



# **Tips and Tools for Supporting Healthy Matches**

*February 22, 2018*

# 2018 Collaborative Mentoring Webinar Series Planning Team

The Collaborative Mentoring Webinar Series is funded by the **Office of Juvenile Justice and Delinquency Prevention** through the National Mentoring Resource Center and facilitated in partnership with MENTOR:  
The National Mentoring Partnership



# Good to Know...

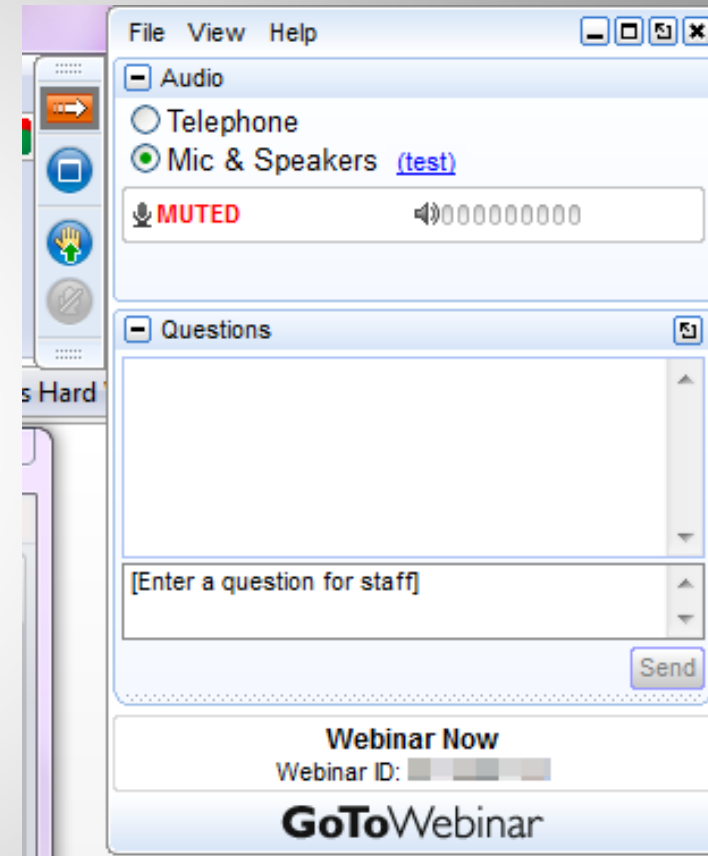
**One week after the webinar, all attendees receive an email with:**

- Instructions for how to access a PDF of presentation slides and webinar recording
- Link to the Collaborative Mentoring Webinar Series webpage, where all slides, recordings and resources are posted

**Please help us out by answering survey questions at the end of the webinar.**

# Participate in Today's Webinar

- All attendees muted for best sound
- Type questions and comments in the question box
- Respond to polls
- Who is with us today?



# Today's Webinar

- Dustianne North, Ph.D.
- Jerry Sherk, M.A.
- Naida Silverthorn, Ph.D.

Q & A throughout the presentation  
(use the Q & A panel)

# Dustianne North, Ph.D., M.S.W.

- Over 20 years of experience providing training and technical assistance to the youth mentoring field
- A lecturer and researcher at UC Berkeley School of Social Welfare
- Serves as the Research Director of the California Mentoring Partnership



# Jerry Sherk, M.A.

- Over 20 years of experience in the field of youth mentoring
- Has provided technical assistance and training to hundreds of mentoring programs
- Developed and implemented mentoring programs in San Diego City Schools



# Naida Silverthorn, Ph.D.

- Has worked at the University of Illinois at Chicago since 2002 on research focused on positive youth development
- An instructor in the Psychology Department at Northeastern Illinois University in Chicago
- Supports the work of OJJDP's National Mentoring Resource Center Research Board



