



**Program Assessment**  
**Trusted Mentors**

**Confidential**

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## Scope of Work

Loring, Sternberg and Associates (LSA) was asked to review the Trusted Mentors (TM) mentoring program. TM has a significant place at the table among providers in Greater Indianapolis who serve the homeless and ex-offender population. It is relevant to determine after two years as an independent 501(c)(3) what impact TM is having on those served.

During the term of this project LSA interviewed relevant constituents to gather input on the program and conducted an anonymous survey of mentors to establish a set of current results in determining overall impact. Those interviewed include: board members, mentors, mentees, referral organizations and staff.

LSA measured the TM program based on the following:

- 1) How effective has mentoring been for those mentored
- 2) What has been effective in preventing a return to homelessness and incarceration
- 3) What has not been effective in preventing a return to homelessness and incarceration
- 4) How integral is staff to the process
- 5) Are mentors effective at meeting mentees' needs
- 6) Examine if the TM program can be replicated outside of Indiana

LSA gathered all data collected and prepared a report for Trusted Mentors. The report that follows is an assessment of the TM mentoring program as it stands now. The results of the survey LSA conducted of mentors accompany this report.

## Executive Summary

During the course of this project it became clear that Trusted Mentors has a program that is unique among mentoring organizations and within the community that serves the homeless and ex-offender population.

Everyone interviewed stated a need for the program and most struggled to name an organization that offered a similar service based on its scope and complexity. In fact, LSA found that there are no other nonprofits in this “space” and there is one government program but this program has a fee associated with it. It is worth noting that numerous area churches offer mentoring. These programs are largely episodic in nature and lack the long-term nurturing that is the strength of Trusted Mentors’ program.

LSA also learned that it is exceptionally difficult to determine with great clarity what will work for those served as each mentee has a different circumstance impacting their life and therefore a specialized set of needs. LSA was able to determine some themes that make TM’s mentoring program stand out, as well as some recommendations to improve results or respond to concerns.

In an effort to answer this question LSA first had to determine a set of criteria that defined success. For the purposes of our analysis and the creation of this report LSA did explore and attempt to quantify what makes a mentoring relationship successful. Below is the criteria that LSA used as the baseline for all the findings in this report:

A mentoring relationship was successful if:

- The mentor and mentee worked as a team to create goals for the mentee
- The mentor included the mentee in all parts of the process to build the relationship
- The mentor took appropriate steps to maintain the relationship
- The mentee worked at completing goals
- The measures used to evaluate the success or accomplishing the mentees goals were reasonable

Of note, LSA does consider issues of homelessness, drug dependency and incarceration but this did not apply to all mentees.

This report details the findings that LSA identified in its work. Some of the comments here will not be a surprise as the issues facing the homeless and ex-offender population have been studied extensively and ideas and opinions on the topic abound. LSA focused on TM its place in Indianapolis and the effectiveness of its program – adult mentoring.

This report reflects that the mentoring program can and does work based on:

- how TM recruits and trains mentors
- how TM screens mentees and
- how TM supports the relationship ongoing

TM can document that it is lowering re-incarceration among those mentored. An effective argument can be made that with more financial resources and staff more adults can be mentored.

LSA would like to thank Jeri Warner, Executive Director of Trusted Mentors for her rapid response to our requests for information and board Chair Meg Christensen who was very open to seeing how TM could grow and improve, which is not always the case with a chief volunteer.

## Findings

### 1) Has Trusted Mentors been successful at helping to prevent entry or re-entry into homelessness and helping to a successful re-entry following incarceration?

*During the time I've been with Harry, he has accomplished getting his library card which now gives him access to the computer and many job opportunities. We typed a resume and Harry has already sending out job apps. We have gone to some job fairs, he currently is working and has his own housing. I believe Harry will be very successful in the future.*

*-A Mentor*

It is LSA's opinion that the TM employs the following successful strategies:

- 1) The process that TM uses to filter mentors and mentees ensures that those who want to mentor and those who want a mentor are identified. Without willing parties the mentoring process is polluted and will have little to no impact on either party.
- 2) The process to match mentors and mentees is done well. It ensures that the best two people are matched. Great care is taken to consider age, gender, and life experiences of both the mentor and mentee. A successful relationship is fostered more quickly if the match is more promising from the start.
- 3) The training for mentors is excellent. It makes clear the expectations the mentor should have before they begin mentoring; namely that a mentor is not successful if they "parent" or force their mentee to succeed. Mentors are trained to be reasonable in how they measure progress, they themselves not being the measuring stick.

