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#039 Mentoring

I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) and FISS to promote quality one-to-one Mentoring services.

Note: This policy utilizes the term "Care Coordinator", which applies to Wraparound and REACH Care Coordinators and FISS Case Managers. The term "Youth" is used in this policy and applies to the enrollee in the program, whether a child, adolescent, or young adult. "Plan of Care" is utilized and also applies to the Service Plan for FISS.

II. PROCEDURE

A. Mentoring Definitions and Role Description

A mentoring match, or mentoring relationship, is defined as a one-to-one assignment of an individual to assist a youth by providing support, guidance and concrete assistance. The mentoring relationship is focused on the needs of the youth.

The Mentor functions as both a positive role model and advocate for a youth in their family system and community. Youth should be matched with Mentors based on their strengths, needs and interests. A Mentor could be involved in a variety of activities with a youth. Some examples might be: recreational activities, school-related activities such as helping a youth with special assignments when the youth and family team believe it is appropriate (Note: A Mentor should not take on the role/responsibility of a Tutor), social skills and life skills development, peer/interpersonal relationship building, personal care/hygiene/exercise, increasing awareness of community resources, etc. A Mentor is a valuable link in assisting a youth to develop needed skills and relationships as they grow.

A Mentor facilitates a youth's emotional and social growth through their interaction and selected activities designed to meet the youth's needs as they have been identified on a Referral Form and in the Plan of Care. Goals and Needs in the Plan of Care must be developed based on input from the youth, their parent or guardian, the Care Coordinator and other Child and Family Team members.

Issues related to physical, mental health or educational needs that go beyond the Mentor's experience are to be addressed by clinicians or other experienced team members.

Direction, consultation and support are to be provided by the Mentor Supervisor or Mentor Program Director, Care Coordinator, and Child & Family Team. The time commitment will vary dependent upon the youth's needs and program requirements/limitations. Authorized Mentor hours are determined by the Care Coordinator and youth/family.

B. Mentor Eligibility and Application Procedure

All Mentor Provider Agencies must adhere to the following recruitment, screening, training and documentation procedures for each individual who is matched with one or more youth.

1. Eligibility

Individuals seeking employment as Mentors in the Wraparound Provider Network (WPN) must meet these basic program requirements prior to the provision of services:

- a. Must have a high school diploma or equivalency
- b. Must agree to provide a level of consistent weekly (or as otherwise indicated) interaction with the youth as identified by the Child & Family Team and/or Plan of Care.
- c. Prior to the provision of services, the Agency must follow Policy #035-Provider Add/Drop and the Provider must be determined eligible to provide services within the WPN. This will include conducting a Caregiver Background Check prior to the provision of services and updated in accordance with DHHS Policy #001- Caregiver Background Check.
- d. If they will transport youth, they must have their own transportation with proof of at least the Wisconsin minimum amount of insurance and a current/valid driver's license. A Department of Motor Vehicles Abstract must also be completed/reviewed/acceptable.
- e. Must have completed the 15-hour training course provided by the Mentor Agency as required/approved by the WPN.
- f. Cannot be a Care Coordinator and/or Supervisor of such.

2. Mentor Training / Meetings/ Training Manual

- a. **Prior to provision of services** each Mentor must complete fifteen (15) hours of orientation/training provided by the Mentor Agency as approved by the Wraparound Provider Network. Resource information and suggestions for trainings are included in this policy (see *Attachment 1 - Training Topics and Sources of Information*). The Training Manual that the

Agency uses in the provision of the 15 hours of training must be available for review during an Agency audit.

- b. All Agencies will be required to provide documentation of Mentor attendance and completion of training sessions (i.e., a certificate of training completion, attendance sheets at training sessions, etc.).
- c. Mentors may have ongoing supervision and support through monthly meetings with Mentor Agency program staff.

C. Network Procedures

1. Referrals – Care Coordinator and Mentor Agency Responsibilities

When a Care Coordinator refers a youth for mentoring services the following requirements apply:

- a. Care Coordinator must obtain Consent forms signed by the parent/legal guardian and youth (aged 14 and older) to speak with a prospective Mentor Agency regarding the youth/family. To help get the best match for a youth, find out what the family wants in a Mentor and convey that information to the prospective Mentor Agency.
- b. Submit a PROVIDER REFERRAL FORM for the youth to the Mentor Agency.
- c. When the Mentor Agency receives the referral, they review the information and make every attempt at that time to "match" their best available Mentor with the youth/family.
- d. After the Mentor Agency identifies a potential Mentor to the Care Coordinator, the Care Coordinator then puts in a Service Authorization Request (SAR) for the proposed Mentor hours **PRIOR TO** the first visit with the family/youth. As always, the Care Coordinator is to be present at that initial visit to introduce the identified Mentor to the youth/family and to discuss expectations.
- e. If during that first visit and/or any subsequent visit, the youth/family believe that this is not the best "match", then another Mentor should be sought (if needed), at which time the Care Coordinator would initiate this process all over again. Even if the Mentor only has one contact with the youth/family they would still be reimbursed for that contact, thus the rationale for the authorization in Synthesis prior to the initial meeting.
- f. If a sibling of an enrolled youth is need of a mentor, the Care Coordinator must discuss with their supervisor prior to approving. The Care Coordinator must initially look for community resources (i.e. Big Brothers Big Sisters, etc.) for mentoring. If an in-network provider is going to be sought after looking for a community resource, then the term 'youth' in this policy pertains to the sibling receiving services.

