

# Mentoring in the 'New Normal'

## Maximizing Participant Engagement in These **Still-COVIDy** Times

July 28, 2022



**COLLABORATIVE  
MENTORING** 

WEBINAR SERIES

# Participate in Today's Webinar

- All attendees muted for best sound
- Type questions in the **Q&A** panel
- Type comments in the **Chat** box
- **Live captions** available in the panel by clicking on the “**CC**” at the bottom of the screen
- Respond to polls
- Who is with us today?
  - Type in the **Chat** to introduce yourself!
  - For all participants to see your message, change to “All panelists and attendees” in the Chat

Audio Settings ^



Chat



Raise Hand



Q&A



Live Transcript

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# 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.**

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

Research Director: California Mentoring Partnership



- Researcher of mentoring and equity / justice in service systems
  - Trainer and technical assistance provider for youth mentoring and related youth services fields since 1995
  - A focus on youth, families, and transition-aged youth in high distress (child welfare, homeless/runaway, justice system)
- 
- Emancipatory abolitionist practice and participatory research approaches
  - Bridges research and practice toward quality evidence-based services
  - Lecturer and researcher at UC Berkeley School of Social Welfare



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The slide features a dark blue background with abstract geometric shapes in shades of blue and gold. A large white diamond shape is centered on the slide, containing the text. The diamond is outlined by a light gray border. The text "Session Overview" is written in a bold, dark blue font.

# **Session Overview**

# The COVID-19 Pandemic and Mentoring

- Virtualization and distancing in a hurry!
- Rapidly changing needs in the families and mentors
- Significant changes in what “typical” mentoring programs and practices look like today and into the future.



# The COVID-19 Pandemic and Mentoring

## Key Questions

What have we learned about how to best engage youth, families, and mentors in the face of the COVID crisis?

What might this say about best engagement strategies anytime (or in other crises)?

What are the implications of these changes for program operations in the coming months?



# Learning Objectives

## Participants today will gain:

- Research and practice insights about engagement strategies some programs found effective during the pandemic
- New lessons about the effective engagement of caregivers in particular (a need for improvement recognized before the pandemic)
- Understandings of potentially changing roles of program staff and new capacity concerns



# COVID: Then and Now

## Phases of the Pandemic

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THE INITIAL CRISIS /  
THE GREAT "PIVOT"



ADAPTED SERVICES  
-LIMITATIONS  
-INNOVATIONS  
-CHANGING ORIENTATIONS



THE "NEW NORMAL"



# Emergent Knowledge

We Are in Uncharted Territory!

Please weigh in 😊



# Today's Agenda

- California Research Findings: Mentoring in COVID
- Ladies of Virtue (Chicago) and the Pandemic
- Panelists Discuss
- Q&A, Further Discussion
- Resources, Contacts, Closing





# **Today's Panelists**

# Panelist: Jamila Trimuel



- From Chicago's south side, background in health and educational leadership.
- Founder, Ladies of Virtue: award-winning mentoring / leadership program serving over 2,000 families.
- Steering Committee: Greater Bronzeville Neighborhood Network; Status of Women and Girls Working Group.
- Tedx speaker, co-author of "A Status Report on Teen Girls in Chicago" (Coalition on Urban Girls).
- Mayoral appointee: 78 Community Advisory Council.
- M.S. Health Systems Management (Rush University, UIUC). M.E. (The Broad Center for Management of School Systems); graduate of the IMPACT Leadership Development Program.
- She lives in the South Loop community with her husband, Damien.

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# Panelist: G. Roger Jarjoura, Ph.D.



Principal Researcher, American Institutes for Research (AIR) with a Ph.D. in Criminology (University of Maryland) and over 25 years of experience developing and evaluating mentoring programs.

PI on randomized-control study of the impact of mentoring as a component of juvenile reentry; results showed mentoring was a critical component; then served as director of Indiana statewide program.

Since provided extensive training and technical assistance in effective reentry programs, and mentoring system-involved youth and children of incarcerated parents.

## Prominent research:

- Project Director: Evaluation of OJJDP's Mentoring Enhancement Demonstration Program
- Cross-site Mentoring Implementation and Measurement Lead: multi-state implementation of mentoring within juvenile drug court programs
- Co-principal investigator: multisite randomized controlled trial evaluation of mentoring programs nationwide, assessing the impact of cognitive behavioral enhancements in mentoring.
- Principle Investigator: new California Mentoring Partnership study of impact of COVID-19 pandemic on mentoring practice



**California Research:  
Mentoring in COVID  
(Phases I & II)**

# California Study Objectives

- 1) What challenges did the COVID-19 pandemic pose to youth and families served in mentoring programs, and to programs themselves?
- 2) What adaptations did programs make in response to the COVID-19 pandemic?
- 3) What effective strategies emerged for mentoring in the pandemic?



# California Research: Methods

## DOMAINS FOR ADAPTATION

Youth needs / Reaching youth

Family needs / Reaching families

Mentor needs / Reaching mentors

Program structure changes

## TYPES OF DATA

Quantitative:

- Descriptive checklists
- Closed-ended responses
- Most common or above threshold

Qualitative:

- Open-ended responses





# **Emergent Landscapes**

**...How Mentoring  
Programs Are Changing**

# How Programs Will Be Different Moving Forward

comprehensive-services  
increased-utilization  
new-content  
new-partnerships  
covid-safety  
enhanced-support  
hybrid-programs  
retain-current  
increased-planning