In addition, the training gives each mentor a better understanding of the issues a mentee must face with respect to homelessness and prevention, drug dependency and incarceration. Specific training components that mentors noted as helpful are:

- Creating boundaries (how to establish a relationship that does not allow the mentee to take advantage of the mentor nor allow the mentor to become too involved in

- the life of the mentee). Female mentors (80%) felt strongly this was important to their success.
- Confidentiality (teaching each mentor to respect the information they learn about their mentee and treat it and their relationship with privacy).
  - Successful mentoring (the framework of how to mentor an adult who has challenges such as incarceration, homelessness and substance abuse).
- 4) Another key factor to the success of the Trusted Mentors program is the reduction in isolation that mentees report they experience. 80% of mentees report feeling less isolated as a result of their relationship with their mentor. Feelings of isolation lead to depression, withdrawal from society and often substance abuse. All of these lead to the very challenges that many mentees deal with – incarceration, homelessness and substance abuse.
  - 5) Referral organizations have a high level of confidence in TM. This is important as it is a source of referrals for potential mentees. Each of the organizations interviewed praised the program and staff at TM. This positive relationship has two outcomes: partnering organizations are more likely to help monitor the mentee and provide some initial screening of prospective mentees. Put another way, the partnering organization is invested in the success of TM.
  - 6) TM understands that this is not a numbers game. It is not a matter of how many adults can get into the program, but how many can TM successfully assist. Currently the staff reports that a single staff member can provide oversight to 35-40 relationships. TM is presently at about 80 with two full-time staff members working with mentoring relationships.
  - 7) A mentee who wants to make changes to their lifestyle is vital to success and the screening process must ensure that the mentee is open to the help a mentor can provide. The data from the surveys supports this is done well.

Supporting LSA's assessment that the program is effective are some of the key findings of the survey LSA conducted:

*Prior to mentoring 61% of mentors had direct experience with someone with mental illness*

*Prior to mentoring 74% of mentors had direct experience with someone who had been incarcerated*

It is these experiences that has led to effective mentors and a credit to the process that staff uses to choose mentors.

Ongoing communication is a key to successful mentoring.

*80% of mentors communicate with their mentees 3 or more times per month*

*86% of mentors maintain their relationship for 7 months or more in 2011*

TM staff is successfully supporting its caseload and the training offered emphasizes consistent communication.

*70% of mentors rate on-going communication with staff as an important strategy*

*The value of having a mentor is such that mentors report:*

*86% of those who were mentored remained housed during their relationship*

*78% of those mentored remained out of the criminal justice system during their mentoring relationship*

*50% of mentees who had drug or alcohol abuse issues lowered their dependence on the use of these drugs*

*60% of those mentored increased their social interaction*

*66% of the mentees in the program are still in contact with their mentor*

Data from a survey of mentees shows further success (data enclosed):

*Trusted Mentors has facilitated almost 180 relationships since 2005*

*On average since 2005 79.8% of mentees have remained housed while maintaining a relationship with their mentor*

*On average since 2005 70% of mentees have decreased their social alienation*

Mentors, referral organizations and staff all note that long-term success for mentees includes decreased use of drugs, more social interaction, stable housing and most often noted employment. While TM cannot guarantee employment it can almost definitely indirectly influence the ability of a mentee to find stable work and keep it.

**2) Are there barriers for Trusted Mentors to successfully preventing homelessness and re-incarceration?**

*Phone contacts. No matter how much I called my mentee or tried to e-mail in order that we might be able to meet, it just did not happen.*

- A Mentor

*Communication at first was difficult, no phone or computer. Transportation for my mentee was difficult.*

- A Mentor

Noted in all interviews the best strategy to preventing a return to homelessness and re-incarceration is a employment and housing. Despite Trusted Mentors' success there are still mentees who fail to succeed at one or both of these challenges.