2. Client Records

- a. Client's charts are to be kept in a secure cabinet or room and are to be maintained at the Agency until the client becomes 19 years of age or until 7 years after services have been completed, whichever is longer. The

documents can then be appropriately disposed of/shredded. (See *Policy #054- Provider Agency Responsibilities & Guidelines regarding additional information related to the maintenance of client charts.*)

- b. For the purpose of program evaluation/Agency performance monitoring, County/State/Federal auditing or evaluation teams may have access to client records.
 - i. Information shall be provided to Milwaukee County in the event of litigation or potential litigation involving these entities. **Such information is considered privileged information, and law protects its confidentiality.**

3. Confidentiality / Consents / Release of Information

- a. Records must be respected and kept confidential.
- b. A CONSENT FOR SERVICE form must be completed on every youth prior to the provision of services. The consent must be dated and signed by the youth (if aged 14 or older) and the parent/legal guardian. If the youth is 18 years old and their own guardian, only the youth's signature is necessary. The Consent must specify the Agency providing the service, the service being provided and any other special requirements set forth by the Agency/youth. All Consents authorize service for one year from the date of signing. If services go beyond the one-year (12 months) time-frame, another Consent must be signed. The Consent for Service must be kept in the youth's file.
- c. Information about a youth may be released to other individuals or organizations only upon presentation of an authorized 'Release of Information' consent. The consent must be dated and signed by the youth (if aged 14 or older) and the parent/legal guardian. If the youth is 18 years old and their own guardian, only the youth's signature is necessary. See *Policy #009- Confidentiality/Exchange of Information* for further information and guidance.

NOTE: The Agency is expected to create their own "Consent for Service" and "Release of Information" form.

- d. If a youth is going to be transported, a completed TRANSPORTATION CONSENT FORM (see *Policy #054- Provider Agency Responsibilities and Guidelines for an example*) must be in the youth's file prior to the first transport. The Consent must be filled out in its entirety, including the signature/date of the parent/legal guardian. The youth should also sign if age 14 or older but if he/she does not, this would not preclude the transportation from being rendered. If the youth is a legal adult, only the youth's signature is necessary.
 - i. If the Mentor is to pick up the youth at their home for a session/activity, it is mandatory that at least one responsible adult be at home when the youth is picked up and when the youth is dropped off. If that is not possible (i.e., the youth is being picked

up at school or directly from an activity), the Mentor must carry a copy of the pre-signed Transportation Consent form giving them the permission to transport the youth.

- ii. No youth (minor) should ever be left at home alone when being returned from a Mentoring session. Attempts should be made to call the parent/legal guardian/caregiver/emergency contact at the numbers listed on the Referral Form. If unsuccessful, the Care Coordinator should be called. The Care Coordinator needs to ensure that parents/guardians, mentors and youth know that a responsible adult must be available to receive a youth at all times.

4. Care Coordinator Responsibilities

It is the Care Coordinator's responsibility to:

- a. Introduce and explain the Mentor's role with the youth/youth's family.
- b. Invite the Mentor to Child and Family Team/Plan of Care meetings that Mentors will be expected to attend (if available).
- c. Explain that the Care Coordinator in conjunction with the Mentor and the Child & Family Team will discuss when and how the Mentor/youth relationship should come to closure. In the event that the Mentor suddenly needs to or is required to terminate the Mentor/youth relationship, it is preferable that the Mentor inform the youth/family. If this is not appropriate, then the Care Coordinator must inform the youth/family as soon as possible.
- d. For those youth age 18 and younger, ensure that the parents/legal guardian/caregiver, mentors and youth know that a responsible adult must be present when the Mentor drops off the youth at their place of residence after a session (*unless otherwise determined by the Team*).
- e. If there is a change in the Care Coordinator assigned to work with the family, they must immediately inform the Mentor, the Mentor Agency and other Child and Family Team members.
- f. During the time a Mentor is matched with a youth, if there is any change in the youth's status, (i.e., living situation, relocation, psychological or physical health, behavioral concerns/incidents, school concerns/incidents, court related issues, etc.), the Care Coordinator must make every effort to inform the Mentor and/or the Mentor Agency Director or designee. This must be done immediately or as soon as possible prior to the next scheduled visit the Mentor has with the youth.

5. Delivery of Mentoring Services

Reminder – No Mentor services can be rendered, nor be assigned to work with any youth/client/family, until they have been authorized by the Wraparound Milwaukee Provider Network and a start date has been established in Synthesis. Wraparound Milwaukee reserves the right to recoup any monies that were paid to agencies in the event that an unauthorized Provider provided and billed through the Agency for

those services.

a. **Allowable Mentor Hours Per Month/Allowable Matches.**

Mentors are expected to meet one-on-one with the youth/client for up to the allotted time authorized on the Provider Referral Form and Service Authorization Request and agreed upon by the Child and Family Team.

