

<p>Milwaukee County Department of Health and Human Services Division of Youth and Family Services</p> <p>POLICY & PROCEDURE</p>	<p>Original Date Issued: 04/01/2018</p> <hr/> <p>Last Revision Date: N/A</p>	<p>Current Review Date: 03/22/2018</p> <p>Current Review By: LG</p>	<p>Section:</p> <p>SERVICE RELATED</p>	<p>Policy No: 062</p>	<p>Pages: Page 1 of 4</p>
<p><input checked="" type="checkbox"/> Division of Youth and Family Services (DYFS)</p> <p><input type="checkbox"/> Detention Center</p> <p><input checked="" type="checkbox"/> DYFS Services Network</p> <p><input checked="" type="checkbox"/> Purchase of Service Agencies</p>	<p>Current Effective Date: 04/01/2018</p>	<p>Subject:</p> <p>Mentoring Policy</p>			

I. Policy

It is the policy of the Division of Youth and Family Services (DYFS) to promote Mentoring Services, with program fidelity and evidenced-based dosage amounts, as this is proven effective in reduction of recidivism rates with youth involved in the youth justice system.

II. Definitions

Mentor Match

A mentoring match, or mentoring relationship, is defined as a one-to-one assignment of an individual to assist a youth through the human development process by providing support, guidance, and concrete assistance. The mentoring relationship is focused on the needs of the youth. A Mentor functions as both, a positive role model and advocate for a youth in his/her family system and community. Youth should be matched with Mentors based on their strengths, needs, and interests. A Mentor could be involved in a variety of activities with youth. Some examples might be: recreational, school-related, social skills, life skills, peer/interpersonal relationship building, personal care/hygiene/exercise, increase knowledge of community resources, etc.

III. Procedure

A. Mentor Eligibility and Application Procedure

All Mentor Provider Agencies must adhere to the following recruitment, screening, and documentation procedures for each individual who is matched with one or more youth.

1. Eligibility

Individuals seeking employment as a Mentor in the DYFS Provider Network must meet these basic program requirements prior to the provision of services:

- a) Must be 18 years of age.
- b) Must agree to provide consistent interaction with youth as identified by the youth, family, team members, and/or Plan of Care.
- c) If transporting youth, they must have their own transportation with proof of at least the Wisconsin minimum amount of insurance and a current/valid driver's license. A Department of Motor Vehicles Abstract (driving record) must also be completed, reviewed, and determined acceptable.
- d) Must have at least one-year experience working with youth.
- e) Cannot have any dual relationships

2. Mentor Screening and Application Process

Prospective Mentors will be supplied with a written Job Description and should be asked to complete an Agency Employment Application. The Mentor screening process must be applied consistently and equally to all applicants regardless of status in the community or familiarity with program staff.

The Application process includes:

- a) A completed application with space to record hire and departure dates and reason for leaving to be kept on file.
- b) A personal interview.
- c) Three Reference Checks to include two professional and one non-relative personal reference.
- d) A Criminal Background Check conducted through the Wisconsin Department of Justice that includes a Background Information & Disclosure Form completed and signed by the prospective Mentor, a statewide criminal history record review and a DHFS Caregiver History Check.
- e) Satisfactory compliance with the Milwaukee County Board Resolution guidelines regarding misdemeanor and felony convictions.
- f) A driving record abstract completed through the Wisconsin Department of Transportation. If an applicant has not continually resided in Wisconsin for at least three years, it is at the Provider's discretion to request a driving record from the previous state of domicile.
- g) A photocopy of a current Driver's License and proof of insurance for all Mentors who will transport youth.
- h) Signed Code of Ethics and Mentor Agreement.

B. Requirements

1. Mentor Job Requirements

- a) Mentor facilitates activities with youth based on needs identified on the Referral Form and Case Plan. Goals/needs for mentoring relationship should be developed and documented on a mentoring plan based on consultation with the youth, parent/guardian, Human Service Worker (HSW), and other team members.
- b) Issues related to youth physical, mental health, or educational status that go beyond the Mentor's experience should be addressed by team members.
- c) Mentor must provide consistent one-to-one service hours agreed upon at the start of service. Mentor hours are authorized by a HSW who follow evidenced-based data regarding dosage recommendations of 12-16 hours a month for at a least 6-month commitment with one mentor.
- d) Acceptable Mentoring service hour time frames will be determined by HSW and youth/family. Mentoring should not be provided during the youth's regular school hours, unless specifically identified in Plan of Care.
- e) Mentor must own a car or have access to reliable insured transportation.
- f) Mentor must possess a valid driver's license and present proof of auto-insurance. A record of insurance will be maintained in the Mentor's file and will be updated on an annual basis.
- g) Mentor must undergo a driving background check and have a clean driving record for the last three years. In the event that the mentor receives an infraction on their record while actively

providing the mentoring service, the parents/guardians will be notified of any current infractions.