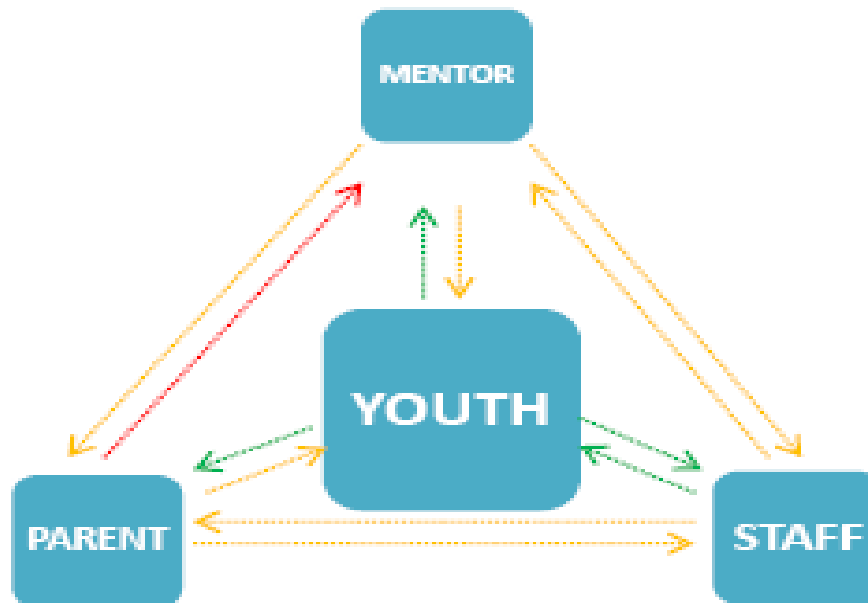
# Training Topics

- Defining and Assessing “Match Health”
- Understanding “Monitoring” and “Support”
- Program and Staffing Needs for Match Support
- Supervision Strategies
- Key Concerns in Match Support:
  - Starting relationships right
  - Parental engagement
  - Cultural responsiveness/Cultural humility
- Addressing Problems and Engaging Closure
- Tools for Assessment and Evaluation

# What the Heck is a Healthy Match, Anyway?

- A more complex question than we might guess
- Varies from program to program, and match to match
- Nonetheless, this is a worthwhile question that has been asked by many practitioners and researchers

# A Systematic Model of Mentoring



A Systemic Model of Youth Mentoring<sup>®</sup>

Source:  
“Examining the  
Health of Youth  
Mentoring  
Relationships”

<http://www.nationalmentoringresourcecenter.org/images/MatchClosure/3.%20Examining%20Mentoring%20Relationship%20Health%20-%20FINAL%20revised.pdf>

Strong = Both lines are green

Adequate = One line is green, and one line is yellow

Tenuous = Both lines are yellow

Weak = Both lines are red, or one line is yellow and one is red

# Match Assessment

- This “match health” framework can enable you to go beyond routine check-ins with matches and conduct more thorough **ASSESSMENTS** of match health or quality
- Assessments can then be used to drive match support, as well as program evaluation and research

# “Monitoring and Support”

- Monitoring & Support are two sides of same coin
- In general, "Monitoring" is what you do to check in with participants; “Support” is the action you take when a match needs assistance
- Always a great place to start: [\*Elements of Effective Practice for Mentoring™\*](#)
- As with any other Effective Practice, a weak monitoring and support process can greatly harm the mentoring effort

# Monitoring & Support Benchmarks

- Contact mentors & mentees & parents a minimum of 2x per month for first month, 1x month thereafter
- Ask mentors, mentees, parents about activities, mentee outcomes, safety issues, relationship quality, and impact of mentoring on the mentee
- Program uses an in-depth assessment for participants to gauge the quality of relationships
- Regularly assess matches to see if they should continue

## Monitoring & Support Benchmarks (Contd.)

- Program documents info about each match meeting including date, length and activity
- Program provides mentors, mentees and parents with resources: expert advice, publications, Web resources, to address arising challenges
- Program provides one or more yearly post-match mentor trainings
- Program provides mentors with regular feedback on mentee outcomes and impact of mentoring on mentees (this feedback improves mentee outcomes & mentor retention)

# Laying the Groundwork for Monitoring and Support

- Sound program design that follows [\*Elements of Effective Practice for Mentoring™, 4<sup>th</sup> Edition\*](#)
- Thoughtfully develop program policies and procedures (see the template online): [\*Generic Mentoring Policy and Procedure Manual\*](#)
- During recruitment, orientation, screening and training, mentors, mentees and parents are provided with an accurate picture of the program, including their commitments, and program expectations/requirements
- Use participant contracts to increase accountability

