

Mentoring Program Solution – NAZ Approved November 2012

NAZ Solution Area Result: NAZ-enrolled children, 5 to 18 years, will have a caring non-familial adult who regularly engages and supports the child in ways that promote healthy attitudes toward school, regular attendance and a valuing of academic achievement, successfully supporting their path to college.

The Quality Mentoring Assessment Path (QMAP) tool referenced in this Solution Plan is a process created by the Mentoring Partnership of Minnesota (MPM) that uses an online tool to help mentoring agencies extensively assess program management, operations and evaluation methods, based on the best practice guidelines outlined in the Elements of Effective Practice for Mentoring™ (EEP).

ORGANIZATION COMMITMENT: Active Collaboration & NAZ Values

Organization-wide activities that will build the collaborative process and embed the core NAZ values across the effort, including NAZ families, staff, and partners.

Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
(1) NAZ Partner embeds NAZ values organization-wide as key drivers to build a culture of achievement Zone-wide, including by: <ul style="list-style-type: none"> • Posting NAZ Values in prominent public locations for staff, • Including Values in staff meetings and other organizational use, and • Contributing to the implementation of a developing operating plan designed to intentionally embed values across the collaboration. 	<ul style="list-style-type: none"> • Values will be available for posting, distributing, and publishing. • Operating plan concepts will be developed for input and contributions. • NAZ staff available for dialogue about embedding values. 	Ongoing
(2) NAZ Partner participates in ongoing educational opportunities, with the intention of core ‘NAZ Way’ concepts reaching staff who work with NAZ families, related to the following key NAZ values: <ul style="list-style-type: none"> • Breaking the belief gap, • Families as Leaders & Organizations as Partners to Families, • Using Data to Drive Progress (results-based accountability), and • Embedding cultural responsiveness within our work with families and scholars. 	<ul style="list-style-type: none"> • NAZ develops and offers educational opportunities in a manner that works for partners (such as through existing Action Team meetings) 	Ongoing
(3) NAZ Partner ensures that lead staff attend the following collaborative gatherings: <ul style="list-style-type: none"> • NAZ-wide collaborative meetings • Action Team meetings 	<ul style="list-style-type: none"> • NAZ holds and publicizes meetings in a timely manner. 	<i>NAZ-wide meetings:</i> 2 times/year <i>Action Team meetings:</i> Minimum of 4 times/year
(4) As specified in NAZ Collaborative Partner Memorandum of Understanding, agency hires staff who is interested in and committed to positive interactions with children and youth, and demonstrates a commitment to a culture of achievement.	<ul style="list-style-type: none"> • Position Posting language and hiring practices explicitly assess commitment to positive interactions and a culture of achievement. 	On hire

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Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(5)	Program services are provided to program participants within a context that is positive, respectful, engaging, and fosters a culture of achievement.	<ul style="list-style-type: none"> Hiring practices specify and select for staff who demonstrate respect. Scheduling of program events provides opportunities for social interaction among active mentors in the Zone. Professional development for staff continuously emphasizes respectful, engaging, and positive services. 	Each program day
(6)	Program services are fully aligned with and reflect continuous participation in NAZ data collection, progress monitoring, coordination, review, and program improvement processes.	<ul style="list-style-type: none"> Maintain regular data entry in NAZ Connect. Coordinate with NAZ program staff (Connectors and Academic Navigators). 	Each program day
(7)	Mentoring agency achieves and maintains Expert Partner status through Mentoring Partnership of Minnesota.	<ul style="list-style-type: none"> Mentoring agency adheres to the Elements of Effective Practice for Mentoring (EEP) standards as well as listed Enhancements. 	Expert Partner status in first year. Renewal bi-annually.
(8)	Mentoring agency will exhibit a strong commitment to customer care.	<ul style="list-style-type: none"> Inquiries from families and volunteers shall be cordially responded to within one business day of initial contact or referral. 	Within 3 business days of request