Wraparound Milwaukee has identified maximum mentoring units (caps) at 20 hours per month/per family. Units authorized above the cap need to be justified by the Care Coordinator and approved by the Care Coordinator's Supervisor.

b. **Mentor Work Hours.**

Work hours are determined by the needs of the youth, family and/or program and the availability of the Provider. **As a general guideline, the average youth/mentor session should last from 1-4 hours.**

Documentation for time spent beyond 4 hours must be specific and thorough with reference to the need for a more lengthy session. **It is expected that mentoring sessions would occur between the hours of 8:00a.m. and 9:00p.m.** The reason for contact outside of these hours must be justified in the documentation.

c. **Billing.**

Mentors may only bill for **face-to-face contact with one youth at a time.** This includes Plan of Care / Child & Family Team meetings and/or any other meetings in which the youth / family is being discussed **and in which they are present.** The Mentor Agency should bill at the hourly 5524 rate when attending these meetings.

Agencies/Mentors may **not** bill for:

- No shows.
- Travel time.
- Phone contact.
- Written communications/documentation time.

Though not billable- phone contact, written communication and no show contacts must be documented.

A Mentor Agency should not invoice/bill for services rendered prior to evidence of complete/accurate corresponding documentation.

d. **Unauthorized Places and Activities.**

1. A Mentor cannot take a youth to their home or the homes of relatives, friends or significant others.
2. Mentoring is a youth-focused one-to-one activity. Mentors cannot engage in activities with friends, relatives or others during the time they are mentoring a youth.
3. A Mentor cannot take a youth to their place of employment,

outside of the Mentoring Agency, and bill for this time. If a Mentor desires to take a youth to their place of employment to show the youth where they work and what they do, this **must be done on volunteer time** and must be approved by the parent/legal guardian.

4. A Mentor cannot take a youth to the Mentor's or youth's church/place of worship and **bill for this time**. If a Mentor desires to take a youth to the Mentor's or youth's church/place of worship, this **must be done on volunteer time**. As with all activities, if a Mentor/youth will be attending religious services, it is important that this is with the permission of the parent/legal guardian.
5. A Mentor may not involve youth in their personal activities, whether paid or voluntary (i.e. performing chores for Mentors, running personal errands), while with the youth.
6. A Mentor, who may be matched with more than one youth, may not meet with the youth simultaneously.

NOTE: If any of these activities are occurring and being billed for, with the exception of specially authorized activities or those documented in the Plan of Care, Wraparound Milwaukee has the right to recoup monies for the hours spent in these activities.

e. Verification Logs

The Service Verification Log (see *Provider Network Frequently Used Forms on website*) must be signed/dated by the recipient of service, the parent/legal guardian, or a designated responsible caregiver at the closure of each session. Completing the Log(s) in its entirety at the end of the month or several months after the session(s) have occurred is not acceptable. The log must be completed in its entirety before being submitted to the employer. The Log must be kept in the youth's hard copy chart. The Log does not need to be submitted to the Care Coordinator unless requested. One Log per month should be maintained.

Please note that the use of White-Out on the Logs is not permissible. Errors need to be lined out and initialed/dated.

Note: Pre-signing or altering the Logs in any way is considered fraudulent behavior and may be grounds for termination from the Wraparound Provider Network and any future contractual/fee-for-service arrangements with Milwaukee County.

f. Documentation

Mentor-youth contact must be documented routinely in accordance with Wraparound Milwaukee requirements. See Policy #078- Provider Notes for additional information.

g. Termination of the Match.

Mentors are asked to give Mentor Agency Directors a minimum of four

weeks' notice before terminating service in order to close the match in a positive way for the youth. The Program Director and/or Care Coordinator will assist the Mentor and youth, if necessary, in concluding the relationship.

Upon termination of the match, return any program identification cards, other authorizations of participation and any/all client Transportation Consent Forms that the mentor may have in their possession.

Mentors terminated for just cause from one Agency in the WPN may not provide service to another Agency in the WPN without the prior written approval of the WPN.

D. Additional Mentoring Guidelines.

1. Mentor / Youth Confidentiality.

Successful Mentors keep all one-to-one conversations with the youth confidential. Specifically this means that what a youth tells a Mentor in private will not be shared except for the few exceptions noted below. Mentors should inform the youth of the limitations on their ability to keep their confidence at an early juncture in the relationship.

- a. If a Mentor receives information indicating that the youth may be dangerous to themselves or to others, necessary steps must be taken to protect the appropriate party. In this situation, don't second guess your best judgment - act swiftly. Tell the parent/legal guardian/caregiver and immediately communicate the situation to the Care Coordinator, Mentoring Program Director and any other relevant parties.
- b. If a youth communicates to their Mentor knowledge of an unlawful act that was or will be committed, appropriate authorities must be notified, in addition to those individuals referred in point a. above.