# A CRITICAL NEED: Adequate Staffing

- In one-to-one: “staff per match ratio”
- Matches with mentees who face considerable obstacles need more support
- Community-based matches generally need more monitoring and support, because of safety issues

## ***New Tool: Match Calculator***

<http://www.nationalmentoringresourcecenter.org/images/MatchClosure/2.%20User%20Manual%20-%20Staffing%20Calculator%20for%20Match%20Support.pdf>

# The Need for Clinical Support

- Engage human relations experts, if possible
- Not every program will need one, but good to have a expert or two to rely on
- Some therapists/counselors/social workers provide pro bono services
- Develop a "go-to team" for advice--fellow employees, other mentoring pros, teachers

# Types of Supervision

## Methods

- Face-to-face
- Phone
- Email
- Text

## Settings

- Individual with:
  - Mentor
  - Mentee
  - Mentee's Parents
- Meeting w/ Match Pair
- Mentor Support Groups

# Supervision Strategies

## Tips for promoting accountability

- Never create a rule that you won't do anything about when broken (e.g.: mandatory trainings, gift giving, time to return a child home)
- Follow through on all the rules by making participants accountable (e.g. mentor has to make up a training via phone conference)
- If you allow people to break even the smallest rules, it's a sign to them (and other mentors, mentees, parents) that *all* rules can be broken

# Key Concerns in Match Support

I. Starting Relationships Right

II. Parental Engagement

III. Cultural Responsivity

# Key Concerns in Match Support

## I. Starting the Relationship

### ***Starting Relationships Right: Topics and Questions to Align Participant Expectations in Youth Mentoring Programs – Meaghan Perry***

1. Communications (Monitoring)
2. Program Goals & Relationship Focus
3. Match Meetings and Logistics
4. Relationship Closure/Transition
5. Promoting Safety
6. Trouble Shooting Challenges & Concerns
7. Summary

[www.nationalmentoringresourcecenter.org/images/MatchClosure/1.%20Starting%20Relationships%20Right%20-%20Aligning%20Participant%20Expectations.docx](http://www.nationalmentoringresourcecenter.org/images/MatchClosure/1.%20Starting%20Relationships%20Right%20-%20Aligning%20Participant%20Expectations.docx)

# Key Concerns in Match Support:

## II. Parent Involvement

It used to be:

Mentor involvement  
with mentee's parents --  
*"Cordial but Distant!"*



Current research says:

It is best if mentors make and  
maintain a connection with parents



# How to Engage Parents

- Make check-ins with parents and youth as important as with mentors
- Engage parents in helping youth get the most out of the match
- Support parents directly when needs arise
- Respect their perspective as valuable and their interests as relevant

# Key Concerns of Match Support:

## III. Cultural Concerns

- Program staff:
  - Trained in cultural responsiveness and humility
  - Use a strengths-based approach
  - Engage in critical mentoring (Weiston)
  - Diversity in staffing strengthens quality
- Look for signs of cultural issues in matches, whether mentors and mentees are from similar or different backgrounds.
- Train and support mentors to be conscious and thoughtful about culture as well as realities of oppression that confront youth daily
- Check out the CMWS webinar on [cultural and class conflicts in matches](#)

# When the Match Isn't Working

- Ideal: If staff can run the situation by someone with relationship expertise
- Staff can talk to each participant individually, emphasize patience and flexibility
- Consider if it would help to have a three-way meeting (mentor, mentee and staff)
- Prior to ending a match, try to get a consensus from all involved
- [Closure Tools provided by BBBS of Mass Bay](#)