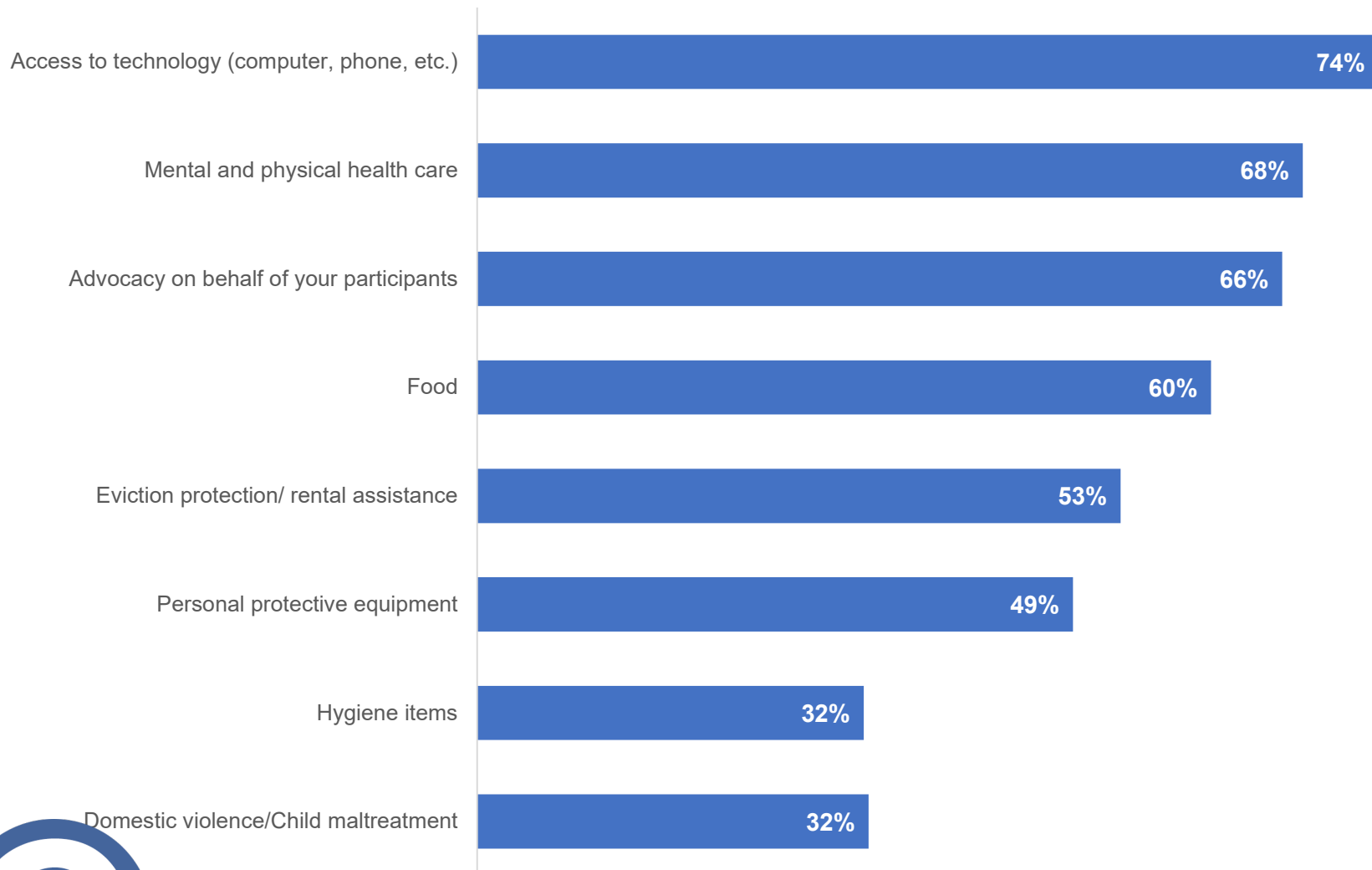


# A Few Key Needs During COVID: Youth

- Socio-emotional
- Educational
- Mental health



# Needs that arose in families during COVID, that programs tried to help address

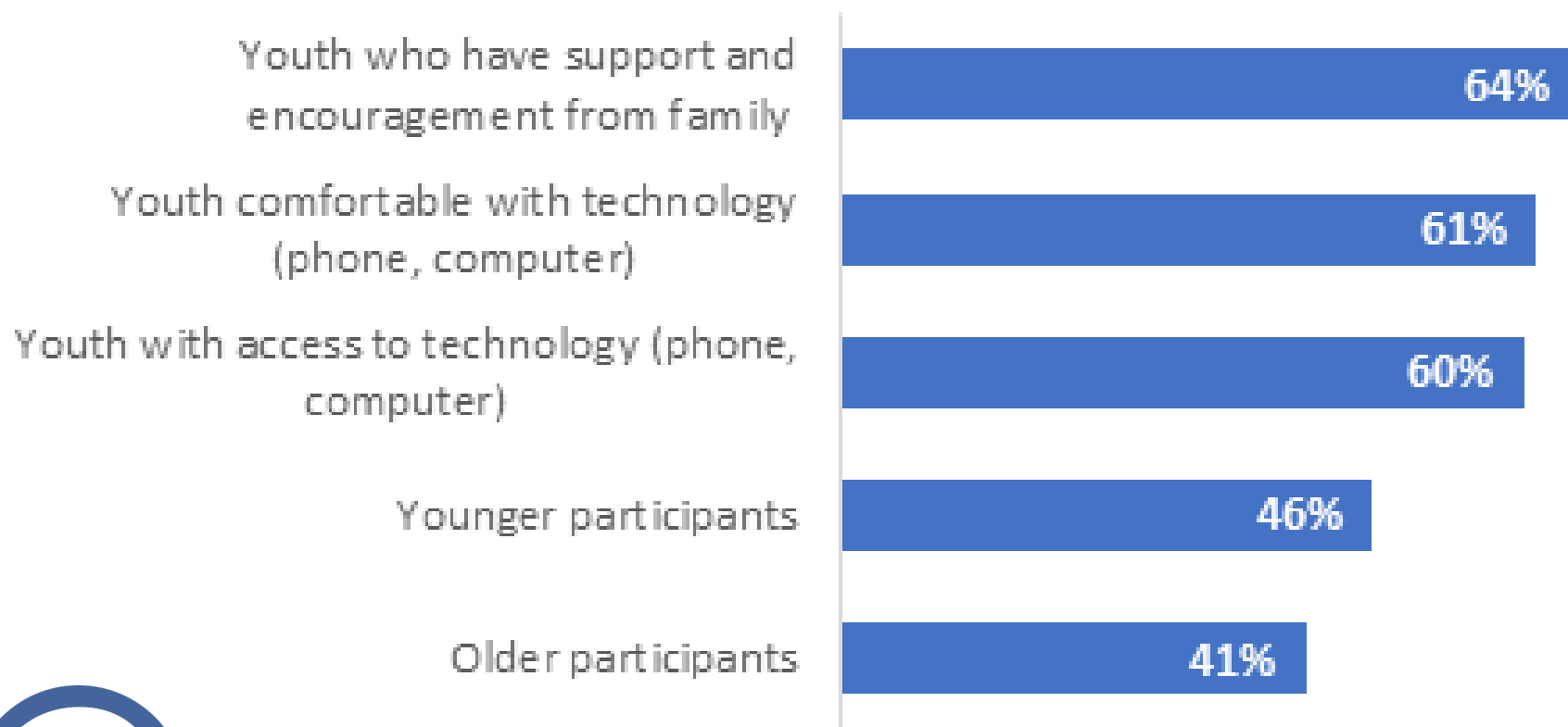


# Adaptations for Staff to Support Matches (During COVID)

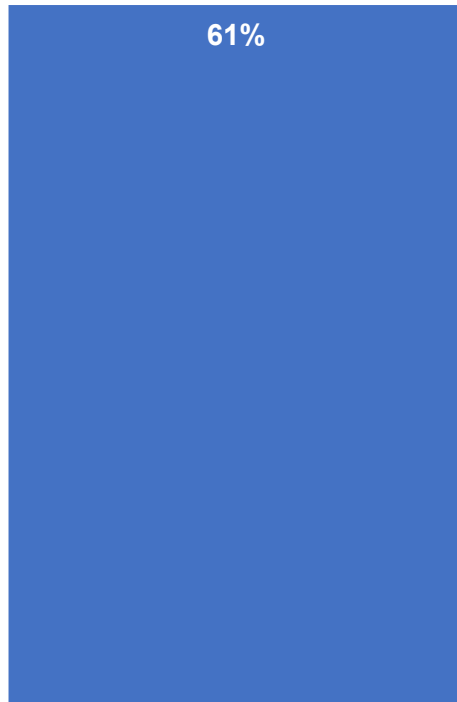


# A Digital Divide

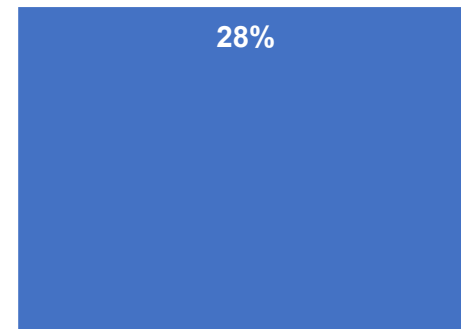
Which youth do best participating on virtual platforms?



