

**Monitoring Review Report for**

**Mentoring Services**

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| **PROGRAM INFORMATION** |
| County: |       | Date of Monitoring: |       |
| Sponsoring Agency: |       |
| Component Name: |       | Component ID: |       |

**Service(s) provided and delivery**

The agency provides the following programming options (select all that apply):

[ ]  **One-on-One Mentoring:** Provides an adult mentor to be matched with a juvenile.

*No more than one (1) juvenile shall be matched with one (1) trained mentor unless a second referred juvenile is a sibling.*

[ ]  **Couples Mentoring:** Provides an opportunity for a couple to jointly mentor a juvenile.

*No more than one (1) juvenile shall be matched with two (2) trained mentors sharing joint responsibility.*

[ ]  **Group Mentoring**: Offers mentoring services to several juveniles in structured activities.

*No more than four (4) juveniles shall be matched with one (1) trained staff or mentor.*

[ ]  The program schedules initial appointment with the referred juvenile ad the parent(s)/legal guardians(s) within 15 days of receiving the referral. 22 Mentoring Programs, 22.4, A. 2.

[ ]  The program notifies the referring agent regarding the decision to admit the juvenile into the program within 15 business days of receiving the referral. 22. Mentoring Programs, 22.4 B. 2.

[ ]  The average optimal weeks and contact hours are within parameters specified for the SPEP Service Type indicated in the program agreement. 22. Mentoring Programs, 22.3, B.

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| **Comments:**       |

**Supervision of Mentors and Juvenile “Matches”**

The Program Manager or Volunteer Coordinator clearly documents all communication efforts that's provided by telephone, email, or face-to-face contact with:

[ ]  Each individual mentor and each couple mentor once a week for the first 6 weeks after they are matched and a minimum of once per month thereafter for the remainder of the year’s mentoring commitment. 22. Mentoring Programs, 22.6, A. 5. a. , i

[ ]  Each juvenile’s parent/legal guardian within the first 2 weeks after the match is made and every month thereafter 22. Mentoring Programs, 22.6, A. 5. a., ii

[ ]  Each group mentor at least once per month. 22. Mentoring Programs, 22.6, A. 5. a., iii

**Mentor Retention**

[ ]  The program provides support services and activities to recognize, motivate, train and retain volunteers. 22. Mentoring Programs, 22.6 A. 6.

[ ]  The program provides at least 2 group activities for the juvenile’s matches.

 22. Mentoring Programs, 22.6 A. 6., a.

[ ]  The program provides at least 2 in-service training sessions for mentors.

 [A mentor recognition banquet can serve as an in-service training.] 22. Mentoring Programs, 22.6 A. 6., b.

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| **Comments:**       |

**Staff**

 [ ]  There is a file for all staff, volunteers, interns, and contractor(s) containing:

 2. Program Operational Requirements, 2.8, A. 6. a - j.

 NOTE: Job Description: Contractor files are exempt from this requirement.

 Volunteer Application: Applies only to programs utilizing adult volunteers

 Annual performance evaluation: Interns, volunteers and contractors are exempt from this requirement.

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| Name(s) | S = StaffV = Volunteer I = InternC = Contractor | Job Description | Contract for Prof Services, if applicable | Volunteer Application, if applicable | Perf. Evaluation | Criminal Background Check | Reference Checks | Valid Driver's license, if applicable | Proof of Education | Proof of Experience | CurrentLicensure/Certification, if applicable | Policy Acknowledgement Statement |
|       |        | [ ]  |  [ ]  |  [ ]  | [ ]  |  [ ]  | [ ]  |  [ ]  | [ ]  | [ ]  |  [ ]  |  [ ]  |
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**Comments:**

# **General Qualifications**

[ ]  Program Manager must possess at least one of the following credentials with direct service work experience with an agency serving at-risk youth:

[ ]  A four (4) year degree in any field with at least two (2) years’ experience; or

 *Note: A bachelor’s degree in a Human Service or related field is preferred*

[ ]  A two (2) year degree in any other field with at least four (4) years’ experience; or

[ ]  A high school diploma/GED with at least six (6) years’ experience.

#  22. Mentoring Programs, 22.6, A. 1. a - c

# [ ]  Program Staff have at least an Associate’s degree in a human services field, or a high school diploma with at least 1 year of human services experience. 22. Mentoring Programs, 22.6, A. 2.