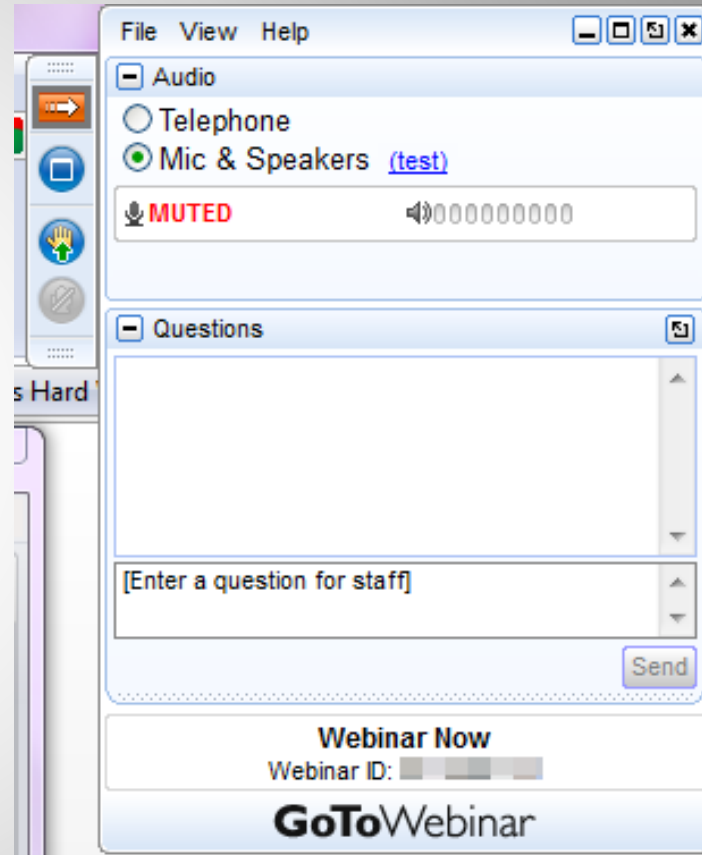
# Q&A

Type your questions in the question box:

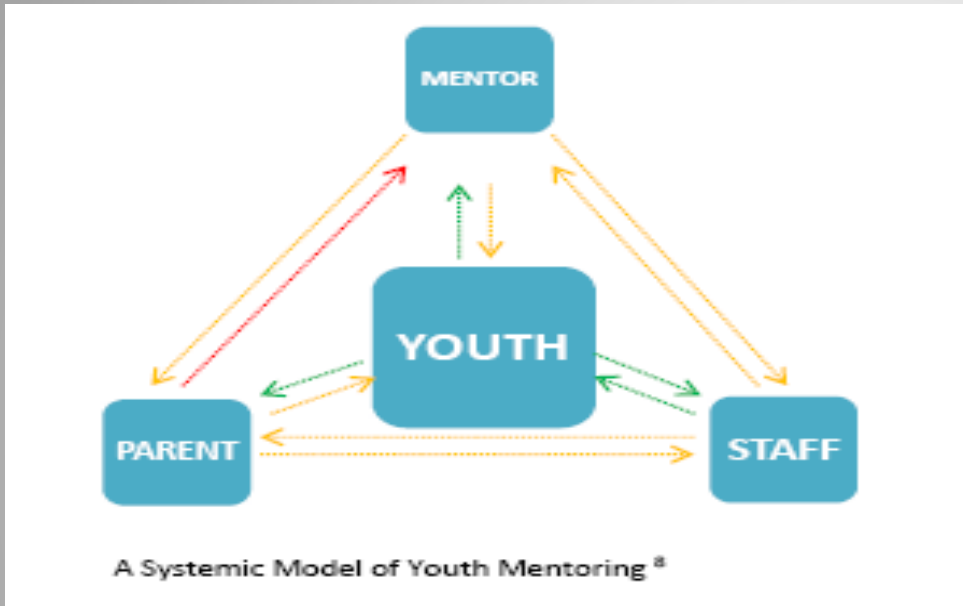
For now: Questions about match support strategies

Coming up next: tools and methods for measuring health or quality of matches

(questions about that addressed at the end)



# Tools for Assessing Match Health



Available Now:  
*Examining the Health  
of Youth Mentoring  
Relationships*  
and accompanying:  
*Match Support  
Check-in Questions*

[www.nationalmentoringresourcecenter.org/images/MatchClosure/4.%20Match%20Support%20Check-in%20Questions.docx](http://www.nationalmentoringresourcecenter.org/images/MatchClosure/4.%20Match%20Support%20Check-in%20Questions.docx)

Forthcoming:

*Measurement Guidance Toolkit*  
(new section on match support)

#### Navigate the Toolkit

- HOME
- ABOUT THIS TOOLKIT
- MEASUREMENT DOMAINS

Mental and Emotional Health

Social Emotional Skills

Healthy and Prosocial Behavior



The National Mentoring Resource Center's *Measurement Guidance Toolkit* provides recommended instruments for measuring key youth outcomes in mentoring programs as well as several risk and protective factors that may be relevant to program outcomes. The instruments recommended here are grouped into different domains in which mentoring has well-established potential for impact. All recommended instruments have been carefully reviewed and selected by the *Research Board* of the National Mentoring Resource Center. Please use the links to the left to navigate the domains and recommended measures for outcomes within each domain.