The basic barriers for mentees varies enough that it is difficult to create a program that can have 100% success. One mentee we spoke with is a college graduate in transitional housing. Another may not have a high school diploma and a criminal history...these represent two different needs. And among the 80 current mentees we found each has unique needs.

**Barriers include:**

Recruiting mentors that fit the needs of the mentees can prove challenging. The staffing issue not withstanding having a stable of mentors who fall on a spectrum of experience, age and gender is difficult as there is not always a mentee who might fit a particular mentor or vice versa. Additionally, recruiting male mentors has proven more difficult than female.

To address this challenge Trusted Mentors might consider:

- a) Hosting recruitment sessions at local corporations (Lilly, PNC Bank, etc)
- b) Work with partnering organization to host a community wide volunteer recruitment effort
- c) Posting "ads" within the HR Intranet in larger companies (IUPUI for example)

Maintaining a pool of mentees is also challenging for the opposite reason. Needs can be unique enough that there is no appropriate matching mentor. Partnering organization are

understandably not making mentor recruitment a top priority. Trusted Mentors should consider creating a “mentee profile” and posting it with partnering organizations.

Ongoing support for mentors could be improved. It was noted that mentors could benefit from more specialized resources for their particular situation as well as some focused way to share among the mentors themselves, perhaps using technology and face-to-face meetings.

Mentors suggested the following for Trusted Mentors to consider:

- A) Quarterly meetings to share specific methods that have proven successful and unsuccessful
- B) Conduct a session that allows the mentee to share what it feels like to be mentored
- C) Specific examples of the kinds of simple things that create a return to jail – simple parole violations, etc.
- D) More staff to work more closely with each mentor to include a monthly review for each mentor
- E) Create a more robust website to be used by mentors as an on-demand resource to answer questions or get information about looking for employment, legal assistance, etc for their mentee.

### **External barriers include**

The education level of the mentee, the availability of employment, and a living wage for families is a significant external barrier. Current studies show that income and education are directly related, but the education of many mentees is low. Also, employment of ex-offenders is difficult given the current climate.

Maintaining communication can be difficult. Access to a phone and or email is almost required for a successful relationship to be maintained.

A barrier unique to re-entry is the tendency to re-incarcerate ex-offenders because of parole violations versus new offenses. In 2010, TM mentored 52 adults re-entering after incarceration. Of these, 10 were re-incarcerated but only 2 for a new offense.

To address these barriers Trusted Mentors might consider:

- A) Ensuring that all mentees have a cellular phone

- B) Have access to legal services during the mentoring relationship that mentors and mentees could access

### 3) How integral is the staff to the process and what roles do partner organizations play?

Staff is limited in its ability to support mentors in the most ideal way as the program is nearly at capacity. Currently the TM staff is limited in its ability to assist more adults because of several factors. The most significant is staff size. With a larger staff to handle mentor recruitment and relationship support more adults could be mentored. The present staff of three devotes two staff to handle the jobs of what LSA estimates could be augmented by at least four full time staff members.

Trusted Mentors **MUST** determine how to strategically add staff if it wants to grow beyond its present client load. There are several arguments to be made about what staff positions should be pursued. Would more administrative help to create more time to support mentors? Would some combination of match support specialist and mentor recruitment result in more matches?

LSA recognizes that limited financial resources put a limit on the number of relationships that can be created and maintained and the ability of Trusted Mentors to staff at a more appropriate level. While partnering agencies participation could represent a lower cost option to adding staff having in house staff offers quality control.

As such we believe the staffing issues should consider the following:

#### Case Managers

- a) Hire Trusted Mentor staff to rotate among partnering organizations allowing them to be on the ground in assisting the mentees directly.
- b) Train staff for partnering organizations. This could lead to additional human resources in guiding each relationship at a lower cost.