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| **Comments:**       |

# **Volunteer Mentors and Volunteer Program Staff**

# **Volunteer Mentors**

# [ ]  The program has provided documentation indicating that volunteer providing direct service in mentoring have at least 1 year of experience working with youth, commit to a 1-year involvement with the program. 22. Mentoring Programs, 22.6, A. 4.

# [ ]  The program has provided documentation indicating that volunteers have completed a 6-hour pre-service training facilitated by a mentoring staff member of qualified volunteer.

#  22. Mentoring Programs, 22.6, A. 4.

#

# [ ]  The program has provided documentation indicating that volunteer mentors complete a screening process prior being matched with a juvenile including the following: 22. Mentoring Programs, 22.6, A. 4.

# [ ]  A Program Volunteer Application Template *(Form JCPC/EA 001)* including 3 references is provided for each volunteer. 22. Mentoring Programs, 22.6, A. 4., a

# [ ]  A personal interview with the Program Manager or appropriate staff member.

#  22. Mentoring Programs, 22.6, A. 4., b.

#  [ ]  Verification of a criminal background check, valid driver’s license and safe driving records check. 22. Mentoring Programs, 22.6, A. 4., c.

**Volunteer Program Staff**

# [ ]  Volunteers providing direct service have at least 1 year of experience working with at-risk youth.

 22. Mentoring Programs, 22.6, A. 3.

[ ]  Each volunteer position has a job description. 22. Mentoring Programs, 22.6, A. 3. a.

[ ]  A completed Program Volunteer Application Template *(Form JCPC/EA 001),* including 3 references has been provided, contacted, and documented on the completed form for each volunteer. 22. Mentoring Programs, 22.6, A. 3. b.

[ ]  Each volunteer has been screened and the program determined that the volunteer possesses credentials/skills/experience commensurate to the requirements of the job description.

 22. Mentoring Programs, 22.6, A. 3. c.

For each volunteer who is involved in direct supervision the program has on file:

[ ]  A criminal background check. (See policy 2.8, A., 4) 22. Mentoring Programs, 22.6, A. 3. d.

# Additionally, for volunteers providing transportation of juveniles, the program has on file:

22. Mentoring Programs, 22.6, A. 3. d., i -ii

[ ]  A valid driver license (a copy must be annually updated and on file); and

 [ ]  A safe driving record.

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| **Comments:**       |

**Staff and Volunteer Orientation and Training**

[ ]  Job appropriate orientation and training on policies, procedures, rules and regulations of the program and DPS policies are provided to program staff and volunteers within 30 days of employment/volunteering. 22. Mentoring Programs, 22.7 A.,1.

[ ]  The program maintains documentation of staff training and competency in all program activities authorized by the program agreement. 22. Mentoring Programs, 22.7 A.,1.

[ ]  Personal and professional development training opportunities (internal, in-person and/or online) are offered to the staff and volunteers. 22. Mentoring Programs, 22.7 A.,2.

[ ]  Volunteers complete pre-service training specific to the program type prior to providing direct service to juveniles*.* 22. Mentoring Programs, 22.7 A.,3

[ ]  Direct service staff participated annually in at least 12 hours of training in an area related to the service type provided, including at a minimum, basic interaction skills related to juveniles.

 22. Mentoring Programs, 22.7 A.,4.

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| **Comments:**       |

**Juvenile Records**

[ ]  The program has a hard copy paper record or digital record for each juvenile admitted to the program.

 [ ]  The program complies with JCPC policy, Appendix D. Digital Client Records.

 2. Program Operational Requirements, 2.4, A.

[ ]  Juvenile records are stored in a secure location. 2. Program Operational Requirements, 2.4, C.

[ ]  Juvenile records are maintained for a period of 5 years after the termination date.

 2. Program Operational Requirements, 2.4, C.

[ ]  The program enters data into client tracking within 7 days of the admission decision.

 22. Mentoring Programs, 22.4, B. 1.

Participation Agreement includes: 22. Mentoring Programs, 22.4, B. 3. a. - b., i-iii

 [ ]  Name of the sponsoring agency and program name.

[ ]  Program guidelines, requirements, and projected dates of completion.

[ ]  Signed consent of parent(s)/legal guardian(s), juvenile and program staff for participation in the program.

