



**STANDARD 5:
MONITORING AND
SUPPORT**

WELCOME!

STANDARD 5: MONITORING & SUPPORT

- Benchmarks
 - **B5.1** Program contacts mentors and mentees at least twice per month for the first month of the match and once a month thereafter.
 - **B5.2** At each mentoring contact, program staff should ask mentors questions using a standardized procedure.
 - **B5.3** At each mentoring contact, program staff should ask mentees questions using a standardized procedure.

STANDARD 5: MONITORING & SUPPORT

- Benchmarks (cont'd)
 - **B5.4** Program follows evidence-based protocol to elicit assessments from mentors and mentees about the quality of their relationship
 - **B5.5** Program contacts a responsible adult in a mentee's life twice a month for the first month and once a month thereafter.
 - **B5.6** At each mentoring contact, program staff should ask parents/guardians questions using a standardized procedure.

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- Benchmarks (cont'd)
 - **B5.7** Program regularly assess all matches to determine if they should be closed or encouraged to continue.
 - **B5.8** Program documents information about each mentor-mentee meeting.
 - **B5.9** Program provides mentors with access to relevant resources to address challenges in mentoring relationships.

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- Benchmarks (cont'd)
 - **B5.10** Program provides mentees and parents or guardians with access or referrals to relevant resources to help families address needs and challenges.
 - **B5.11** Program provides one or more opportunities per year for post-match mentor training.
 - **B5.12** Program provides mentors regular feedback regarding their mentees' outcomes to encourage mentor retention.

LEARNING OBJECTIVES

- Apply the Monitoring and Support standard from the *4th Edition of the Elements of Effective Practice* to program practices.
- Describe the role of post-match monitoring and support in protecting child/youth safety, promoting match longevity, and achieving positive youth and program outcomes.
- Articulate the key tasks and processes involved in supporting quality mentoring relationships.

WHY IS SUPPORT SO IMPORTANT?

- Monitoring the quality of a relationship
- Continuing to ensure that children are safe
- Setting up the relationship for success



WHY IS SUPPORT SO IMPORTANT? (CONT'D)

- When relationships end badly (Spencer, 2007):
 - Unrealistic/unmet expectations
 - Deficiencies in volunteer's rational skills including cultural differences (Unable to bridge cultural gap)
 - Family interference
 - Perceived lack of youth motivation
 - Inadequate agency support

WHY IS SUPPORT SO IMPORTANT? (CONT'D)

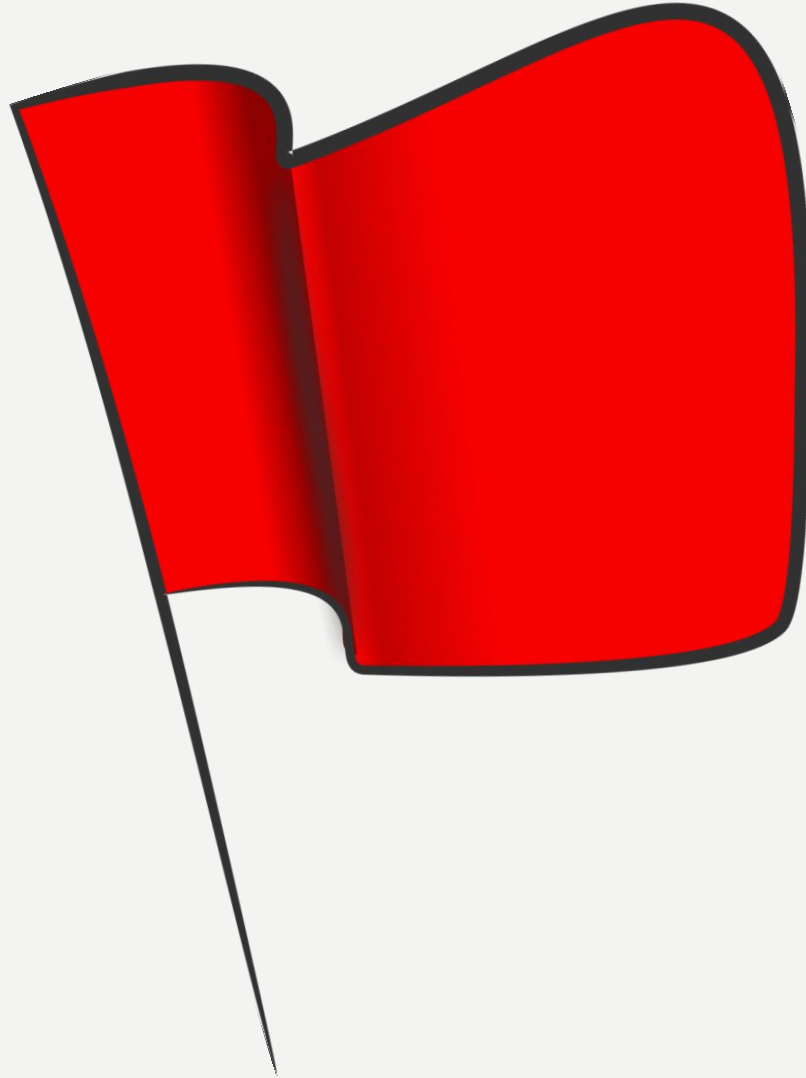
Herrera, DuBois, Gross (2013):

- Early training increases match length
- Regular support calls to mentors increase frequency of match meetings
- Regular support calls to parents and youth increase frequency of match meetings

SUPPORT, SUPERVISION, AND MONITORING

- Clear process for checking in, seeking feedback, and handling problems
- Communicate regularly with program participants on an individual basis
- Help matches find ways to reach goals
- Address concerns that arise and manage expectations
- Bring mentors together for peer support
- Provide ongoing training activities
- Document all contacts (and attempts)
- Recognize mentors and mentees

SPOTTING RED FLAGS





MATCH SUPPORT TOOLS & ACTIVITIES

MATCH CHECK-IN SHEET AND RELATIONSHIP DEVELOPMENT CHECKLIST

- Are there other questions that should be included?
- If so, why?

MATCH SUPPORT

- Gaining trust is not easily acquired
- What are some of the common roadblocks to building a strong relationships?

Exercise



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THANK YOU