#### Match Specialist

- a) Devote a staff position to fully support mentors through training and direct support

#### Mentor Recruiters

- a) Work with the United Way to identify more potential mentors perhaps through their leadership series

- b) Hire a full time staff member to assume this role (once the money for such a position is available annually)

#### Administrative Associate

- a) Hire a senior administrator allowing the Executive Director more freedom to either fundraise or pursue franchising opportunities

#### **4. Other items of note**

Recently TM began to examine how it can effectively mentor younger adults who are leaving foster care. This population is highly vulnerable and needs the support systems a mentor can offer, thus reducing incarceration to begin with.

Of interest is that as this report is being compiled and written the United Way of Central Indiana is seeking an outside party to evaluate this question as part of an RFP that has been distributed entitled Evaluation of Homelessness Prevention and Intervention Case Management.

It is the opinion of LSA at least in this case that Mentors are not a replacement for case management and agency support. The most successful relationships achieve the goals of the agencies while helping the individual remain housed.

#### **5. Can this program be replicated?**

Without question the model developed and used by TM can be replicated even beyond Indianapolis.

Locally Trusted Mentors could reach more mentees if it was located in multiple sites throughout greater Indianapolis. This is obviously an expensive option.

To date there has been one serious request and several inquiries. Indianapolis is a modest sized city yet large enough to recognize the value this mentoring model could bring on a larger stage.

Trusted Mentors and its board did not feel that the time was optimal to explore this in any significant way. LSA is hard pressed to disagree when the current fiscal year budget cannot be met.

LSA would support TM exploring this option. Doing so would require that Trusted Mentors create a model that did one of two things or some combination of the two:

- 1) Professionalizing the training manual and simply selling the materials to interested parties allowing for their use
- 2) “Franchising” the program complete with on-going consulting and assistance

Each would generate revenue which could be significant. TM would need to explore the implications this business model would have on staffing levels, overall net income, and even if this income would qualify for UBIT. Additionally TM should have some sense of the value of their intellectual capital and what the open market might be willing to pay for it.

## **6. What other additional research or program and program outcomes might be undertaken?**

There is uncertainty why mentees leave the relationship. This data would be helpful in preventing the causes of such actions.

Many children are impacted by the work of Trusted Mentors. To date there is no real data to indicate what some of the outcomes on children has been. Having this would certainly bolster the overall case that Trusted Mentors makes in the community.

Finally being part of this program offers a real value to the mentor. As part of the recruitment process it would be helpful to have some anecdotal feedback on how being a mentor has impacted the life of the mentor him or herself.

# Interviewee List

## **Partner / Referral Organizations**

John P. Craine House

Connected By 25

Dress for Success

Outreach, Inc.

## **Board Members**

Meg Christensen

Chris Kothe

Garrett Young

## **Staff**

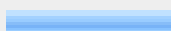
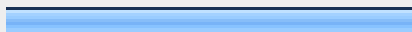
Jeri Warner

Candice Brisson Monteith

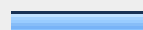
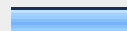

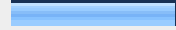

## **Mentors / Mentees**

Two Pair – Anonymous

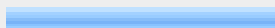
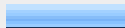



### 1. Please indicate your gender:

	Response Percent	Response Count
Male 	28.6%	10
Female 	71.4%	26
	<i>answered question</i>	<b>36</b>
	<i>skipped question</i>	<b>1</b>


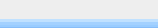
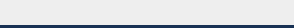

### 2. Please indicate your age range:

	Response Percent	Response Count
21-29 	22.9%	8
30-39 	20.0%	7
40-49 	14.3%	5
50-59 	28.8%	10
60+ 	14.3%	5
	<i>answered question</i>	<b>36</b>
	<i>skipped question</i>	<b>1</b>



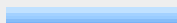
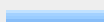
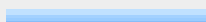
### 3. What is your level of income?:

	Response Percent	Response Count
\$24,000-\$39,999 	47.1%	18
\$40,000-\$49,999 	20.6%	7
\$50,000-\$59,999 	2.9%	1
\$60,000-\$69,000 	5.9%	2
\$70,000+ 	23.5%	8
<i>answered question</i>		34
<i>skipped question</i>		2