[ ]  Specific requirements of the parent(s)/legal guardian(s) and each family member, if applicable

[ ]  Results of any non-compliance.

Termination Process:

[ ]  The program enters data into client tracking within 7 days of the termination decision.

 22. Mentoring Programs, 22.4, D 1.

[ ]  The program has completed a written termination form for each juvenile within 10 business days of termination from the program. 22. Mentoring Programs, 22.4, D. 2.

[ ]  The program has submitted a copy of the termination form for each juvenile within 10 business days of termination from the program to the parent(s)/legal guardian(s), Court Services, if applicable, and other referring entities as appropriate. 22. Mentoring Programs, 22.4, D 2

 [ ]  A copy of the termination form is included in juvenile files. 22. Mentoring Programs, 22.4, D 2

The termination form includes:

 [ ]  Name of the sponsoring agency and program name

 [ ]  Juvenile's name

 [ ]  Activities, results and recommendations

 [ ]  Date of last contact

 [ ]  The reason for termination which supports the reasons reported in NCALLIES

 [ ]  Names of persons and agencies receiving the termination form

 [ ]  The name of the program person completing the documentation

[ ]  As needs were identified, the program developed, in collaboration with the juvenile, parent(s)/legal guardian(s), juvenile’s Court Counselor, and/or other referring entity, prior to termination, an aftercare/termination service plan for each juvenile. 22. Mentoring Programs, 22.5

[ ]  A review of 6 active and 6 terminated client records (randomly selected) has been conducted by the monitor. (If a program has less than 6 records in either category, review all records in that category.) The completed record review sheets for this component are attached.

 3. Program Oversight and Monitoring, 3.4, A. 1. c. i - iii

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| **Comments:**       |

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| **Active Client File Review****NOTE: THIS PROGRAM TYPE ALLOWS THE OPTION FOR THE ELEMENTS OF THE INDIVIDUAL SERVICE PLAN TO BE INCLUDED IN THE PARTICIPATION AGREEMENT AND NOT A SEPARATE DOCUMENT.****22 Mentoring Programs 22.4, C. 1 - 5** |
| **Client Name** | Referral Form | Admission Date (matches client tracking)  | Referral Source (matches client tracking) | Referral Reason (matches client tracking) | Juvenile Assessment Data (YASI Summary when referred by court srv)  | Community Programs Risk Assessment  | Parental Consent to Participate | Medical / Medication Information (if applicable) | Consent for Release of Information (if applicable) | Individual Service Plan - ISP  | ISP shows goal or outcomes or changes hoped to be accomplished  | ISP shows Interventions / Activities to be provided | ISP shows expected dosage, duration and frequency of services | ISP shows method and timetable for measuring/evaluating progress  | ISP includes signatures of youth, parent/guardian and staff member | Contact Record with activities, dates, times, duration, results each time the youth and/or family is seen | Copy of Progress Reports to Juvenile Court Counselors at least every 30 days (if applicable) |
| 1.        | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
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| **Terminated Client File Review****NOTE: THIS PROGRAM TYPE ALLOWS THE OPTION FOR THE ELEMENTS OF THE INDIVIDUAL SERVICE PLAN TO BE INCLUDED IN THE PARTICIPATION AGREEMENT AND NOT A SEPARATE DOCUMENT.****22 Mentoring Programs 22.4, C. 1 - 5** |
| **Client Name** | Referral Form | Termination Date (matches client tracking)  | Referral Source (matches client tracking) | Referral Reason (matches client tracking) | Juvenile Assessment Data (YASI Summary when referred by court srv)  | Community Programs Risk Assessment  | Parental Consent to Participate | Medical / Medication Information (if applicable) | Consent for Release of Information (if applicable) | Individual Service Plan - ISP  | ISP shows goal or outcomes or changes hoped to be accomplished  | ISP shows Interventions / Activities to be provided | ISP shows expected dosage, duration and frequency of services | ISP shows method and timetable for measuring/evaluating progress  | ISP includes signatures of youth, parent/guardian and staff member | Contact Record with activities, dates, times, duration, results each time the youth and/or family is seen | Copy of Progress Reports to Juvenile Court Counselors at least every 30 days (if applicable) | Termination Summary with date and reason for termination (matches client tracking) |
| 1.        | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 2.       | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 3.       | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
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**Record Review Comments:**

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**Summary of Comments:**

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