It has been the program's experience that when this type of situation presents itself, it most often signifies intent by the youth to "let someone know" what is going on. The best Mentors handle these situations delicately when conditions allow. Quite often, the youth can be persuaded to "do the right thing."

2. Mandatory Reporting of Abuse / Concerning Youth Reported Information.

Mentors are considered Mandated Reporters and must follow Wraparound Milwaukee Policy #034- Mandated Reporting when there is suspected or alleged abuse/neglect.

3. Out of County Travel.

Mentors may take youth (minors) on out-of-county **day** trips with express written permission of the parent/legal guardian and all other identified representatives as listed on the Out-of-County Travel Permission Form (see *Attachment 2*).

Out of county trips must be directly correlated to a specific need identified in the Plan of Care. An out of county day trip would most likely be identified as an action

step a Mentor/Child and Family Team would use to meet an identified need. On the Out of County Travel Permission Form there is an area where the correlating POC date /Domain/Need and Action Step must be identified. Out-of-County travel should occur only on rare occasions. For those youth age 18 and older, any Out-of-County trips must be addressed with any relevant Child & Family Team Members prior to the Out-of-County trip.

4. Out-of-State Travel.

Out-of-state travel is **not** permitted.

5. Overnight Visits.

Overnight stays at a Mentor's home or other locations are not allowed under any circumstances.

6. Recreational Activity Guidelines.

Recreational activity costs are the responsibility of the Mentor/Family unless pre-authorization has been received for provision/payment of some type of **exceptional** activity. In these exceptional instances, funding through Discretionary Funds should be sought on the Service Authorization Request (SAR) with the Care Coordinator.

Activities that are not acceptable are:

- R-rated movies.
- **Frequent** movie watching whether it is in a theater or elsewhere. Watching a movie is not considered an "interactive" activity between the Mentor and youth.
- Engaging with a youth in wrestling or play fighting.
- Sporting events that place a youth at serious risk of injury.
- **Frequent** visits to video arcades. Visits to video arcades may be used as an infrequent reward. For example, as a special reward for reaching a goal.
- **Frequent** playing of video games.

Activities should be chosen keeping in mind the needs of the youth/family and goals identified on the Plan of Care/Treatment Plan.

7. Premature Match Termination.

The following are reasons for early termination of a match and/or of Mentor employment:

- a. Abuse of a youth. Mentoring activity will be immediately suspended until any and all allegations of abuse are investigated and resolved.
- b. Engaging a youth in any illegal activity or violation of their Court Order.
Examples include: Permitting or encouraging a youth during mentoring time to smoke cigarettes, use any illegal drug, drink alcohol, drive without a license or learner's permit, gamble or frequent a gambling establishment, possess or use fireworks, or attempt to ignore any legal age restriction.
- c. Taking youth to bars/taverns.
- d. Smoking in the youth's presence.

- e. Use of illegal drugs or consumption of alcohol in the youth's presence.
- f. Failing to meet regularly with a youth or failure to address stated youth needs/goals or follow an agreed upon work schedule.
- g. Return of a youth to a Correctional Institution.

Additionally, a match may be terminated and/or a Mentor may be removed from the Network if:

- a. The Mentor willfully and knowingly has provided misleading or false information (upon employment) on an application.
- b. The Mentor fails to abide by the directions in this policy and/or outlined in the Mentor Agreement or Fee-for-Service Agreement otherwise acts in an unethical/unprofessional manner.
- c. The Mentor fails to submit documentation as required or submits fraudulent documentation/engages in fraudulent behavior.
- d. The Mentor fails to comply with the provisions of Milwaukee County Resolution and the Wisconsin Caregiver Law regarding Background Checks and driving license/insurance requirements.
- e. A Mentoring Agency may have additional reasons for early termination that are specific to the Agency.

8. Telephone Contact/Texting/Social Networking.

Telephone contact between visits is encouraged within the acceptable limits established by the legal guardian/caregiver, Mentor and the youth. Mentors should set boundaries of acceptable times to call, explain exceptions and define emergencies.

Telephone contact/time is not a billable item for paid Mentors.

Do not accept "friend" or contact requests from current or former youth or family members on any social networking site (Facebook, LinkedIn, etc.). Adding youth as "friends" or contacts on these sites can compromise your youth's confidentiality, as well as your privacy. It may also blur the boundaries of a Mentor relationship. Inviting or allowing clients, or their family members, to interact with or view your personal social media page can be perceived as inviting them into your personal life. This can send mixed and confusing messages to clients.

Do not use messaging on Social Network sites such as Twitter, Facebook or LinkedIn to contact clients. Discourage clients from using these methods to contact you. Such correspondence is vulnerable to confidentiality violations.

Email correspondence with youth/family is discouraged. Email is not completely secure or confidential. Email correspondence is retained in the logs of Internet service providers and may be considered a part of the legal client record.