# A Digital Divide



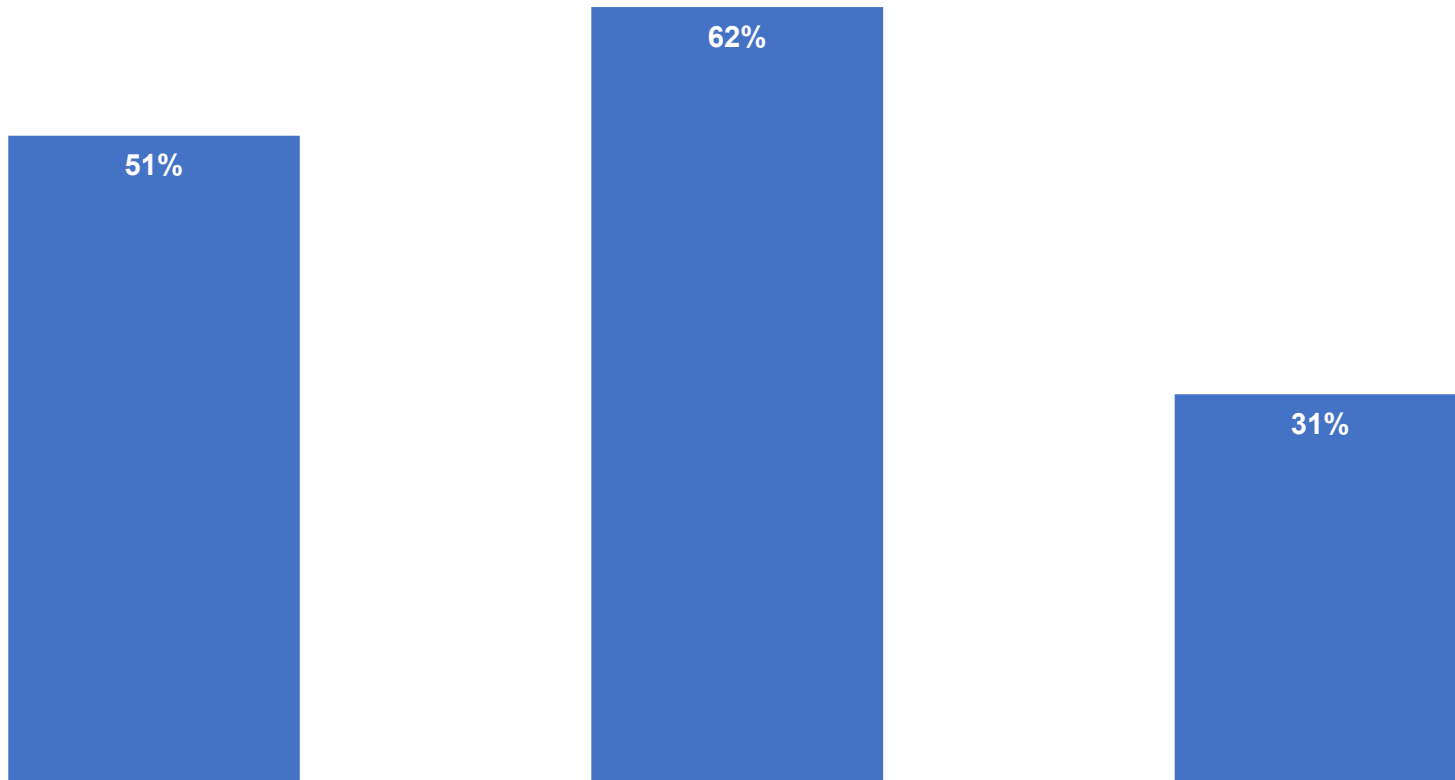
Most or all mentees are equipped to connect with mentors virtually



Most or all youth are able to have privacy for their conversations with mentors



# A Digital Divide



Most or all of families are supportive of virtual contact between youth and mentors

Most or all of families have the capacity for virtual contact between youth and mentors

Most or all of caregivers have themselves been able to engage in virtual/ distanced contact with staff and mentors





# **Maximizing Engagement**

**...What We Are Learning**

# Virtual Programming

Program  
Aspects  
That  
Worked  
WELL

onboarding  
group-activities  
coordination  
case-management  
curriculum  
academic-career

