



bridging accessibility and accountability: mentoring program

MentorPRO is a state-of-the-art, online data tracking and analysis tool designed to help mentoring programs track and access data to better manage their Programs, manage mentoring Relationships and evaluate Outcomes. This groundbreaking tool will give mentoring programs standardized measures and a common system for collecting, tracking and analyzing mentoring data. MentorPRO is the only system that allows mentoring programs to integrate data derived from the ongoing tracking of mentoring relationships with youth outcomes data, helping them develop best practices to better serve young people.

BENEFITS FOR MENTORPRO USER:

- Streamlines paperwork, freeing valuable resources and staff time
- Improves tracking and support for mentor-mentee relationships
- Identifies program trends, allowing staff to refine best practices
- Provides valid and reliable evaluation via standardized measures and instruments

“I am delighted that MentorPRO has been launched so our program can take advantage of its usefulness. Its biggest asset for us is the fact that it allows us to centralize information about mentors and mentees, ongoing contacts, status of these matches, and activities. MentorPRO could help us track positive outcomes, which in turn will give us more hard evidence, thus helping programs collectively to advocate for more support, resources, and expansion.”

-Carol McNally
Director of Public Relations, Suffolk County Department of Probation,
Partners Against Crime Team

Mentoring programs will be able to more closely monitor mentoring relationships from the time an individual applies to be a mentor, through the background screening process, and throughout the match. MentorPRO provides programs with a framework to manage their program using the *Elements of Effective Practice*.

MENTORPRO SUPPORTS THE DAY-TO-DAY MANAGEMENT OF MENTORING PROGRAMS:

- Volunteer Inquiries:** Collects data on mentor inquiries, contact information, and the source of the referral.
- Mentor Applications:** Tracks contact information, demographic information, interests, education, occupation, motivation for mentoring, prior mentoring experience, and matching preferences.
- Mentor Screening:** Shows the status of the mentor screening process (e.g., application, interview, reference checks, background check, and registry checks) as required by the program.
- Mentee Applications:** Collects mentee contact information, parent/guardian details, interests, grade level, referral source, etc.
- Orientation and Training:** Collects detailed information on the status of orientation and trainings for mentors and mentees.
- Matching:** Supports the creation of matches using pre-selected criteria in the program enrollment forms. Includes safeguards to ensure that only applicants who have successfully completed the application and screening process are eligible for matching.
- Match Supervision:** Includes a support staff section for managing ongoing support and match supervision. Tracks and assesses the duration of each relationship.

- Match Activities:** Tracks details of match activities, including how often pairs meet, the types of activities, and the duration of the activity. Mentors may submit match activities for review by program staff.
- Match Closure:** Records match closure details such as if premature closure, reasons for termination and exit process completion (e.g. interviews, surveys, etc.)
- Outcome Evaluation:** Uses standardized instruments and measures to track and assess specific academic, behavioral and psychological social functions for mentees. Provides data to determine outcomes on program practices and the quality of mentoring relationships.

REMINDERS TO HELP ENSURE COMPLIANCE AND IMPROVE PROGRAM PERFORMANCE:

The Reminders feature prompts users about pending tasks to help streamline the management and operations of running a safe and effective mentoring program. Reminders are customizable and support users in managing mentor applications, providing match support, allowing notification when a match activity has been submitted, administering surveys, celebrating match anniversaries and mentor and mentee birthdays.

REPORTING CAPABILITIES:

MentorPRO strengthens program processes and reporting by providing on-demand reports. Reports can be generated for day-to-day activities of program and relationship management. Standard reports available include:

- Mentor, mentee and parent/guardian contact information;
- Mentee wait lists;
- Application status and screening processes;
- Recruitment details;
- Match activities and support; and
- Youth outcomes.

In addition, customizable reports can be queried from a selected set of data fields. The reporting feature provides the ability to share aggregated data of program practices, methods, and outcomes with funding agencies and policymakers. With MentorPRO, programs will be able to demonstrate their accountability to funding agencies and other key constituents, while maintaining strict confidentiality and security.

For more information about MentorPRO, please contact MENTOR at mentorpro@mentoring.org or 703.224.2250.