



NH Department of Health & Human Services  
Division for Children, Youth & Families

## DCYF Standard Operating Procedure

### 2940.3 MENTOR PROGRAM OVERSIGHT

Policy Directive: **23-12**

Effective Date: **February 2023**

Implements Policy: **2940**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines the expectations for all District Office Supervisors and the SYSC Director in relation to the DCYF Certified Mentor Program.

#### Procedure

*The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.*

- I. The Supervisor pairs all new hires with a mentor.
  - A. All CPSWs, JPPOs, and YCs are paired with a Certified Mentor.
- II. Supervisors continuously seek to identify Division employees who are eligible for enrollment into the Mentor Certificate Program. Qualifications for enrollment include:
  - A. Meeting the minimum number of years of experience specific to their discipline:
    1. Juvenile Justice Services Mentor (Field Training Officer)-A minimum of 1 year in the JPPO III role, or JPPO IV's preferred;
    2. Child Protective Services Mentor (Field Training Specialist) - A minimum of 1-year in the role of CPSW, unless approved by the District Office Supervisor; or
    3. Sununu Youth Services Center Mentor (Facility Training Specialist)-Has completed all required Core Academy training, and has been in the role of Youth Counselor for a minimum of 1 year (unless approved by the SYSC Director); and
  - B. Meeting all required competencies:
    1. In good standing with the Division;
    2. Time management skills;
    3. Organizational skills;
    4. Positive role model;

5. Speaks positively about children, youth, families, their role, and the Division;
  6. Seeks to engage with families in their casework;
  7. Leadership skills;
  8. Competent in DCYF electronic information systems; and
  9. Understanding of community relationships and service providers in the area.
- III. Once eligible employee(s) have been identified for the Certified Mentor Program, the Supervisor will engage them to establish their interest in enrollment.
- IV. Supervisors create and maintain a current list of Certified Mentors available in each work site, through use of the bi-weekly Training Report from the training contractor.
- V. Certified Mentors will not be assigned more than one mentee at a time, unless accepted by the mentor and approved by the Supervisor.
- VI. Supervisors will provide the Training Activity and Mentoring Log specific to their discipline to any CPSW, JPPO, or YC on their first scheduled workday.
- VII. The Supervisor and Certified Mentor hold a meet and greet with the mentee to discuss expectations and a mentoring plan.
- VIII. The Supervisor reviews:
- A. The weekly Mentee Self-Assessment in preparation for their next scheduled supervision; and
  - B. The mentee's progress and learning objectives during regular supervision to ensure the mentee's growth and readiness.
- IX. The Supervisor utilizes information provided in the Training Activity and Mentoring Log to identify additional training needs or potential areas in need of support, at the 6-month evaluation.
- X. When completing the mentee's 1-year evaluation, the Supervisor will utilize information provided by:
- A. The completed Training Activity and Mentoring Log; and
  - B. The weekly Mentee Self-Assessments.
- XI. The completed Training Activity Mentoring Log will be submitted to Human Resources by the mentee's Supervisor or designee, along with the employee's 1-year evaluation.

### Applicable Forms

Form	Title
2940	Training Activity and Mentoring Log - Child Protective Service Worker
2941	Training Activity and Mentoring Log - Juvenile Probation and Parole Officer
2942	Training Activity and Mentoring Log - Youth Counselor

### Glossary and Document Specific Definitions

[A - B](#)   [C - D](#)   [E - F](#)   [G - I](#)   [J - L](#)   [M - N](#)   [O - Q](#)   [R - S](#)   [T - V](#)   [W - Z](#)

### Document Change Log

PD	Modification Made	Approved	Date
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