logistics

youth-preference

access

partner-coordination

**BENEFITS:**

**Virtual  
Programming**



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# In-Person Programming

group-activities

orientation

youth-preference

none

sensitive-relational

enhances-all

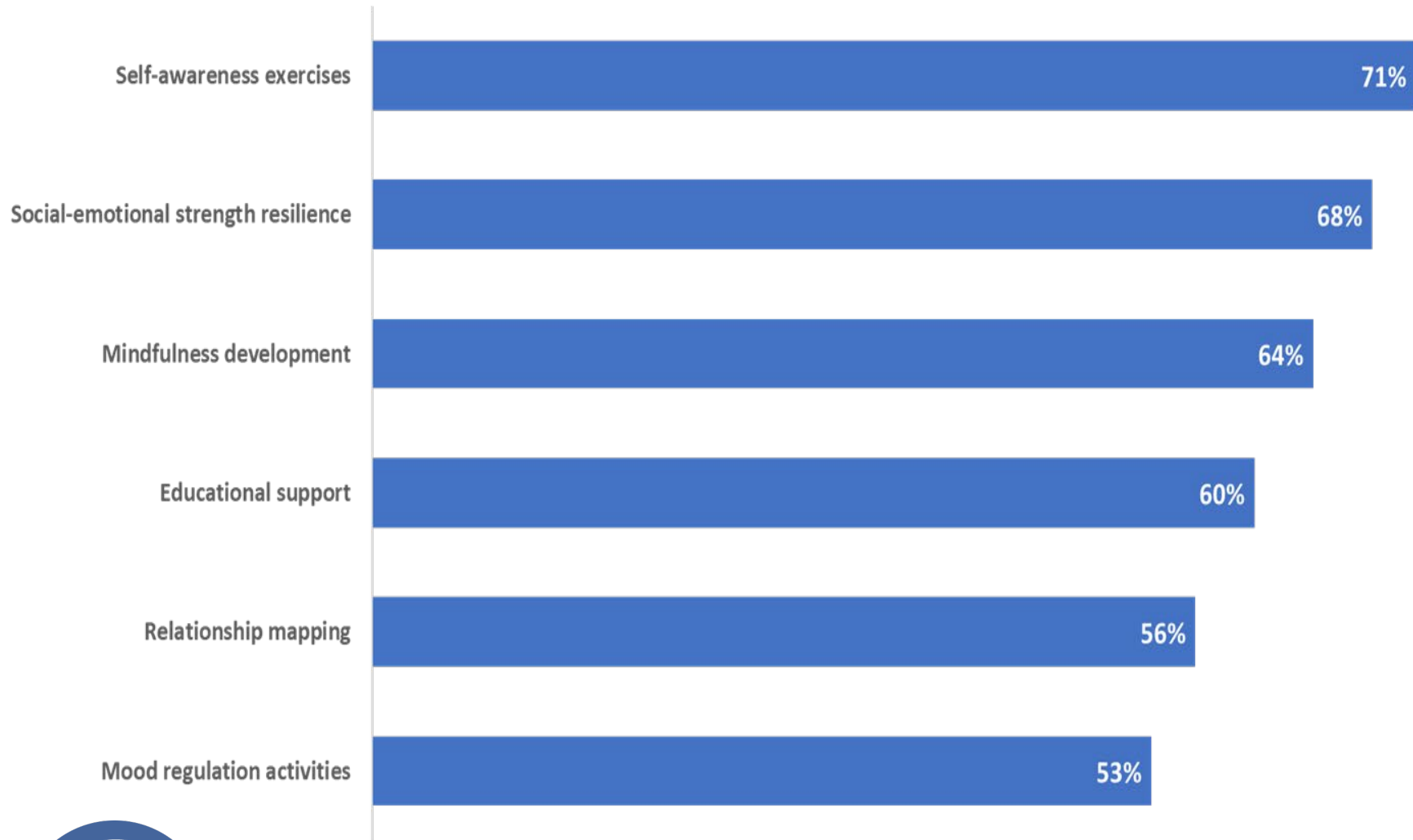
matching

surveys

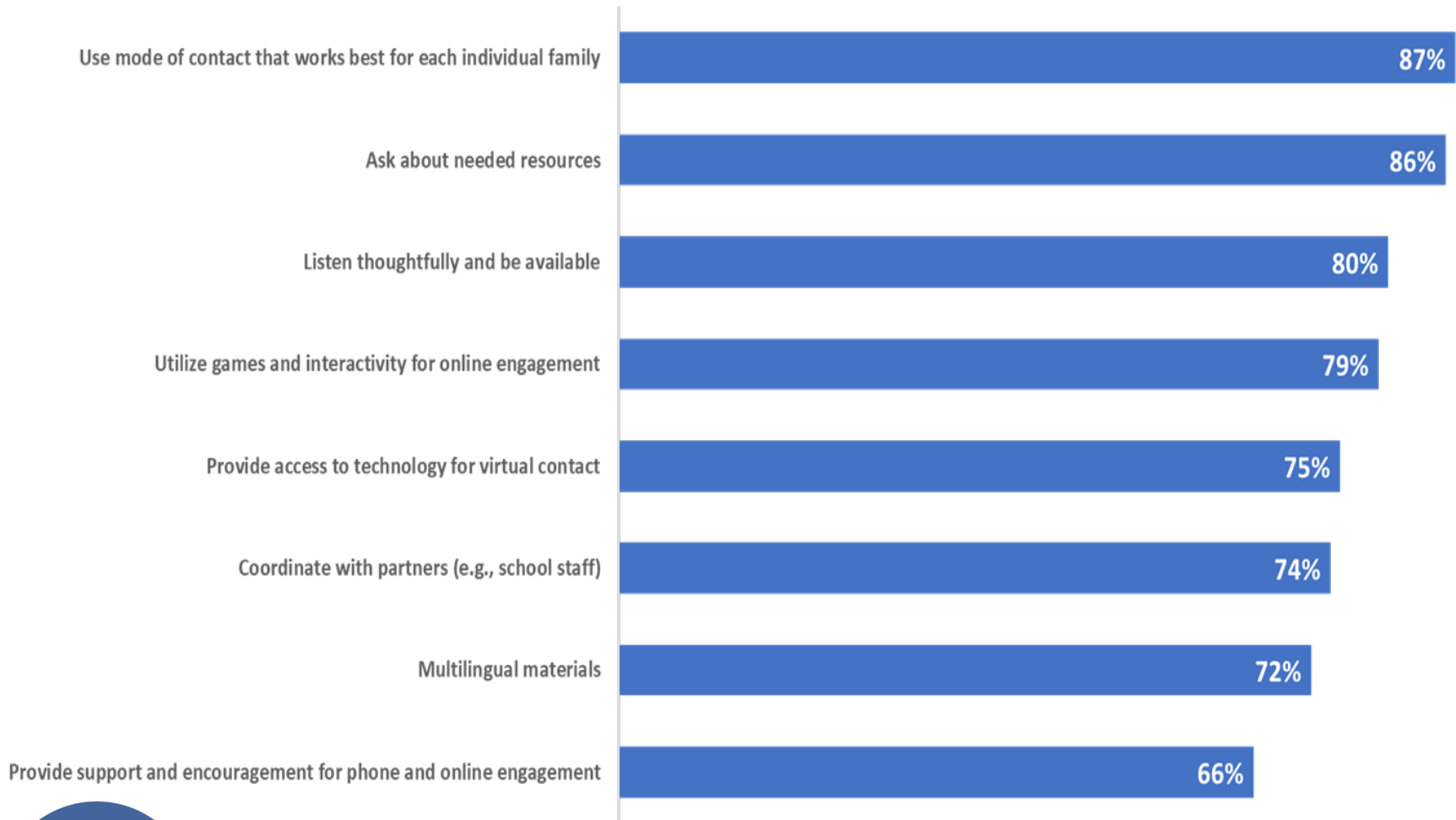
place-based



# Addressing the social-emotional and educational needs of participants (no adaptation needed or adaptation will remain after COVID)



# Would you say this strategy was particularly effective in engaging youth?



# Key Issues: Mentor Engagement

- Recruit/screen for virtual skills
- Offer training virtually when mentoring will be virtual
- Low-tech/ in-person skills still important
- COVID-safe mentors
- Diversity and equity concerns have taken on greater importance
- Flexibility and a higher level of attunement and care were needed from mentors during early phases
- Mentors most often required more support from program staff than before the pandemic



# Tips for Mentor Convenings

*“Be flexible! Offer a framework or prompts, but be prepared to follow the conversation where it goes.”*

*“Break out sessions and smaller group sizes allow for the best sharing and bonding opportunities.”*

*“cohorts to increase attendance and camaraderie “*

*“Having staff available but letting it be led by experienced mentors”*

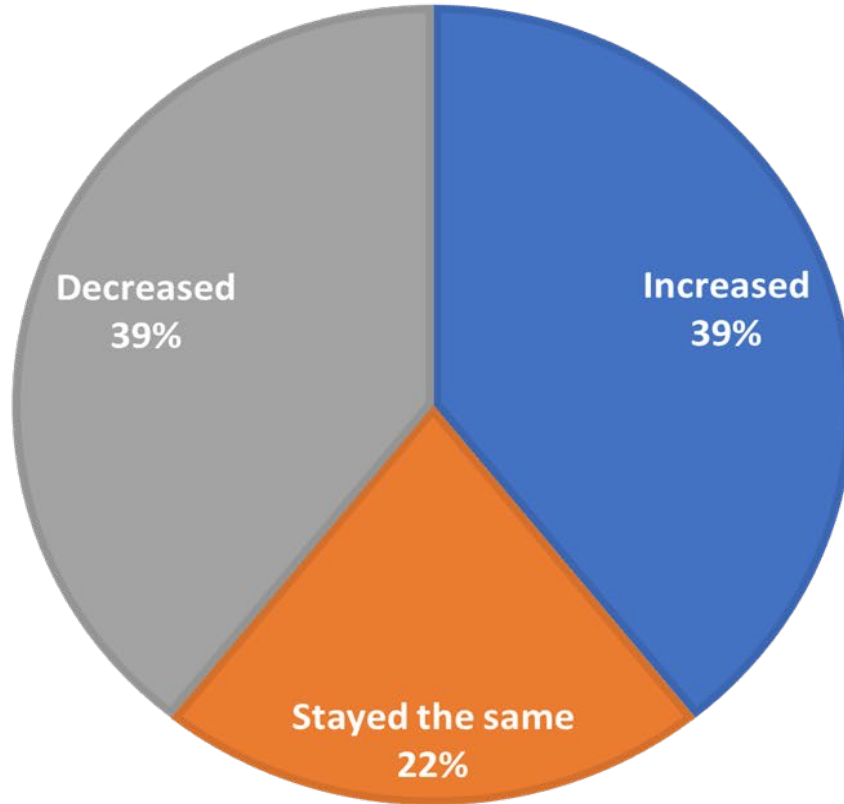
*“The difference between the virtual and the real is so great that it takes some other measures to achieve unity “*

*“They work even better when we drop off activity kits to do together during the virtual event. “*

*“Trust and mutual care among people “*



# HAS THE OVERALL STRENGTH AND QUALITY OF THE MENTOR-MENTEE RELATIONSHIPS DURING THE PANDEMIC





# **Ladies of Virtue Chicago**

**...An Exemplary Case**

# Ladies of Virtue - Overview



Launched in 2011, Ladies of Virtue empowers girls to become confident and purpose-driven leaders.

