Elements of Effective Practice for Mentoring, 3rd Edition

Making the Match—Benchmarks & Enhancements
December 9, 2010

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Agenda

• Welcome
• Background and Overview
• Matching Benchmarks
  - Suggested match criteria
  - Documenting the initial match meeting
  - Enhancements
• Best Practices
• Research
• Question and Answer Session
• Resources
Housekeeping Items

• For today’s webinar, we ask that you send your questions utilizing the question box only. *All phones are on mute for this session.*

• We will have a Question and Answer Session after the presentation. However, please use the chat panel throughout the webinar to submit questions.

• If you are having difficulty with hearing the audio or seeing the PowerPoint presentation, please send us a note using the chat room and send to the Organizer/Moderator.
Elements of Effective Practice for Mentoring, 3rd Edition

- 6 evidence-based standards for program operations
- Each standard offers research-based benchmarks for daily program operations
- Based on feedback from experienced mentoring practitioners—this edition includes recommended enhancements that programs can incorporate
Elements of Effective Practice for Mentoring, 3rd Edition

1. Recruitment
2. Screening
3. Training
4. Matching
5. Monitoring & Support
6. Closure
Standard 4: Matching

• **Standard:** Match mentors and mentees along dimensions likely to increase the odds that mentoring relationships will endure.

• **Benchmarks:**
  -- Program considers its aims, as well as the characteristics of the mentor and mentee (e.g. interests, proximity, availability, age, gender, race, ethnicity, personality and expressed preferences of mentor and mentee) when making matches.
  -- Program arranges and documents an initial meeting between the mentor and mentee.
Standard 4: Matching

- **Standard:** Match mentors and mentees along dimensions likely to increase the odds that mentoring relationships will endure.

- **Enhancements:**
  -- Program staff member should be on site and/or present during the initial meeting of the mentor and mentee.
Matching Strategy & Monitoring Matches

• Matching Strategy
  - Matching Criteria and Recommendations
  - Tips and Considerations for the matching process

• Monitoring Matches
  - Ongoing support
  - Stages of a mentoring relationship
  - Monitoring Plan – Check-in
Matching Strategy

The program has a well-documented matching strategy:
- Consistent with program’s purpose
- Requires that mentor and mentee meet regularly
- Criteria for matches
- Signed statements regarding the conditions of the relationship
- Group mentoring - matches one trained mentor with no more than four youth
Possible Matching Criteria

• Gender
• Age
• Similar background
  - Racial, ethnic, cultural, or language
• Compatibility of available meeting times
• Shared interests and preferences
• Youth needs
• Life experience
• Temperament
• Language requirements
• Disabilities
## Matching Recommendations

**Mentor:**
- Preferences
- Location
- Skill level
- Interests and hobbies
- Overall personality

**Mentee:**
- Parent/Guardian preferences
- Location
- Needs of the mentee
- Interests and hobbies
- Overall personality
Matching Recommendations: Match Determination

- Similarities
- Compatible values and attitudes
- Mutual interests
- Geographic proximity
Making the Match

- Involve everyone
  - Youth, family, mentor all involved
- Select volunteers with the right attitude
  - Mentor attitude is key ingredient for success
- Assess personalities
  - Will this mentor be able to connect with this youth person?
First Match Meeting

• Structured first meeting between the mentor and mentee
  - Program staff facilitates meeting
  - Reduce anxiety and help matches begin their relationship in a positive way

• Program staff can use this as an opportunity to review policies and address issues
  - Clear goals and activities
  - Next steps for the match
  - Future meeting times
  - Signed statements of understanding
Match Monitoring

• Monitoring of matches and consistent contact
• Ongoing training for mentors

More positive youth outcomes
Match Monitoring Process

• The program maintains a process that monitors and supports mentoring matches. This process includes:
  - Consistent communication
  - Maintain confidential file
  - Input from all involved
  - Issue management
  - Providing appropriate forms
Importance of Match Monitoring

• Supports relationship development

• Risk management
  - Assess whether there may be serious behavioral issues
  - Early identification and resolution of potential difficulties in the relationship
  - Prevent premature relationship ending
Research

- Programs with regular support - matches meet regularly and are more satisfied
- Programs that do not provide regular support have the greatest percentage of failed matches
- Provides the practical and moral support that mentors need to keep meeting with their mentees and to get through the rough spots
Stages of a Mentoring Relationship

Stage 1: Developing Rapport and Building Trust

Stage 2: The Middle – Reaching Goals

Stage 3: Closure
Closure: Staying in Touch

- Programs should have policies in place dealing with matches staying in touch
  - Mentor and Mentee *mutually* interested in staying in touch
  - School-based programs: Acceptable forms of communication for staying in touch over summer months?
Monitoring Plan

• Schedule for checking in
• Set of questions that provide insight into the status and progress of the relationship
• Opportunity for mentors and mentees to ask questions, raise concerns, and provide feedback
Match Monitoring: Checking In

- To make sure the mentor and mentee are meeting regularly
- To determine the quality of the relationship
- To address any problems or concerns that may arise
- To manage mentor and mentee expectations
Frequency – How often to check-in?

1. Contact the mentor within the first two weeks of the match
2. Over the first few months, continue to check in every two weeks
3. For at least a year, continue to check in monthly
Match Support Outline

- Activities
- Child Safety
- Concerns
- Relationship Development
- Youth Outcomes/Development
- Other Comments
- Next Contact/Follow-up
Justification for Matching Standards

Match Similarities

• Matching mentors and mentees based on similarities such as age, gender, race, and ethnicity as well as mutual interests is frequently recommended.

• A mentor with a healthy and caring attitude can be matched successfully with almost any mentee. (best practice)
Justification for Matching Standards

Using race as match criteria:

• Research comparing cross-race and same-race matches has found little to no differences in relationship quality or in positive outcomes.

• Matching based on qualities such as the mentor’s personal skills and common interests with the youth should take precedence over matching based on race (research is inconclusive).
Initial Match Meeting

• Once matched, mentoring best practices suggest that the mentor’s and mentee’s should have a formal, initial meeting documented by the mentoring program.
Research used for Matching Benchmark


Research used for Matching Benchmark


Matching Resources

MENTOR Products and Resources

• MENTOR’s EEP Toolkit (2005)
  http://www.mentoring.org/program_resources/elements_and_toolkits

• RIA #9: Youth Mentoring: Do Race and Ethnicity Really Matter?

• Mentoring Partnerships
  http://www.mentoring.org/about_mentor/mentoring_partnerships
Matching Resources

• *Creating and Sustaining a Winning Match*, Dustianne North and Jerry Sherk, Mentoring Plus Workshop Series, Series 2. The EMT Group.

**NMC Resources:**
http://educationnorthwest.org/taxonomy/term/164

  - Module 3: Making and Supporting the Match, Strengthening Mentoring Programs Curriculum, National Mentoring Center

  - *Mentoring Forums* hosted by the [National Mentoring Center](http://educationnorthwest.org/taxonomy/term/164) at Education Northwest, a training and technical assistance provider working with school- and community-based mentoring programs across the country.
Wrap-Up

• Question & Answer Session
• Upcoming Webinars and Web site
  - December 15, 2010 from 1:00- 2:30 pm, EST
    Ongoing Support and Supervision
• Survey
• Thank you!