



MENTOR KENOSHA-RACINE: MENTORING PROGRAM CRITERIA

General Organizational Well-Being	
<p><i>Governance and Oversight:</i> The mentoring program (or organization) has a system of oversight (governing/advisory board) established that includes clear roles and decision making procedures</p> <ul style="list-style-type: none"> • The system of oversight involves diverse representatives from appropriate constituencies. 	
<p><i>Leadership:</i> The mentoring program (or organization) advisory/governing board meets regularly (at least quarterly)</p> <ul style="list-style-type: none"> • Annually reviews and affirms the mission • Provides direction and goals for the organization • Takes an active role in ensuring the overall health of the organization 	
<p><i>Staffing:</i> The mentoring program (or organization) maintains adequate, qualified, and stable staffing (including volunteers).</p> <ul style="list-style-type: none"> • Staff/volunteer roles and responsibilities are clearly articulated • Feedback regarding performance is provided periodically • Ongoing training and professional development opportunities are provided. 	
<p><i>Financial:</i> The mentoring program (or organization) has developed appropriate internal financial controls, complies with audit requirements, and maintains financial solvency.</p>	
<p><i>Legal:</i> The mentoring program (or organization) has developed appropriate policies and procedures and is in compliance with all statutory requirements and regulatory bodies, including local, state, and federal governmental authorities.</p>	
<p><i>Risk Management:</i> The mentoring program has developed a risk management plan designed to ensure the safety of participants.</p> <ul style="list-style-type: none"> • The mentoring program has appropriate insurance coverage. 	

Mentoring Program Design and Planning	
<p><i>Program Definition:</i> The mentoring program has established a mission goals and outcomes</p> <ul style="list-style-type: none"> • The program has established a process for regularly evaluating and reviewing progress toward these goals and outcomes. 	
<p><i>Program Monitoring:</i> The mentoring program has established a system to monitor activities and ensure that operational policies and procedures are followed.</p>	

<i>Program and Population Definitions:</i> The mentoring program has defined a specific <i>type(s) or category(ies)</i> of mentoring to be offered (i.e., one-to-one, group, team, school-based, community-based, etc.) and has defined populations to involve in the program.	
<i>Form of Interaction:</i> The mentoring program supports and fosters face-to-face interactions. While a program may encourage other forms of communication (telephone, email, or the Internet), the mentoring campaign does not support programs that rely exclusively upon these forms of interaction.	
<i>Duration, Frequency, and Intensity of Interaction¹:</i> The mentoring program seeks to create relationships that last at least one year, wherein participants interact for at least an hour 4 times a month. The duration, frequency and intensity of the interaction must be sufficient to build trusting relationships and transform (not simply assist) participants ² .	
<i>Participant Involvement:</i> Mentoring program participants are involved in the planning and design of the program and/or activities (i.e., youth, seniors, or any other targeted population)	
<i>Financial Plan:</i> The program has a financial plan to obtain necessary financial, human, and other resources necessary to adequately fulfill its mission, goals, and objectives.	

Mentoring Program Management and Operations	
<i>Recruiting:</i> The mentoring program has defined eligibility requirements <ul style="list-style-type: none"> • The mentoring program has a mechanism for recruiting appropriate participants and volunteers. 	
<i>Screening:</i> The mentoring program requires a written application for potential mentors <ul style="list-style-type: none"> • The program conducts a face-to-face interview with applicants • The program has an established system for screening volunteers and potential participants. • The program conducts reference checks and conducts background checks as required for the populations served. (Criminal background checks are required for some types of programs and for programs that serve “vulnerable populations”.) 	
<i>Matching:</i> The mentoring program has established appropriate criteria for matching mentees with mentors. <ul style="list-style-type: none"> • The program ensures that stakeholders (mentors, mentees, and, when appropriate, parents/caregivers) understand and agree to the terms and conditions of participation. 	

¹ Recognizing that these characteristics may vary between program types, programs that do not meet these basic requirements may submit a justification that describes how/why their program is effective.

² The Mentoring Center “Framework of Mentorology” articulates a classification of relationships (see www.mentor.org).

<ul style="list-style-type: none"> • The mentoring program coordinates a structured introduction between participants. 	
<p><i>Orientation and Training:</i> The mentoring program provides an orientation to participants and volunteers and provides opportunities for ongoing training and/or support for participants.</p> <ul style="list-style-type: none"> • The orientation and training provides an overview of the program, clarifies roles/responsibilities and goals, and prepares participants for a variety of situations they may encounter. • When appropriate, an orientation for parents or caregivers is also provided. 	
<p><i>Monitoring and Communication:</i> The mentoring program has established a system to track activity and monitor mentoring relationships on an ongoing basis. The program has established a system to communicate regularly with program participants.</p>	
<p><i>Intervention:</i> The mentoring program has a mechanism for registering and managing grievances, resolving issues and assisting participants when the relationship is not working out.</p>	
<p><i>Recognition and Closure:</i> The mentoring program recognizes volunteer and participant contributions/accomplishments and assists participants in reaching closure.</p>	
<p><i>Records:</i> The program has established a system and maintains appropriate records of program activities.</p>	

<h2 style="margin: 0;">Mentoring Program Evaluation</h2>	
<p><i>Evaluation Design:</i> The mentoring program has determined and adopted an appropriate evaluation design that ensures that progress toward goals and objectives are monitored and assessed.</p>	
<p><i>Outcomes Evaluation³:</i> Outcomes related to the mentoring program goals and objectives have been defined</p> <ul style="list-style-type: none"> • The mentoring program evaluates activities, outputs, and outcomes on an ongoing basis. 	
<p><i>Process Evaluation:</i> The mentoring program evaluates the effectiveness of its program process on an ongoing basis.</p>	
<p><i>Data Collection:</i> Appropriate data sources and evaluation instruments have been identified</p> <ul style="list-style-type: none"> • Data are collected related to both outcomes and process evaluation. 	
<p><i>Dissemination:</i> The results of program evaluation are use for continuous program improvements and routinely made available to advisory/governing entities.</p>	

³ The United Way and UW-Extension have well-developed Evaluation Logic Models that may be used as models for outcomes-based evaluation models.

<ul style="list-style-type: none">• When appropriate, the evaluation results are disseminated to program participants and the public.	
---	--