We match our girls with mentors and prepare them for leadership through character development, career readiness and civic engagement.

We also provide mentoring and support up to 6 years after high-school as LOV 4 Life Alumni.

Our LOV 4 Life Alumni Program focuses on building generational wealth through entrepreneurship, investing, real estate, career readiness and post-secondary education.

# We Prepare our Girls for Leadership in 3 Ways

## We Prepare Our Girls for Leadership in 3 Ways:

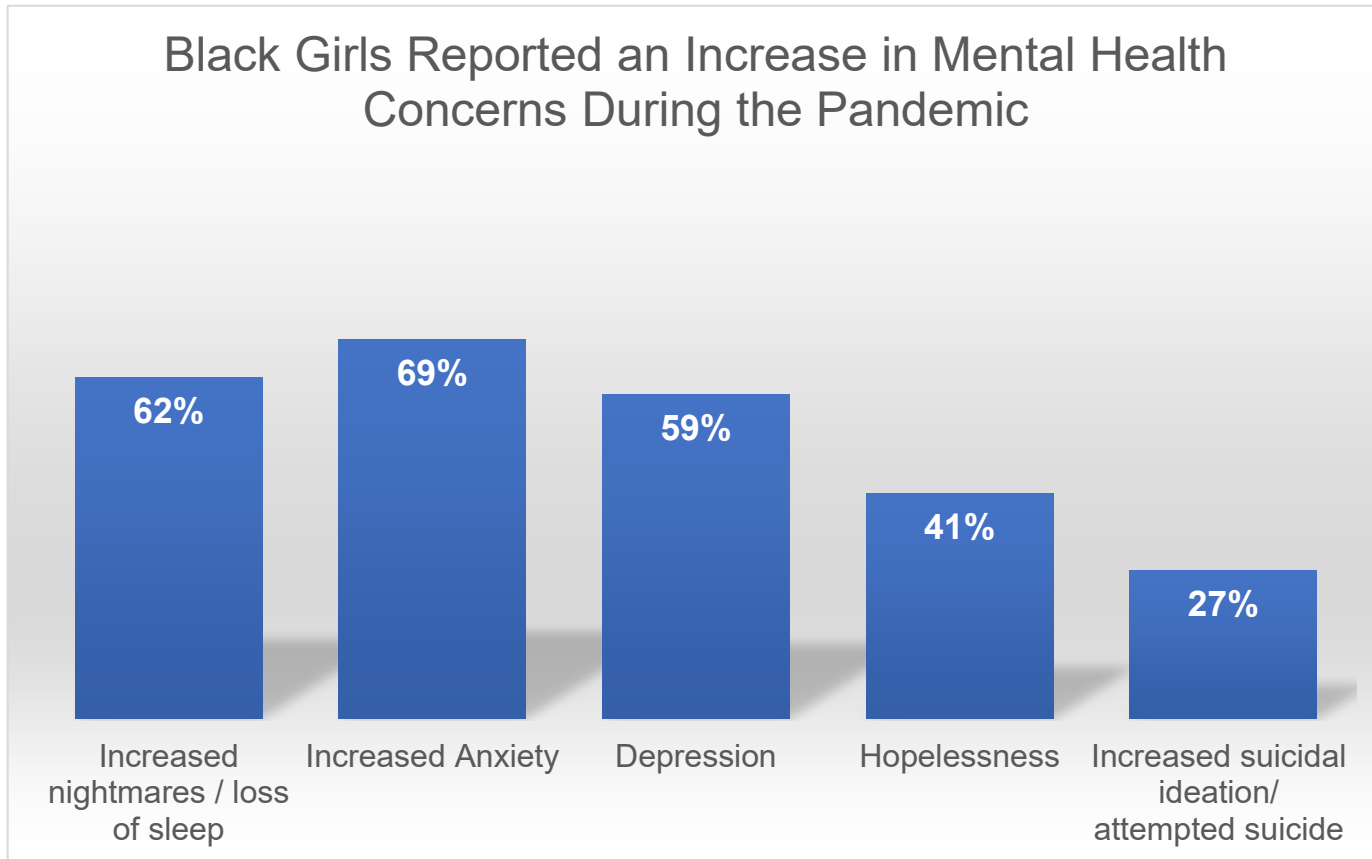


- Identifying your purpose and passion
- Fostering healthy relationships
- Developing a positive character

- Participating in Career Pipeline events (job shadows in STEM, Art, Business, Law, Entrepreneurship)
- Building public speaking skills through speed networking, hosting events and round table discussions
- Exploring colleges and identifying the best fit for their future careers

- Identifying topics that they are passionate about
- Partnering with community organizations that pertain to each topic
- Taking what they learned and teaching their peers through marketing awareness campaigns and workshops
- Presenting impact to community leaders and executives

# Black Girls During the Pandemic



Source: A long walk home; Black Girls During the Pandemic and Protest;  
<https://www.alongwalkhome.org/covid-19-report>

# Utilize Social Media



[Social Media](#)

# The Pandemic had a Devastating Impact on LOV Families as well



Ladies of Virtue's families reported that they lost their job or had their work hours reduced in April 2020.



Ladies of Virtue's families requested mental health support in April 2020.

Source: Ladies of Virtue survey in April 2020

# How LOV Met the Needs of Families During the Pandemic – Part 1



Provided activity kits and groceries to families

# Part 2: Created LOV Grows to Bring Families Together!



LOV Grows is a summer experience that promotes healthy eating, active living and good mental health.



**July 9, 2022**

Pot plants at Olive Harvey's agricultural department



**July 16, 2022**

Create a floral bouquet; Field trip immediately following event!

**Saturday**

**July 9th & July 16, 2022**

**11:00am - 2:00pm**

Apply for LOV Grows at [LOVChicago.org/apply](https://lovchicago.org/apply)

*Location*

**Olive Harvey College  
& Chicago Eco House**



# How LOV Met the Needs of Families During the Pandemic – Part 3

## Mental Health Support:

- Large group sessions
- Small group sessions
- One on one counseling

- Parent workshops
- Activity kits / PPE / Other Supplies (ex – blankets)



# Planning for Life AFTER HIGH-SCHOOL

Join us for an in-depth conversation about your daughter's future. We will be addressing tough questions that need answers! How can I help prepare my daughter for college? What if I want my daughter to go to college but she wants to start her own business? And so much more!