- h) Mentor must obey all traffic laws, and use seat belts and headlights at all times. Children under the age of 15 are mandated to sit in the back seat.
- i) Mentor must complete the required training course provided by the Mentor Agency prior to the first shift where the Mentor meets with the matched youth.
- j) Mentor must enter notes, from all mentor sessions, in the Synthesis database within 10 business days of occurrence. (*Refer to DYFS Provider Documentation and Billing Process Policy 035*).
- k) Mentor must report any critical incidents to the Mentoring Agency and the HSW within 24 hours of occurrence. (*Refer to DYFS Critical and Serious Incident Reporting Policy 010*).
- l) Mentors can attend team meetings should it be requested by youth, family, or team leads.

2. Agency Mentor Training & Program Requirements

Training

- a) The Agency must submit a Mentor Training Curriculum and be approved by DYFS.
- b) Training manual must be readily accessible at the Agency for auditor review. Training material/information must include:
 - 1) Agency vision/mission/goals.
 - 2) Characteristics of youth referred to the program.
 - 3) Typical needs of youth participants
 - 4) Definition of Mentoring Services.
 - 5) Expectations of Mentors.
 - i. Documentation
 - ii. Time Commitments and Duration
 - iii. Accountability/Dependability
 - iv. Characteristics of successful Mentors
 - v. Knowledge of Community Resources
 - 6) Confidentiality and Legal Liability within the Mentoring Relationship.
 - 7) Mandatory Reporting of Abuse, Neglect, and/or Self Harm.
 - 8) Best Practice Ground Rules and Protocols. Provide written directives for Mentors about:
 - i. Gift giving.
 - ii. Do's and Don'ts of relationship management.
 - iii. Telephone contact.
 - iv. Home visits.
 - v. Transporting youth.
 - vi. Establishing appropriate boundaries and building trust.
 - vii. Family dynamics.
 - viii. Engaging challenging youth.
 - ix. Personal/Community safety.
 - x. Realistic expectations of change.
 - xi. Identifying youth and family strengths.

- xii. Conflict resolution.
- xiii. Cultural sensitivity.
- xiv. Awareness of Trauma Informed Care.
- xv. Unwelcome physical contact, such as inappropriate touching, patting, punching, and physical assault.
- xvi. Drinking while driving under the influence of alcohol.
- xvii. Demeaning or exploitive behavior of either sexual or nonsexual nature, including threats of such behavior.
- xviii. Unwelcome physical, verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual.
- xix. Possession of illegal substances.
- xx. Working as a member of a team.
- xxi. Planning for service end and/or Termination.

Program Requirements

- c) Agency must report any critical incidents to HSW within 24 hours of occurrence.
- d) Agency must notify HSW within 24 hours if Mentee is reassigned to another Mentor.

C. Network Service Referral Procedure

1. HSW will complete a Service Referral in Synthesis and electronically submit this referral to DYFS Administration.
2. DYFS Administration will review for completeness and forward only the completed Referral Form via email to the appropriate DYFS Services Network agency, as recommended by the HSW.
3. Each agency is responsible for having a designated recipient for all electronic referrals.
4. Upon receipt of the Provider Referral Form, via email, the DYFS Services Network agency will respond to DYFS Administration and HSW indicating that they have received the referral for processing.
5. DYFS Services Network agencies are expected to email DYFS Administration and the HSW within 48 hours of receipt of a Provider Referral Form to indicate whether they can or cannot accommodate the referral.
 - ❖ If the DYFS Services Network agency is able to accommodate the referral, a confirmation will be emailed to DYFS Administration and the HSW stating the following:
 - the name of the service,
 - the start date for the service and
 - the name of the assigned service Provider
 - ❖ If the DYFS Services Network agency cannot accommodate this referral they will notify via email DYFS Administration and the HSW accordingly.

⚡ Please refer to *DYFS Policy 023: Provider Referral and Authorization Process* and *DYFS Policy 035: Provider Documentation and Billing Process* for additional direction.

Reviewed & Approved By: _____


Mark Mertens, Division Administrator