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PROGRAM OPERATIONS

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	Recruit eligible mentors using diverse recruitment strategies.	<ul style="list-style-type: none"> Programs will demonstrate active strategies to advertise and recruit eligible mentors Programs will actively participate in collective NAZ mentor recruitment process 	Ongoing mentor recruitment will provide a consistent flow of mentor prospects.
(2)	Mentors are screened according to EEP standards.	<ul style="list-style-type: none"> All mentor candidates complete an application, background check, and participate in an interview with Mentor agency staff. References will be provided and checked. Mentors commit to one year minimum. 	Each time a prospective volunteer mentor applies.
(3)	Mentors are prepared and trained according to EEP standards.	<ul style="list-style-type: none"> Staff provides overview of program rules, mission, goals, and objectives, as well as relationship development, ethical issues, effective closure, and available resources. 	At interview, orientation, and in ongoing match support contact.
(4)	Mentee and their families are prepared for the match and participation in the program.	<ul style="list-style-type: none"> Mentoring agency clarifies program expectations with the family through the process of informed consent and documentation of agreement to program rules. Record of the pre-match meeting is entered into NAZ Connect 	1x before match.
(5)	The matching process takes into account the NAZ child's individual strengths and needs and attempts to match with an appropriate mentor.	<ul style="list-style-type: none"> Program considers characteristics of the mentor and mentee when making matches. For Community-based mentors, program arranges and attends initial match meeting at mentee's home. 	1x before match.
(6)	There is ongoing match support, supervision, and monitoring for the duration of the match.	<ul style="list-style-type: none"> Matches are monitored by qualified and trained staff through regular contact with mentee and mentor according to EEP standards. Data is documented in NAZ Connect and according to program protocol. 	Weekly or bi-weekly during the first four visits Monthly during months 2-12
(7)	Program facilitates match closure in a way that affirms the contributions of both mentor and mentee, and offers opportunity to assess experience.	<ul style="list-style-type: none"> Staff is trained on healthy closures. Mentoring agency has a recognition plan in place. Mentoring agency has a tool to assess the experience at the conclusion of the match. 	Upon request of match closure by mentor or family of mentee

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Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(8)	Ensure mentors, mentees and parents/caregivers understand and receive in writing a letter of closure that outlines the agency’s intent to close the match and program policies regarding meeting outside the program, per the EEP guidelines.	<ul style="list-style-type: none"> Match closure data is documented in NAZ Connect by mentoring agency staff and match is considered closed, regardless of ongoing relationships in other capacities with NAZ personnel 	During training and upon closure of match, regardless of reasons for closure
(9)	Partner program ensures staff are available to provide, as specified by NAZ, either or both site-based mentoring and community-based mentoring, working to establish strong, nurturing relationships with mentees, while promoting positive attitudes toward school and positive youth development.	<ul style="list-style-type: none"> Program recruits individuals with foundational skills for each style of mentoring Program outlines specific responsibilities for each type of mentor (site-based, vs. community-based) Program trains mentors in skills relevant to the type of mentoring they will carry out (site-based or community-based) 	At interview, orientation, and in ongoing match support contact.
(10)	All mentors will be sufficiently prepared and trained to feel confident and effective in their role of promoting achievement as a NAZ mentor.	<ul style="list-style-type: none"> Program informs NAZ mentors of NAZ academic goals and facilitates mentor participation in eventual training opportunities for mentors through NAZ. All NAZ mentors are sufficiently trained to understand how to help their mentee navigate the NAZ wrap-around family support system. 	Minimum of one training prior to match, with ongoing training provided as available through program and NAZ.

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COMMUNICATION, COORDINATION, & ALIGNMENT

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	Ongoing communication between NAZ and agency staff to ensure best possible service to families	<ul style="list-style-type: none"> Use of NAZ Connect to document successes and challenges Program staff at mentoring agencies will maintain relationships with NAZ program staff 	Minimum of quarterly, with a higher frequency as needed.
(2)	Active family partnerships are aligned with NAZ resources, engagement staff, and procedures, and include: <ul style="list-style-type: none"> Regular contact with parents, youth or mentors regarding promotion of healthy attitudes toward school, regular attendance and a valuing of academic achievement Joint review of NAZ Education Checklist 	<ul style="list-style-type: none"> Initial contact within one business day of inquiry or referral Regular use of NAZ Connect to track visits and contact Use of QMAP mentee recruitment standards to meet the needs of NAZ mentees and their families 	Minimum of monthly, with a higher frequency as needed during year one and according to standards past year one.
(3)	Records of meetings between each mentor and mentee are maintained in NAZ Connect	<ul style="list-style-type: none"> Program retains record date, duration and focus of each meeting between mentor and mentee. Program staff enter records of mentor-mentee meetings into NAZ Connect 	Twice monthly

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CONTINUOUS QUALITY IMPROVEMENT

Essential Active Ingredient		Necessary Conditions	Frequency
(1)	Mentoring organization has clear plan in place that specifies measures intended to promote healthy attitudes toward school, regular attendance and a valuing of academic achievement, as well as the process by which data will be collected to evaluate progress toward those outcomes and the mechanism by which this data will be shared with NAZ and other program stakeholders.	<ul style="list-style-type: none"> Based on the NAZ Mentoring goal, mentoring agency delineates measureable objectives that track toward achievement of this goal. Program has a valid measurement tool in place for measuring progress made by mentee Program has process in place for sharing data with NAZ through NAZ Connect, including the sharing of aggregate data from agencies' year end surveys. 	<p>*Plan clearly articulated in year one.</p> <p>*Progress measures collected yearly, at minimum.</p> <p>*Data shared with NAZ and stakeholders yearly, at minimum.</p>