**Carla Stewart, Ed.D**  
Licensed Clinical Professional  
Counselor



**Jocelyn Watson**  
Post Secondary  
Education Navigator

**Sunday, July 11, 2021**  
6:00PM



**Raising Black Girl Magic**

**Hosted by:**



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# HOW THE WORLD HAS HURT BLACK GIRLS

presents

## *The Steps They Missed:* **A Letter to the GENERATION THAT RAISED US**

Join us for a conversation about how the older generation can be held accountable in the way they have harmed black girls in these three areas: adultification, respectability politics, and featurism.

**TUESDAY** 2021  
**AUGUST 03**  
**6:30PM**

 **LIVE**  **YouTube** @LOVCHICAGO



*Kourtney*



*Melanie*



*Mikayah*

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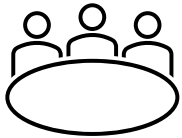
# Mentoring in the New Normal



Ask your youth and parents what they would like to do!



Leverage Mental Health providers in a variety of activities



Identify workshops that are taught to youth that would also be helpful for their parents



Expose youth to different opportunities



Partner with other organizations that can provide girls with speaking opportunities



Utilize social media for parents and youth

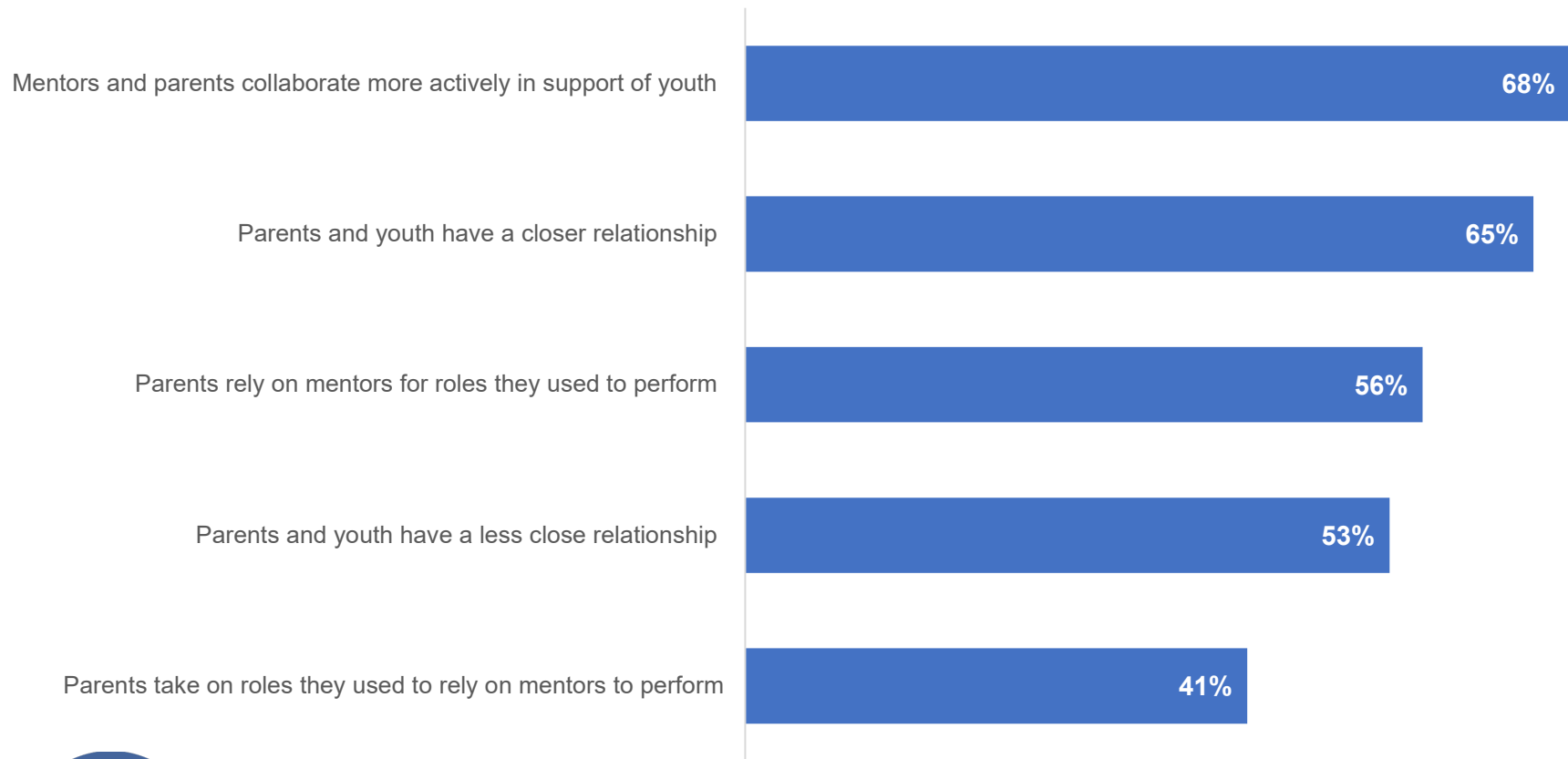


**Let's Discuss**

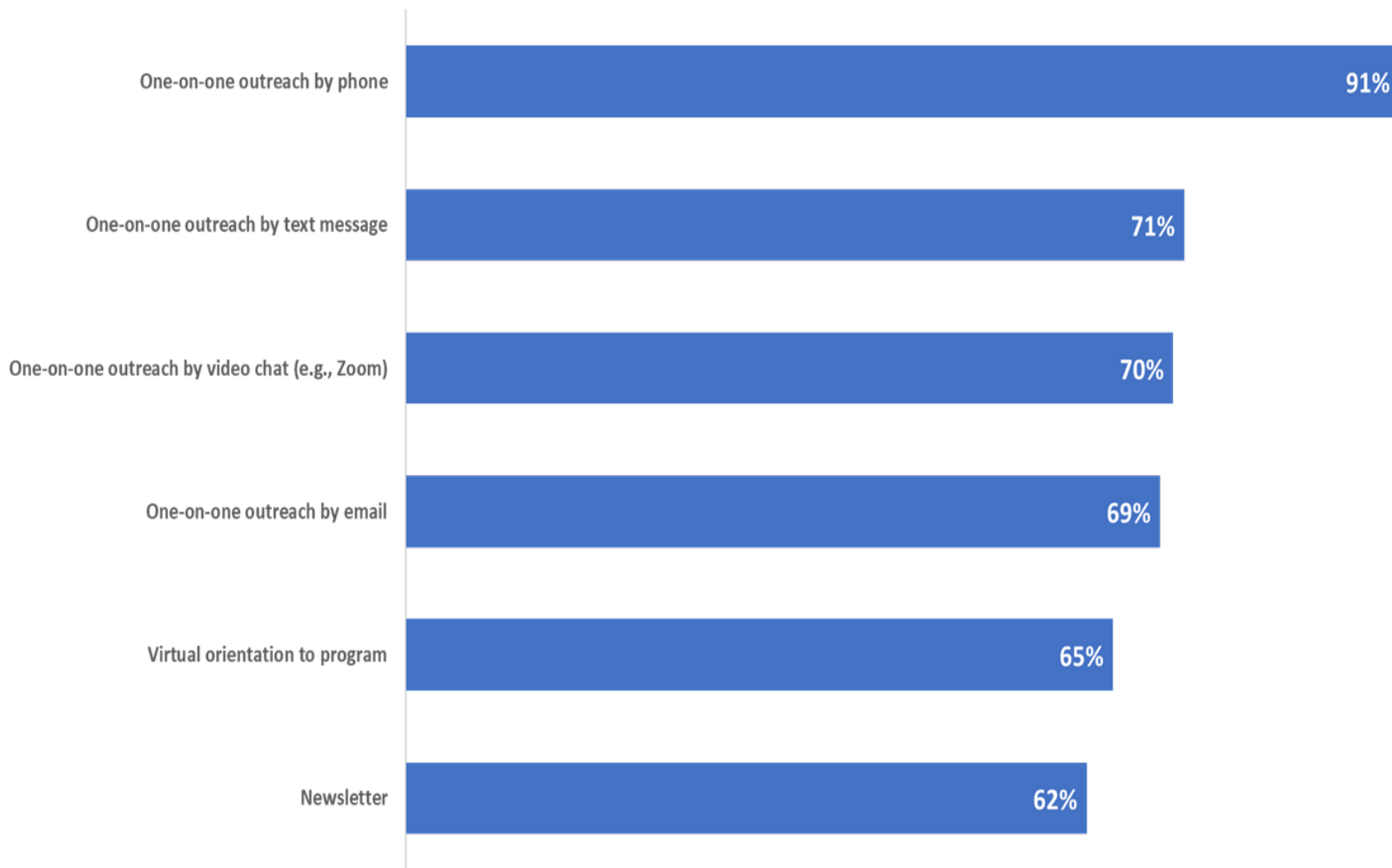
**...Caregiver Engagement**

# Changing Roles, New Opportunities

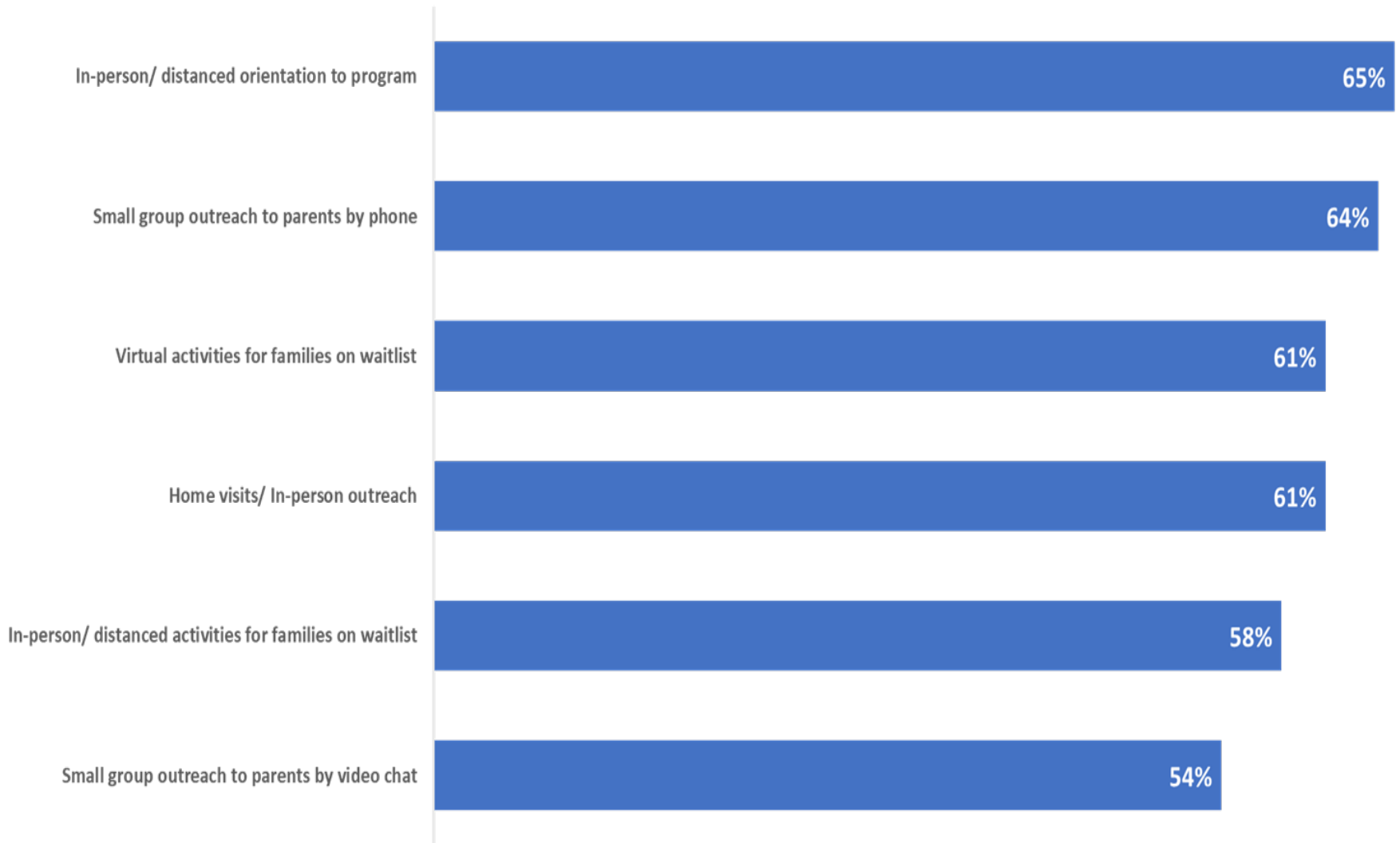
Changes in how mentors and parents interacted in support of youth



## These strategies were particularly effective in engaging families



## These strategies were *not particularly* effective in engaging families



# Exemplars: Meaningful Caregiver Engagement

*“We talk to every parent/guardian on a regular schedule and get their input”*