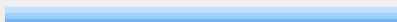


### 4. Please indicate your profession:

	Response Percent	Response Count
Retired 	9.4%	3
Employed at a small company (1-20 employees) 	28.1%	9
Employed by a larger company (21+ employees) 	58.1%	17
Contractor/self-employed 	9.4%	3
<i>answered question</i>		32
<i>skipped question</i>		4

### 5. What is your highest education level?:

	Response Percent	Response Count
Completed high school 	5.7%	2
Some college 	8.6%	3
College graduate 	31.4%	11
Some post college 	17.1%	6
Post graduate 	37.1%	13
<i>answered question</i>		<b>36</b>
<i>skipped question</i>		<b>1</b>

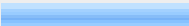

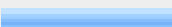
### 6. How many people have you mentored?:

	Response Percent	Response Count
1 	72.2%	20
2 	13.9%	5
3+ 	13.9%	5
<i>answered question</i>		<b>28</b>
<i>skipped question</i>		<b>0</b>

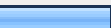
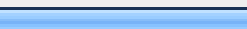
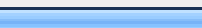
**7. Prior to becoming a mentor did you have direct experience with (please answer each):**

	Yes	No	Response Count
Someone who was homeless	41.7% (15)	58.3% (21)	35
Someone with a mental illness	61.1% (22)	38.9% (14)	35
Someone who was at one time incarcerated	74.8% (28)	25.7% (9)	35
	<i>answered question</i>		<b>38</b>
	<i>skipped question</i>		<b>0</b>

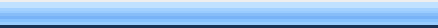

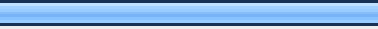
**8. What was the length of your mentoring relationship?:**

	Response Percent	Response Count
1-6 months 	33.3%	12
7-12 months 	38.1%	18
13+ months 	30.6%	11
	<i>answered question</i>	
	<i>skipped question</i>	
		<b>38</b>
		<b>0</b>

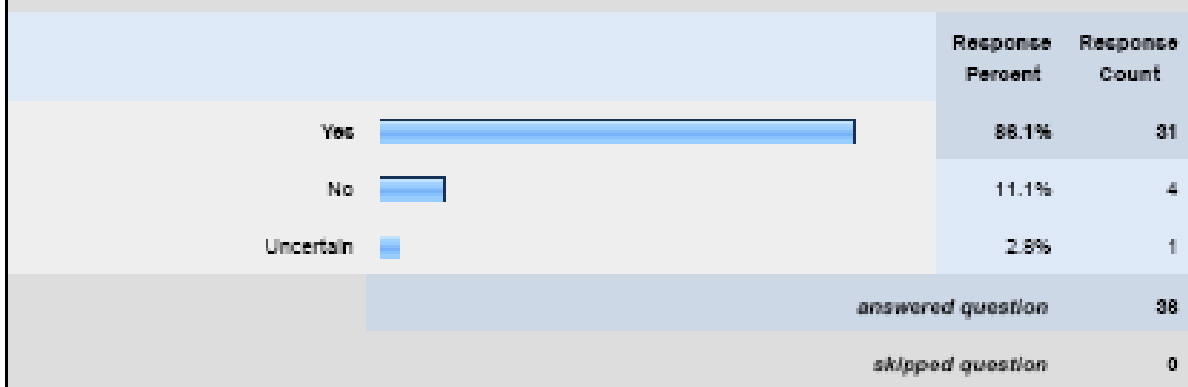
**9. During your relationship, how often did you communicate with your mentee per month?:**

	Response Percent	Response Count
1-2 times per month 	19.4%	7
3-4 times per month 	44.4%	16
5 or more times per month 	36.1%	13
<i>answered question</i>		<b>38</b>
<i>skipped question</i>		<b>0</b>