#### Toolkit link:

<http://www.nationalmentoringresourcecenter.org/index.php/learning-opportunities/measurement-guidance-toolkit.html>

Can be found under the "Learning Hub" tab on the National Mentoring Resource Center site: [www.nationalmentoringresourcecenter.org](http://www.nationalmentoringresourcecenter.org)

# Measurement Guidance Toolkit

A special project of the National Mentoring Resource Center's Research Board

# A Framework to Understand Match Health

Internal Match Quality		Match Structure	External Match Quality
Relational	Instrumental	Relational and Instrumental	Environmental
Subjective e.g., compatibility in traits e.g., satisfaction with relationship, including closeness	Subjective e.g., competence as reflected in approach or skills e.g., satisfaction with relationship in terms of <i>perceived</i> support	Subjective e.g., focus of match activities e.g., authorship	Both Subjective & Objective e.g., programmatic support e.g., parent engagement
Objective e.g., meeting frequency and intensity	Objective e.g., received support	Objective e.g., activities engaged in by Match	

**Note:** see source for fully-detailed table. Specific items in table above are examples of elements of mentoring relationship quality as reflected in this framework.

## Nakkula & Harris Framework: Mentoring Relationship Quality

Source: Nakkula, M. J., & Harris, J. T. (2014). Assessing mentoring relationships. In D. L. DuBois & M. J. Karcher (Eds.), *Handbook of Youth Mentoring* (2nd ed., pp. 45-62). Los Angeles: SAGE.

# Goals of Measurement Guidance Toolkit (Current Project Year)

## **1. Select 4-5 broad (“omnibus”) measures of Mentoring Relationship Quality**

- Measures that each, on their own, can give programs a window into multiple facets of relationship quality
- To determine which facets are the most important, using a framework of Mentoring Relationship Quality (presented previously)

## **2. Identify several “niche” measures of Mentoring Relationship Quality**

- Measures that assess specific areas of mentoring relationship quality that (a) are not captured by omnibus measures and/or (b) may be particularly relevant to some, but not all, mentoring programs
- Would be used in combination with omnibus measure(s)

# Criteria for Selecting Measures

- **Alignment with MRQ Framework**

- How many aspects of MRQ do subscales & individual items align with?
- Is it a well-rounded assessment of different aspects of MRQ?

- **Technical Considerations**

- Are measures reliable (consistent) and valid (do they measure what they say they do)?
- Has the measure been shown to be linked with other outcomes of interest to the field?

- **Practical Considerations**

- What age(s) is the measure designed to be used with?
- Is the measure easy to administer? Easy to score and interpret?

# Current Progress on Toolkit Work

## 1. Omnibus Measures

- Committee identified more than 20 *potential* measures
- Measures currently under review
  - Including using criteria from previous slide
- *Consistent with what has been noted in research on MRQ, majority of measurement has focused on Internal Match Quality, particularly in the Relational area*

## 2. Niche Measures

- Committee has started process of identifying potential measures (e.g., mentor cultural identity support)
- To be completed after review & identification of omnibus measures to include in update to Measurement Guidance Toolkit