*“We have respected parents' wishes regarding contact and distance, and been attentive to changing needs and duties within households. We have also shared resources for food, rent assistance, eviction prevention, and access to technology and other resources.”*

*“We have run virtual interviews and orientations with all our incoming students and families, and provided those and all materials in both English and Spanish.”*

*“We provided information about our agency's ability to provide rental, food, Jewish holiday and emotional support during the pandemic, if needed”*

*“Our hope is to create a regular monthly caregiver newsletter with program announcements and resources that will continue after the pandemic.”*





# **Let's Discuss**

**...Participant Voice in Crisis  
Response**

# Eliciting Participant VOICE

## (California Data)

MENTORS	CAREGIVERS	YOUTH
Supervision, Training, Support Strategies (20)	Increased caregiver outreach and support (17)	Match Support Activities (17)
Mentor input and feedback (9)	Provide family services (4)	Youth input and feedback (16)
Mentor leadership (5)	Caregiver input and feedback (3)	Youth- and Population-Led Programming (8)
None (1)	Caregiver-driven relationships and participation (3)	Youth-driven relationships (2)
	None (3)	





# **Let's Discuss**

**...Capacity Concerns in the  
'New Normal'**

# Capacity Matters!

As noted, California data showed:

- the need to increase match support significantly during COVID
- Many programs surveyed said they felt they would need to continue this increased support of matches, even after the pandemic
- Staff members in turn required a greater level of support

**>>>ALL OF THIS WAS *NOT* WITHOUT A COST<<<**



# Barriers to Match Support (Phases I & II, California)

- Increased demands on staff
- Staff stress, burnout, and unavailability, due to:
  - personal challenges
  - stress due to increased workload
  - stress due to mentee/family stress & lack of services