9. Physical Contact

- a. Physical contact must be avoided, unless required or having therapeutic

value (i.e. with a seven year old holding their hand across the street; partnering with Occupational Therapist to learn and provide brushing techniques)

- b. Physical contact should be in response to the need of the youth and not the need of the Worker.
- c. Physical contact should be with the youth's permission. Resistance from the youth must be respected.
- d. Avoid physical contact that might be seen as being provocative.
- e. It is always better to error on the side of caution and refrain from any physical contact.
- f. Physical contact with an adult is prohibited, with the exception of acceptable forms of social expression (i.e., handshake)

10. Gift Giving.

Mentors may not accept monetary or purchased gifts from the youth, the youth's family or other caregiver. If the youth would like to give the Mentor a gift that they made, or the family would like to invite the Mentor over for dinner as a gesture of appreciation, that **is** permissible.

Mentor's are discouraged from gift giving except for the acknowledgment of a youth's birthday or special religious holiday, and then the gift should be of a monetary value below \$25.00. **Giving the youth (minor) a gift must only be done with the consent of the legal guardian/parent/primary caregiver.**

Mentors may not give money, clothing, food or other items of necessity to the youth or youth's family, but should make such needs known to the Care Coordinator so that appropriate resources can be directed. If the Mentor has items they wish to donate for the benefit of the youth, they may give such items to the Mentor Program Director who can distribute them accordingly.

11. Grievance and Investigation Procedure.

Each Mentor Agency must have a written procedure which outlines actions that will be taken to investigate concerns/grievances or allegations of wrongdoing generated by the Mentor, youth or youth's family/guardian. Such investigations are to be carried out fairly and confidentially. A youth/family also has the ability/right to submit a grievance to the Wraparound Milwaukee Program.

Violations of municipal or civil law will be referred to local law enforcement personnel.

12. Liability.

Milwaukee County will not be liable in the circumstance where a youth/family may steal from a Mentor and/or cause damage to a Mentor's property or person.

Attachments

1: Training Topics and Sources of Information

2: Out of County Travel Permission Form

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/31/2022
	Brian McBride: ExDir2 – Program Administrator	8/31/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/30/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/30/2022

COPY

WRAPAROUND MILWAUKEE OUT OF COUNTY TRAVEL PERMISSION FORM

Mentor **must** take a copy of this form to out of county activity

YOUTH'S NAME (print): **D.O.B**

Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

EMERGENCY CONTACT: Name: _____

Address: (if different from above) _____

State: _____ Zip: _____ Phone: _____

MEDICAL INSURANCE: Name of Insurer: _____

Insurance I.D number: _____ Insurers Phone #: _____

OF _____
(Providers Name) _____ (Name of Mentor Agency)

HAS PERMISSION TO TRANSPORT _____ OUT OF MILWAUKEE COUNTY
(Youth's Name)

TO _____ ON _____
(Destination – be specific re: place and state) (Date of Transport)

FROM _____ TO _____ .
(Time – a.m./p.m.) (Time – a.m./p.m.)

SPECIAL CONSIDERATIONS/MEDICAL-MEDICATION INFORMATION/LIMITATIONS:

GUARDIAN ASSUMPTION OF RISK AND LIABILITIES: I understand that there may be risks of physical injury or damage to property when going on an activity. I am therefore willing to assume the risk and responsibility for any such injury or damage which my child may sustain when traveling out of county with the identified mentor/agency whether negligent or not by the mentor, mentor agency, it's employees, agents, other participants on the trip or Milwaukee County.

I, therefore, agree to RELEASE, INDEMNIFY, and HOLD HARMLESS the mentor, mentor agency, it's employees, agents, other participants on the trip or Milwaukee County, from any liability, claims or causes of action based upon their actions, whether negligent or not.

MEDICAL TREATMENT PERMISSION: In the case of a medical emergency, and after every effort has been made to contact me, I the legal guardian, hereby grant permission for the above stated mentor/mentor agency to secure medical treatment for my child. I will assume the responsibility of all associated medical expenses. Further, should it be necessary for my child to return home due to medical reasons, disciplinary action or otherwise, I will assume any transportation cost.

Signature of Legal Guardian

Relationship to Youth

Date

Signature of Youth

Date _____

An Out of County activity must be connected to a specific client need/strategy. This must be identified in the Plan of Care under the applicable domain. Please complete the following:

Applicable Plan of Care Date: _____

Applicable Domain(s): _____

Identified Need(s): _____

Strategy(ies): _____

Signature of Probation Officer (if applicable) _____

Date _____

Signature of Bureau Worker (if applicable) _____

Date _____

Signature of Care Coordinator _____

Date _____

List other significant individuals that were informed of out of county travel arrangement: (name and title)

- 1). _____
- 2). _____
- 3). _____

Mentoring Training Topics and Sources of Information

The following information was compiled by the Wisconsin Mentoring Coordination Council (WMCC), a coalition of mentoring programs dedicated to strengthening and expanding youth mentoring in Wisconsin and by Wraparound Milwaukee.

1. Recruitment Message.

These subjects should be covered in an informational message to prospective Mentors.

- a. Program overview and goals.
- b. Number of Mentors needed.
- c. Definition of Mentoring.
- d. Characteristics of youth/clients referred to the program.
- e. Time commitment.
- f. Successful Mentor characteristics.
- g. Eligibility and application process.
- h. Benefits and rewards of mentoring to both Mentor and youth.

