, non-TC events and activities on Friday
 3. Bi-monthly mailings (Jan, March, May, July, September, November) with all upcoming events and activities
 4. Monthly e-newsletter for mentors/mentees (beginning in November) with program updates, mentor recognition, stories that you share about what's working, what's been helpful in your relationship with your youth, etc.
 5. Monthly phone calls to both mentors and mentees to check in on how things are going.
 6. 48 hours notice on activity cancellations (cancellations are based on responses to the yahoo polls, so please do respond)
- **Communication (Next Steps):**
 1. Two monthly group check-in/support/networking opportunities beginning in November:
 - Monthly mentor conference call. Everyone can participate no matter where you live. (Look for a best time/best day of the week poll on Yahoo by Friday, October 15th.)
 - Monthly office hours (second Tuesday of the Month, 5:00 – 6:00 PM) with other times available by request.
 2. Creation of mentor networks: (We will implement once we get mentor permission):
 - All mentors will receive contact lists with other mentors names, emails and phone numbers
 - Opportunities for mentors to meet regionally once a quarter in someone's home to network, share successes and challenges with peers. One of the comments that came out of the male mentor meeting was how much they enjoyed getting together as a group. We are working to make that happen quarterly across the state!

- Training:

1. Initial training to increase from 6 hours to 9 hours
2. Mentor training to be tailored to the needs of the mentor/mentee match (individual meetings to be set up with all matched mentors over the next 3 months –Please don't forget to call LEA to set this up at your convenience: 860.232.0050, ext 301)
3. Periodic, interactive, fun and engaging group discussions/training on subjects of interest to specific groups of mentors such as
 - Oh, my God, my kid is..... A learning lab for dealing with hard stuff and sticky conversations
 - They want to go to college – what do I need to know about forms, financial aid, SATS so I can help get him,/her there?
 - Attachment issues with teens – I just can't get my kid to bond..
 - My kid is aging out of care – how can I help?
4. Quarterly mentor meeting (as part of the mentor network) to allow for networking, sharing of ideas and support, and mentor recognition – these events will give us a regular opportunity to recognize mentors contributions to the success of our youth

- Programming

1. Creation of 4-6 week groups for smaller youth cohorts based on interests including comedy, dancing, baking, spoken word, self-defense, hiking, etc.
2. Opening social/recreational groups to both mentees and LGBT youth in the community
3. Asking each mentor to provide a workshop, discussion group or activity based on his/her skills, interests and knowledge (for example, Adrienne is a dancer so she is offering a dance workshop). Think about what you might be interested in offering – we will be asking...

- Group Mentoring

1. All new mentors to begin as group mentors for the first 2-3 months so that mentors can meet and get to know youth prior to making a one year commitment
2. Group mentors attend initial training, pass background checks and interview, and commit to transporting youth to, and participating in, ONE ACTIVITY PER MONTH
3. Joint meeting (group mentor and TC) to determine whether to continue as a group mentor or become a one-on-one mentor

- Process Updates

1. Recruitment

- Potential mentors fill out and returns the application, plus the two background check release forms
- True Colors faxes the background checks to DCF for approval
- As soon as the background checks come back successfully from DCF, True Colors sends a letter to the potential mentor inviting him/her/hir to the next mentoring training (held monthly). We assume that potential mentors who do not RSVP for two months in a row are no longer interested and we stop sending the letters
- A potential mentor attends 9 hours of training. After the training, if the mentor wishes to go forward, s/he/ze calls True Colors and schedules an interview with the mentoring director.
- Once these screening steps are completed, the potential mentor graduates to group mentor!
- Group mentors will to transport youth to, and participate in, at least one group activity each month
- After two or three months as a group mentor, we jointly decide if the group mentor is interested in taking on the additional responsibilities of a year -long one-on-one mentoring relationship

2. Matching Protocols (One-On-One Mentors)

1. Kamora calls mentor to offer potential match and provides contact information for the youth's social worker, as well as a set of questions to ask the worker
2. The potential mentor calls the youth's social worker, care-giver or guardian to discuss the youth's needs
3. If the potential mentor wants to go forward, s/he will schedule a match meeting with the youth and social worker at the youth's living environment (or the True Colors office if the youth would be uncomfortable meeting in his/or her living situation).
4. The Mentor informs True Colors regarding the time/date/location of the match meeting and a True Colors staff person attends
5. All participants at the match meeting are provided with all relevant contact information and a six week check in meeting is scheduled.
6. True Colors will provide copies of the mentor/mentee contract and ask that the following be completed before the six week check in meeting:
 - Mentor/Mentee will read and discuss assigned article
 - Mentor/Mentee will complete and share their life maps with each other
 - Mentor/Mentee will agree on goals, decide how they will know when they reached the goal and record them on the contract, which both sign:
 - An educational goal (e.g. raising a grade, getting into a course or school, taking the SAT or ACT, filling out an application, not missing any days of school, etc.)
 - A life skills goal (e.g. balancing a check book, food shopping on a budget, writing instead of yelling or hitting when angry, learning to cook fresh vegetables and healthy meals, dealing with family or friends who aren't good for you, etc.)
 - A personal goal – anything you want (e.g. have fun, learn to swim, save money for something ...)
7. At the six week check-in meeting, the goals will be reviewed, outcome measures identified and the mentor/mentee pair will decide together if they wish to commit to the one year relationship that includes:
 - Meeting face-to-face three times a month
 - Weekly phone, email or text contact
 - Participation in a minimum of 4 group activities per year

Matching Protocols (Mentees)

1. The potential mentee must attend a new mentee orientation prior to his/her acceptance to the program
2. The mentee reviews the program commitments and agrees to participate
3. The mentee fills out and returns a mentee application
4. The mentee participates in the match meeting and has the same set of expectations and requirements as the mentor (steps 6 and 7 above)

- Program Expectations

1. True Colors:

- Staff will return phone calls and emails within 48 hours
- True Colors will initiate one check-in phone call per month to every mentor
- True Colors will offer a minimum of 4 group activities across the state every month
- True Colors will provide on-going feedback loops such as the male mentor focus group on Tuesday, annual feedback mailing, annual on-line satisfaction survey.
- True Colors will respond to mentors concerns in a timely way

2. All Mentors

- Mentors will check the YAHOO GROUP weekly
- Mentors will respond to the YAHOO polls regarding activities in a timely way (The Facebook polls are optional and not required for mentors)
- Mentors will COMPLETE AND TURN IN their contact logs by the 5th of every month.
- Mentors will share their concerns with True Colors as they arise

3. Group Mentors

- Group mentors agree to participate in a minimum of one group activity per month
- Group mentors agree to provide transportation to one or more mentees on the waiting list to that activity each month

4. One-On-One Mentors

- One-on-One mentors agree to meet with their mentee face-to-face three times per month
- One-on-One mentors initiate phone, email or text contact with their mentee weekly
- Agree to participate in four group activities per year
- Together with their mentee, one-on-one mentors identify three goals that they will work on together: An Educational Goal; A Life Skills Goal; A Personal Goal

5. All Youth

- Mentees (with access to the internet)will check the yahoo group weekly
- Mentees (with access to the internet)will respond to the polls regarding activities in a timely way. (The Facebook polls are optional and not required for mentees – comments are great though!)
- Mentees will return their mentors/True Colors' calls in a timely way

6. Matched Youth

- Matched youth agree to meet with their mentor face-to-face three times per month
- Matched youth initiate phone, email or text contact with their mentor weekly
- Matched youth agree to participate in four group activities per year
- Together with their mentor, matched youth identify three goals that they will work on together: An Educational Goal; A Life Skills Goal; A Personal Goal