

# Match Support Policy/Procedure

## *Best Practice Resources – Monitoring and Support*

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This sample Match Support Policy can be modified to fit the context of your specific mentoring program. Your matching policy should be detailed in writing in your employee handbook, reviewed during an orientation, and where appropriate, modeled for new staff through an on-the-job training process.

### **Match Support & Supervision Policy**

From both research and first-hand experience we know that mentoring matches who receive consistent, ongoing program interaction and support are more likely to experience satisfying and effective relationships.<sup>1</sup>

We believe consistent monitoring and support involves connecting with all relevant parties involved in a mentoring relationship on a regular basis to understand the perspectives of the youth, mentor, and parent.

Further, we know that these interactions prove most informative when conducted in-person or over the phone, so that program staff can hear the tone and inferences of participants and ask poignant follow-up questions. It is therefore the policy of *(insert name of mentoring program)* to check in with the parent, youth, and mentor involved in each mentoring relationship at least once per month to provide consistent, responsive, on-going relationship development support. These interactions will be documented in the youth's file using our case note management system.

Mentor coordinators are expected to use the following tools when providing consistent communication with program participants: Parent, Mentor and Youth check-in Questions, Child Safety Checklist, Quality Relationship Rubric, and *(insert name of program's information management system)*.

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<sup>1</sup> DuBois, D., Holloway, B., Valentine, J., & Cooper, H. (2002). Effectiveness of mentoring programs for youth: A meta-analysis review. *American Journal of Community Psychology*, 30, 157-197. Courtesy of Oregon Mentors.