2. Orientation and Training Curriculum.

Within the 15 hours of WPN training required prior to the provision of services, these subjects should be covered with all Mentors, whether volunteer or paid, and whether they are presented to one person or a group of Mentors.

- a. Program Overview.
 - 1) Program mission.
 - 2) Program overview and goals.
 - 3) Definition of mentoring.
 - 4) Review completed application process.
 - 5) Characteristics of youth/clients referred to the program.
 - 6) Typical needs and criteria for youth/client participants.
 - 7) Risk management – measures in place to protect the Client, Mentor and Agency.
 - 8) Types and limits of insurance provided by mentoring program.
- b. Program Structure.
 - 1) Expectations of mentors.
 - Mentor job description.
 - Time commitment and duration.
 - Accountability through reporting requirements (paperwork or direct contact).
 - Characteristics of successful mentors.
 - Benefits and rewards of mentoring.
 - Documentation requirements.
 - 2) Expectations of the Mentoring program.
 - Community resources available (ongoing).
 - Contact person(s) and emergency procedures.
 - Evaluation and outcome measurement.
 - Suggested activities (ongoing).
 - Type and limits of program insurance coverage.
 - Type of ongoing training and support, such as regularly scheduled group meetings, newsletters, phone consultation or other types of staff accessibility.
- c. Confidentiality and Legal Liability.
 - 1) Confidentiality within and beyond the mentoring relationship.
 - 2) Mandatory reporting of abuse and neglect.
 - 3) Scope of work.
- d. Organizational Ground Rules and Policies. Provide written summaries of policies such as:
 - 1) Gift giving.
 - 2) Touching.
 - 3) Overnight visits.
 - 4) Telephone contact.

- 5) Home visits.
- 6) Transporting youth/clients.
- 7) Crisis response.
- 8) Termination of the match / discharge planning.

3. Mentor Readiness and Training.

- a. Program specific skill development.
- b. Academic encouragement.
- c. Communication skills.
- d. Do's and don'ts of relationship management.
- e. Life cycle of the mentoring relationship.
- f. Establishing boundaries / building trust.
- g. Family dynamics.
- h. Issues Mentors may encounter.
- i. Managing common dilemmas / engaging resistive youth/clients and families.
- j. Personal safety / community safety.
- k. Realistic expectations of change.
- l. Identifying and understanding youth/family strengths.
- m. Conflict resolution.
- n. Diversity / working with culturally diverse populations.
- o. Working with clients/families presenting with mental health, AODA, developmental disabilities and high-risk needs.
- p. Youth growth and development/human sexuality.
- q. Working as a team member.
- r. Empowering families.
- s. Nurturing social and emotional support.

4. Training Recommendations for Youth Participants.

In the 1990 National Mentoring Working Group, convened by the United Way of America, and the National Mentoring Partnership began work on a set of guidelines, or common principles, to help guide the development of responsible mentoring programs.

Among the guidelines are program policies and practices that pertain to recruiting, orienting, screening and readiness training for both Mentors and youth participants. These guidelines are reflected in the Mentor Training Recommendations from the Wisconsin Mentoring Coordination Council as previously stated.

The WMCC suggests that parents, mentoring program coordinators or youth advisors talk about these topics with youth participants to help them form a successful, safe and meaningful relationship with a Mentor.

a. **Preparing Youth for Mentoring Agenda.** (*Adapted from material provided by Shayne Schneider, President, Mentors Unlimited, Washington, D.C.)*

- 1) Why train protégés? (*Youth participants, Little Brothers, Little Sisters, etc.*)
 - Protégés drive most relationships.
 - Youth should be empowered through understanding their role and their Mentor's role.
 - Ensure that youth have a clear understanding of the Mentor/Protégé relationship.
 - Ensure that youth understand the program design and expectations.
 - Ensure that youth are willing participants.
 - Ensure that youth recognize signs of trouble, including potential child abuse, and know where to turn.
 - Allow program coordinators to share information about youth expectations with mentors (*reinforce group identity among protégés – useful in some programs.*)
- 2) How to prepare youth for mentoring – what to include in training.
 - Statement of purpose – to make the Protégé familiar with the Mentor / Protégé relationship and comfortable with the Protégé role.
 - Welcome and introductions.
 - Program design.
 - Definition of "Mentor".
 - Roles and expectations for Mentors and Protégés.
 - How to get the most out of Mentor/ Protégé relationships – dos and don'ts.

- Getting started – getting acquainted, establishing ground rules, setting goals.
- Troubleshooting – what to do about problems.

b. **Sample Contents of a Protective Behaviors Training** (*Adapted from Big Brothers, Big Sisters of the Chippewa Valley, Inc.*)

Big Brothers, Big Sisters of America has made an “Empower” curriculum available to affiliates for several years. A Protective Behaviors training component is available to BBBS staff, which includes topics in this table of contents. The topics are discussed in a non-threatening way with youth participants throughout their intake process. The WMCC recommends that mentoring program managers explore resources on the subject of Protective Behaviors for youth and incorporate them into work with youth participants.