## Phase III: The New Normal

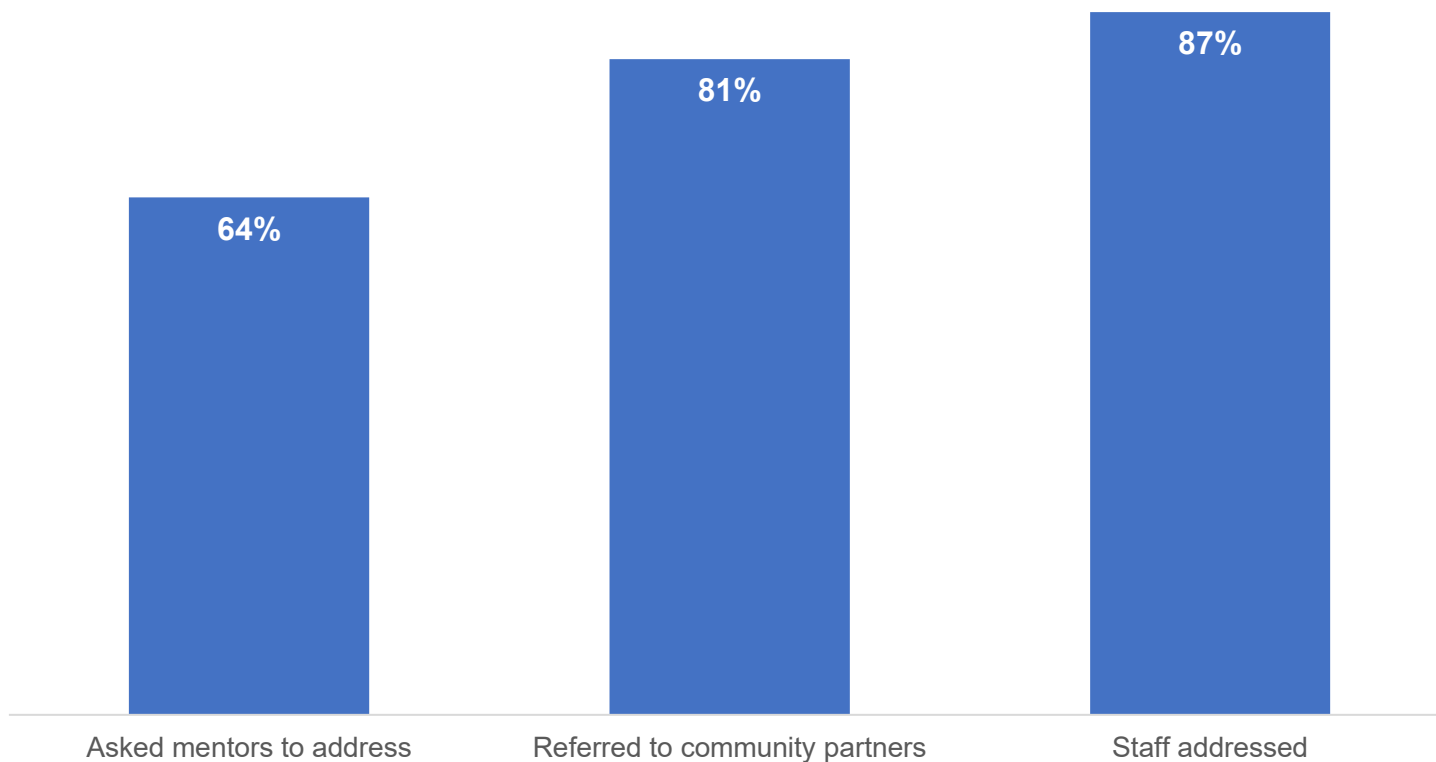
### Capacity Constraints and Opportunities

#### YOUR OBSERVATIONS:

- ✓ Staffing
- ✓ Working conditions
- ✓ Personal stressors for staff, mentors, participants
- ✓ Program and systems barriers to implementation
- ✓ Emerging opportunities
- ✓ Innovations and learnings
- ✓ Other positive developments



# Strategies to Address Family Needs



**Your Questions?**



# Resources

[https://www.doj.state.or.us/wp-content/uploads/2017/08/women\\_of\\_color\\_network\\_facts\\_domestic\\_violence\\_2006.pdf](https://www.doj.state.or.us/wp-content/uploads/2017/08/women_of_color_network_facts_domestic_violence_2006.pdf)

<https://www.law.georgetown.edu/news/research-confirms-that-black-girls-feel-the-sting-of-adultification-bias-identified-in-earlier-georgetown-law-study/>

[https://www.amazon.com/Pushout-Criminalization-Black-Girls-Schools-ebook/dp/B077S49VTT/ref=pd\\_sim\\_1/146-8717078-3672734?pd\\_rd\\_w=Mp1js&pf\\_rd\\_p=0c562e82-6bab-44a3-912d-a579c90cd3f1&pf\\_rd\\_r=VAKJFNX8YS2ZCRGDX70G&pd\\_rd\\_r=952edc2b-7105-4519-aa01-5996fff62af8&pd\\_rd\\_wg=GQr7c&pd\\_rd\\_i=B077S49VTT&psc=1](https://www.amazon.com/Pushout-Criminalization-Black-Girls-Schools-ebook/dp/B077S49VTT/ref=pd_sim_1/146-8717078-3672734?pd_rd_w=Mp1js&pf_rd_p=0c562e82-6bab-44a3-912d-a579c90cd3f1&pf_rd_r=VAKJFNX8YS2ZCRGDX70G&pd_rd_r=952edc2b-7105-4519-aa01-5996fff62af8&pd_rd_wg=GQr7c&pd_rd_i=B077S49VTT&psc=1)

<https://www.amazon.com/Black-Girlhood-Punishment-Resistance-Intersectional-ebook/dp/B07T1DPHDV>

# Contact Our Panelists

Jamila Trimuel

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Dustianne North

[Dustianne.north@gmail.com](mailto:Dustianne.north@gmail.com)

**TO JOIN OUR  
NATIONAL  
COMMUNITY OF  
PRACTICE ON  
CAREGIVER  
ENGAGEMENT, EMAIL  
[Dustianne.north@gmail.com](mailto:Dustianne.north@gmail.com)**

# 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](#) to access evidence-based mentoring resources and to apply for no-cost training and technical assistance

# 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/)

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- **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:

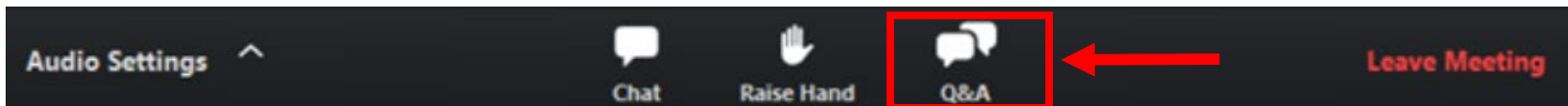


The Collaborative Mentoring Webinar Series is hosted by MENTOR National and facilitated by MENTOR and a planning team of MENTOR Affiliates. Through ongoing planning and evaluation of the latest developments in the field, this team delivers a webinar each month focused on strengthening mentoring practice, sharing new resources, and helping the field put research into practice. These webinars would not be possible without the planning team, which includes the following *Affiliates*: MENTOR Colorado, MENTOR Indiana, MENTOR North Carolina, MENTOR Vermont, and MENTOR Washington.

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# Q&A

**Type your questions in  
the Q&A panel**



# Join Us Next Month!

Risk Management  
August 4th  
1pm ET



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# Join Us Next Month!

Expanding Mentorships to Center Gen Z Agency,  
Advocacy, and Decision-Making  
August 25th  
1pm ET



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