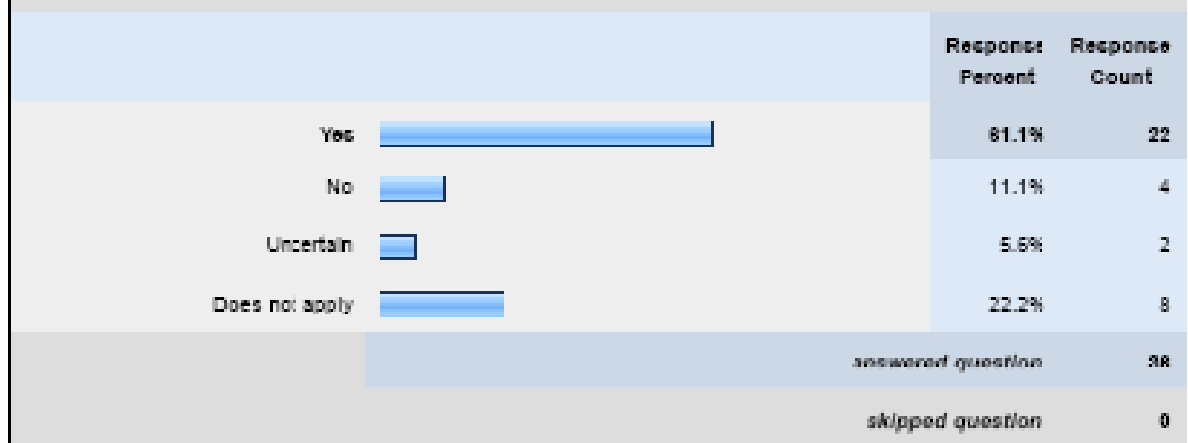
**10. During your relationship, what type of communication(s) was used most consistently? (select all that apply):**

	Response Percent	Response Count
In person 	80.8%	28
e-mail 	19.4%	7
Telephone 	69.4%	25
<i>answered question</i>		<b>38</b>
<i>skipped question</i>		<b>0</b>

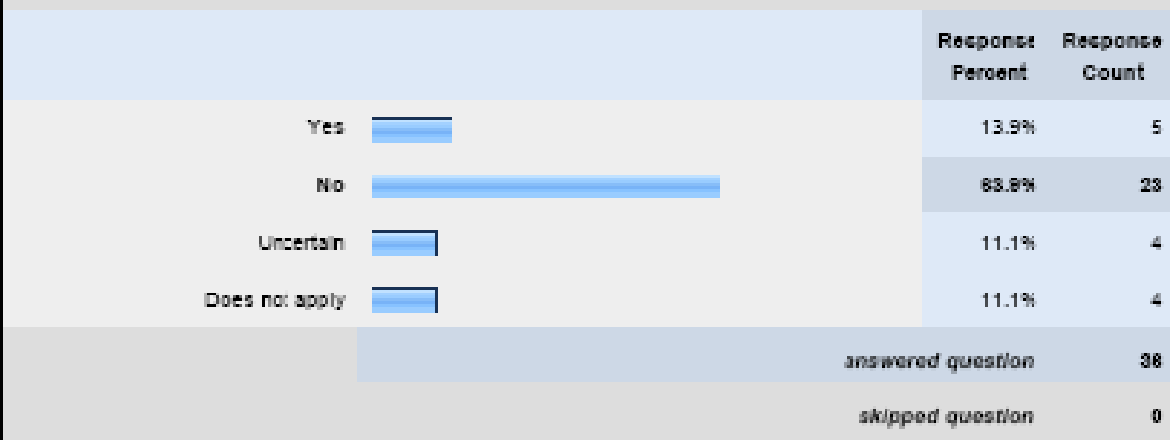
11. During your relationship, did your mentee remain housed (meaning not on the streets or in a shelter)?:



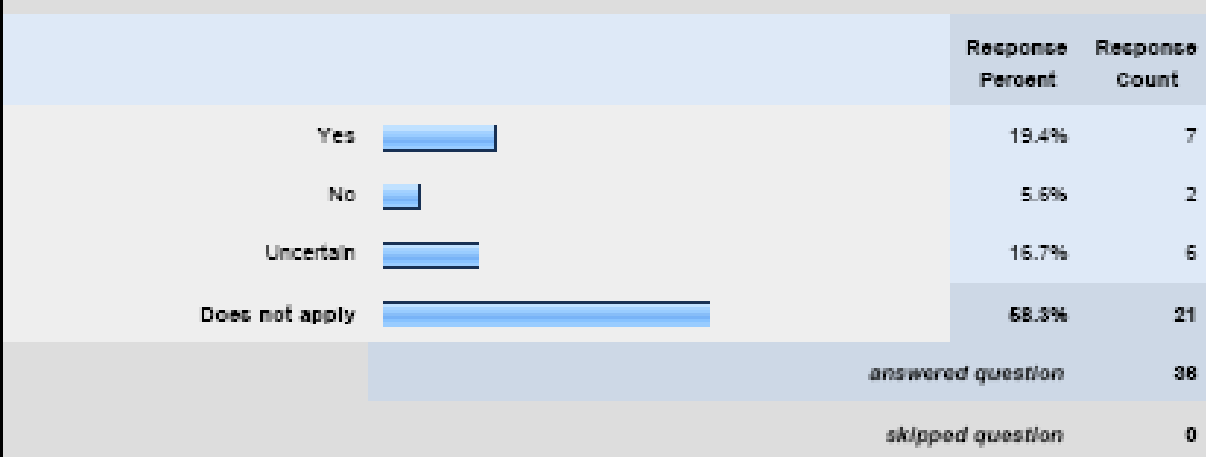
12. During your relationship, did your mentee successfully remain out of the criminal justice system?:



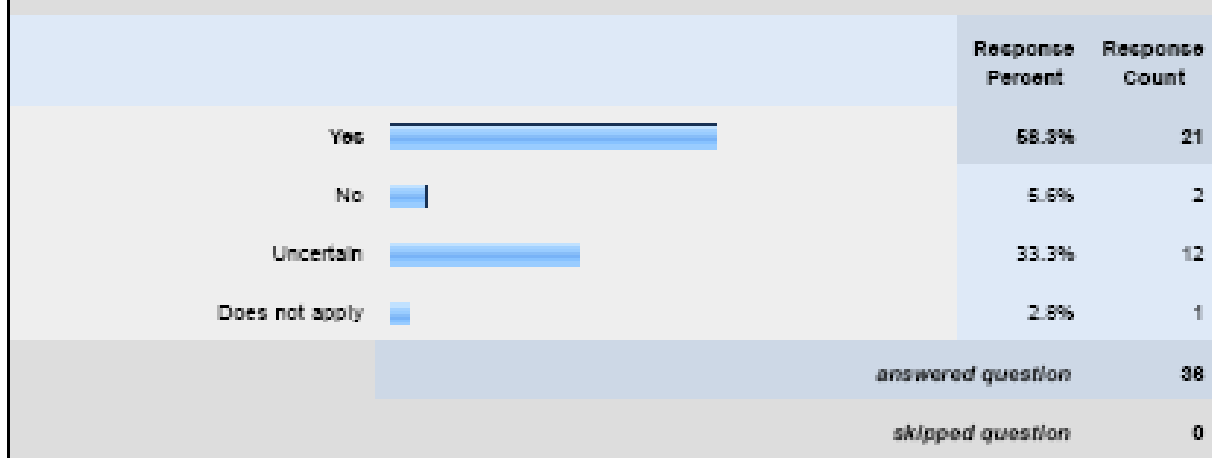
**13. During your relationship, did your mentee advance their education?:**