- 1) Section 1 – Background Information.
 - Issues of abuse and violence.
 - Protective behaviors – the history.
 - Overview of the Protective Behaviors Training program.
- 2) Section 2 – The Protective Behaviors Process.
 - Issues of abuse and violence.
 - Theme 1 – We all have the right to feel safe all the time.
 - Theme 2 – Nothing is so awful that we can’t talk with someone about it.
- 3) Section 3 – Living and Teaching the Process.
 - Awareness of the child within.
 - Strategies.
 - Levels of resistance.
- 4) Section 4 – Problem Solving.
 - One step removed problem solving.
 - Problem solving.
 - Non-violent interventions.
- 5) Section 5 – Teaching Protective Behaviors in Different Settings.
 - Aims and learning objectives.
 - Remembering from the future.
 - Recommended resources specific to Protective Behaviors.
 - Resources and teaching ideas.

A source of information of Protective Behaviors is:

PreventChildAbuseWI.org
 211 S. Paterson Street - Suite 250
 Madison, WI 53703
 Phone: (608) 256-3374
 Fax: (608) 256-3378
 1-800-CHILDREN

c. **Do's and Don'ts for Protégés.** (*Adapted from material provided by Shayne Schneider, President, Mentors Unlimited, Washington, D.C.)*

- 1) Do:
 - Talk to your Mentor.
 - Return phone calls.
 - Suggest activities you would enjoy.
 - Let your Mentor know how they can help you.
 - Be honest about things you want to do and things you don't want to do.
 - Show up for meetings on time!
 - Call in advance if you have to cancel a meeting.
 - Let your Mentor know that you appreciate what he/she is doing.
 - Show interest in your Mentor.
 - Explain differences between you and your Mentor (age, race, etc.).
 - Tell an adult (parent or staff) if you feel unsafe or uncomfortable in your relationship with your Mentor.*

2) Don't:

- Fail to return calls.
- Stand your Mentor up when you have a meeting scheduled.
- Agree to do something you don't want to do.
- Wait for your Mentor to make every move first.
- Let your Mentor set goals for you.
- Allow yourself to be intimidated.
- Avoid communicating about problems.
- Expect your Mentor to buy you things.
- Bring friends along when you are meeting your Mentor.

* The WMCC felt this topic should encompass more than inappropriate touching and Protégés can be encouraged to discuss any feeling of discomfort or threat.

5. Sources of Information for Training Mentors and Youth Participants.

A three-ring binder of sample materials on program development and management, Mentor recruitment, screening and training is available for checkout or photocopying at the following locations:

Milwaukee Mentors

Contact Person: Liz Dworak

161 W. Wisconsin Ave., Suite 4000 (YMCA Building)

Milwaukee, WI 53202

(414) 274-0828

6. Web Links for Training and Support

- a. <http://educationnorthwest.org> -- The National Mentoring Center is part of the Northwest Regional Education Laboratory providing training and technical assistance to mentoring programs through a variety of services and conferences. The NMC provides a curriculum (10-module tool) for training program staff and mentors in effective program practices. The Center also provides a series of technical assistance booklets dealing with Recruiting, Supporting and Training Mentors. Materials are federally funded and provided at no or low cost.
- b. www.mentoring.org **MENTOR/National Mentoring Partnership** is an advocate for the expansion of mentoring and a resource for mentors and mentoring initiatives nationwide. Link provides immediate access to the latest information and resources on mentoring as well as on-line networking and training events for practitioners and mentors. Offers membership in a national network of individuals who care deeply about the future of young people.
- c. www.mentoringworks.org **The Mentoring Partnership** of Minnesota, formerly known as Twin Cities One to One|The Mentoring Partnership, was formed in 1994 as a community initiative to promote mentoring for Minnesota youth. It is dedicated to connecting Minnesota youth with quality mentoring and economic self-sufficiency experiences. The Mentoring Partnership of Minnesota **Training Institute** offers a variety of resources to organizations that want to start, maintain, or enhance mentoring programs or want to educate volunteers about mentoring.
Institute programs can be tailored to mentor programs, workplaces, professional associations, government, and educational and faith institutions. Other on-line resources include great tips for mentors and volunteer managers.
- d. www.bbbsa.org **Big Brothers Big Sisters of America** is the nation's oldest and largest youth mentoring organization. Since 1904, caring adult volunteers have been helping millions of children reach their full potential and fulfill their dreams. Our programs in all 50 states match kids with mentors who provide meaningful friendships and share fun experiences. Learn more about how you can make a big difference.
- e. <http://vipmentoring.org> **Volunteers in Prevention, Probation, and Prisons Inc.** Given the dignity, value and potential of every human being, and recognizing the diversity found within each community, the mission of Volunteers in Prevention, Probation and Prisons, Inc. (VIP) is to reduce recidivism in the juvenile and criminal justice system. VIP carries-out its mission by encouraging and supporting the development of community justice programs which include one-to-one mentoring of offenders with trained volunteers. On-line training for subscribed members. Training institutes available outside Michigan.
- f. <http://www.pointsoflight.org/> **The Points of Light Foundation's** mission is to engage more people more effectively in volunteer community service to help solve serious social problems. The Points of Light Training Institute meets the practical learning needs of individuals and organizations that seek to

engage volunteers in community service efforts. The Points of Light Institute offers:

- Training and consulting to enhance your volunteer program and meet your critical business needs.
- Innovative, short courses that include practical, use-it-now tools for corporations, Volunteer Centers, nonprofit and government agencies, youth organizations, educational institutions, individuals and community groups.
- Services and products geared towards volunteer program.