# What do we already know...

## ... that could help your work?

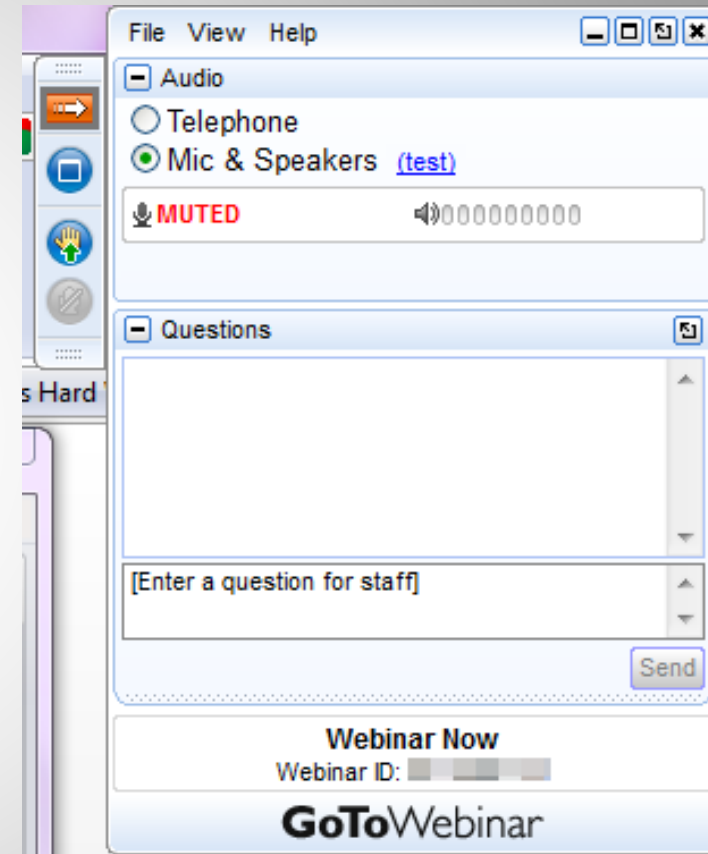
- Nakkula & Harris note that if only one aspect of MRQ can be assessed, the focus should be on internal match quality

BUT

- Internal match quality is just one part of the story!
- Ask about both *relational* and *instrumental* elements (this is not an either-or aspect of relationships)
- Aim to get both *subjective* (from the mentors and mentees) as well as *objective* information (how often are they meeting? How long do they meet for?)
- Ask about both *positive* and *negative* aspects of the match relationship
- Don't forget to ask about *Match Structure* and *External Match Quality* (aspects of the external environment that are supporting or may be making the match more challenging)

# Q&A

Type your questions in the question box:



# Additional Resources

## **Affiliates**

Affiliates serve as a clearinghouse for training, resources, public awareness and advocacy. Find your local affiliate here: <http://www.mentoring.org/our-work/our-affiliates/>

## **Mentoring Connector**

Recruit mentors by submitting your program to the Mentoring Connector <https://connect.mentoring.org/admin>

## **National Mentoring Resource Center**

Check out the [OJJDP National Mentoring Resource Center](#) for no-cost evidence-based mentoring resources



# Remember...

## After the webinar:

- Please help us out by answering survey questions at the end of the webinar.
- Everyone will get an email with information on how to download the slides, recording, and resources on the CMWS webpage on the MENTOR website:

[http://www.mentoring.org/program\\_resources/training\\_opportunities/collaborative\\_mentoring\\_webinar\\_series/](http://www.mentoring.org/program_resources/training_opportunities/collaborative_mentoring_webinar_series/)

# Stay Connected

- Email us at [collaborativewebinarseries@mentoring.org](mailto:collaborativewebinarseries@mentoring.org)
- Tweet with hashtag #MentoringWebinar
- Visit our webpage on the MENTOR website for past and upcoming webinars:



The screenshot shows a web browser window displaying the MENTOR website. The URL in the address bar is [www.mentoring.org/program-resources/collaborative-mentoring-webinar-series/](http://www.mentoring.org/program-resources/collaborative-mentoring-webinar-series/). The page features a dark blue header with the MENTOR logo and navigation links: "BECOME A MENTOR", "ADVOCATE", "DONATE", "Why Mentoring", "Get Involved", "Program Resources", "Our Work", and "News". The main content area has a large image of four people smiling and talking, with the text "COLLABORATIVE MENTORING WEBINAR SERIES" overlaid in white. Below the image, the word "WEBINARS" is written in bold. The text below reads: "MENTOR: The National Mentoring Partnership (MENTOR) is proud to facilitate the Collaborative Mentoring Webinar Series, supported by The National Mentoring Resource Center, The Office of Juvenile Justice and Delinquency Prevention (OJJDP) and in partnership with the following *Mentoring Partnerships*: California Mentoring Partnership, Mentor Colorado, Illinois Mentoring Partnership, Mentor Mentoring Programs: the National Mentoring Program Survey has officially launched. Stand up and be counted today!"

*Collaborative Mentoring Webinar Series*

# Join Us Next Month!



Expanding Corporate Engagement  
March 15, 2018  
1 - 2:15 pm Eastern



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