The Points of Light Institute also offers customized training's and consultations that can assist you in developing and improving your organization's volunteer program. We gear our services towards the specific needs of your organization. *We're ready to help you make your volunteer program and community service efforts part of your company's or organization's overall strategy for success.* Please visit the Points of Light Foundation [National Training Calendar](#)! Please also visit the [Online Volunteer Marketplace Catalog](#).

g. [**www.nonprofitrisk.org**](http://www.nonprofitrisk.org) **The Nonprofit Risk Management Center** helps nonprofit staff and volunteers control risks so they can focus on their missions. They publish a [newsletter](#), "Community Risk Management and Insurance" and offer "[Riskfacts](#)", a library of informative 3-4 page briefs that answer frequently asked questions on liability, insurance and risk management subjects. They offer comprehensive [training](#), [consulting](#) services and [risk audits](#).

h. [**http://www.uwex.edu/ies**](http://www.uwex.edu/ies) **Educational Teleconference Network (ETN)** University of Wisconsin network of televised educational programming and teleconferencing sites. There are ETN locations in every county in Wisconsin. All sites accessible to the public are listed on the webpage. Contact 608.262.1598 or email etn@ics.uwex.edu for more information about ETN sites and resources.

i. [**www.powerup.org**](http://www.powerup.org) **PowerUP** is a program creating partnerships to help underserved youth use technology. The National Mentoring Partnership, AOL, and Hewlett Packard are working together to bridge the digital divide between those young people with access to technology and those without it. Telephone: Rae Grad, 703.760.4896.

8. Web Links for Parents and Mentors.

a. [**http://www.theantidrug.com**](http://www.theantidrug.com) **TheAntiDrug.com** was created by the National Youth Anti-Drug Media Campaign to equip parents and other adult caregivers with the tools they need to raise drug-free kids. Working with the nation's leading experts in the fields of parenting and substance abuse prevention, TheAntiDrug.com serves as a drug prevention information center, and a supportive community for parents to interact and learn from each other.

9. Web Links for Funding Opportunities.

a. [**http://www.gpoaccess.gov/fr/index.html**](http://www.gpoaccess.gov/fr/index.html) . **The Federal Register** is the official daily publication for Rules, Proposed Rules, and Notices of Federal agencies and organizations, as well as Executive Orders and other Presidential Documents. Scan regularly for upcoming funding opportunities.

b. [**http://www.usdoj.gov/10grants/index.html**](http://www.usdoj.gov/10grants/index.html) **The Department of Justice** offers funding opportunities to conduct research, to support law enforcement activities in state and local jurisdictions, to provide training and technical assistance, and to implement programs that improve the criminal justice system. The [Office of Justice Programs](#) publishes a topical guide, *At-A-Glance*, to all their funding opportunities. *At-A-Glance* provides brief descriptions of funding opportunities, listing the amount of funding available, who can apply, and the status of program regulations, guidelines, reports, and application kits.

c. [**http://www.ncirs.org**](http://www.ncirs.org) **The US Department of Justice Office of Juvenile Justice and Delinquency Prevention** and the **National Criminal Justice Reporting Service** provide national research findings about intervention and prevention strategies related to juvenile crime. Sponsors of the JUMP, Juvenile Mentoring Programs nationwide. Grant funding opportunities, library resources, and free publications available.

d. [**http://oja.state.wi.us**](http://oja.state.wi.us) **The Wisconsin Office of Justice Assistance** administers several federally funded justice system grant programs associated with the [Anti-Drug Abuse/Byrne](#) (includes Methamphetamine Initiative application), [Juvenile Accountability Incentive Block Grant \(JAIBG\)](#), [Juvenile Justice and Delinquency Prevention Act \(JJDPA\)](#), [Local Law Enforcement Block Grant \(LLEBG\)](#) and [Violence Against Women Act \(VAWA\)](#).

OJA's mission is to provide communities, state and local government agencies, and private nonprofit programs with effective financial resources, meaningful justice system planning data and information, and appropriate linkages to justice system programming in order to have a positive long-term impact on Wisconsin's justice system while promoting the safety of its citizenry.

10. e. www.wisconsin.gov Description of **Wisconsin state agencies**, programs and funding opportunities.

Web Links to Foundations.

[**http://fdncenter.org/**](http://fdncenter.org/) **The Foundation Center** provides aggregate financial information on the nearly 47,000 active independent, corporate, community, and grantmaking operating foundations in the U.S. Site includes **FC Stats**, a free online resource that provides users with ready access to a wealth of statistical data on U.S. private and community foundations and their funding patterns.