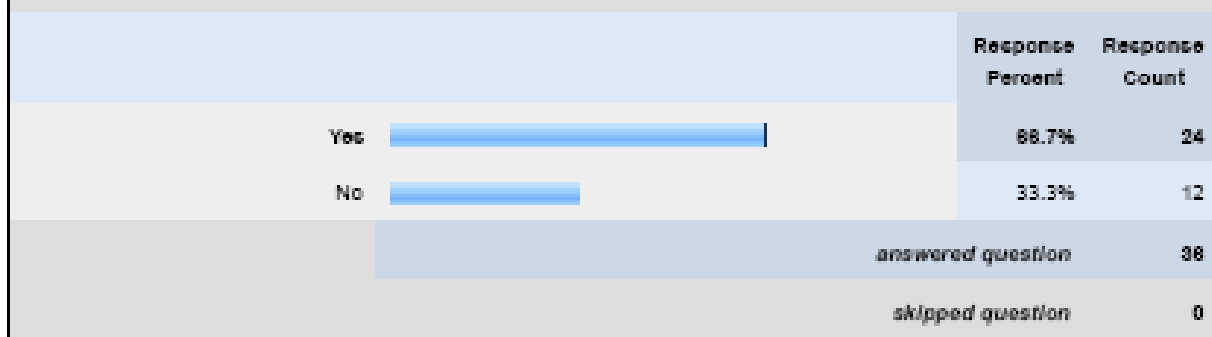
**14. During your relationship, did your mentee decrease their dependency on drugs or alcohol?:**






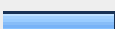
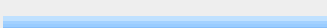
**15. During your relationship, did your mentee increase their social interactions?:**



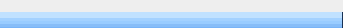


**16. Are you still in contact with your mentee?:**



**17. If not, please choose the best reason which describes why your relationship ended:**

	Response Percent	Response Count
I assisted my mentee to a point that no longer required I be available 	12.9%	4
My mentee is no longer in the area 	3.2%	1
My mentee chose to end our contact 	6.5%	2
I chose to no longer mentor my mentee 	19.4%	6
Does not apply 	58.1%	18
<i>answered question</i>		<b>31</b>
<i>skipped question</i>		<b>6</b>

**18. When was the last contact you had with your mentee?:**

	Response Percent	Response Count
1-3 weeks 	81.1%	22
4-6 weeks 	2.6%	1
7+ weeks 	36.1%	13
<i>answered question</i>		<b>38</b>
<i>skipped question</i>		<b>0</b>

19. As you reflect back, rate the usefulness of the training you receive prior to starting your mentoring based on a scale of 1 to 5 with 5 being excellent and 1 being very poor (please rate each on its own merits):

	5	4	3	2	1	Response Count
Boundaries	63.8% (23)	16.7% (6)	19.4% (7)	0.0% (0)	0.0% (0)	36
Confidentiality	66.7% (24)	13.9% (5)	13.9% (5)	5.6% (2)	0.0% (0)	36
Successful mentoring	38.9% (14)	33.3% (12)	22.2% (8)	5.6% (2)	0.0% (0)	36
Dynamics of poverty	30.6% (11)	30.6% (11)	27.8% (10)	11.1% (4)	0.0% (0)	36
Dynamics of re-entry	25.7% (9)	34.3% (12)	28.6% (10)	5.7% (2)	5.7% (2)	35
	answered question					38
	skipped question					0

20. Are there other topics that would have been helpful to cover?:

	Response Count
	11
	answered question
	11
	skipped question
	25

Response Text		
1	it might have been nice to have a mentee come in and talk about what it "looks like" from their side -- how they feel about having a mentor, what they're looking for or not looking for, etc. Sometimes I wasn't exactly sure what my mentee expected.	Sep 9, 2010 2:05 PM
2	I was matched by trusted mentors to someone I did not want to work with and was not presented with a choice to say reassign me.	Sep 9, 2010 2:33 PM
3	A little bit more about their personal background as opposed to letting the mentee share that, which I find my mentee did not.	Sep 9, 2010 7:47 PM
4	How to get mentee committed to the relationship. Meeting as preplanned, instead of consistently being a no show.	Sep 9, 2010 9:24 PM
5	NA. Training was very thorough.	Sep 9, 2010 9:27 PM
6	How criminal justice system works	Sep 9, 2010 11:18 PM
7	keeping mentee comitted	Sep 10, 2010 1:24 PM
8	Just wish some were more in depth	Sep 10, 2010 3:11 PM
9	disabilities	Sep 16, 2010 4:14 PM
10	financial, employment w/ some time served in jail	Sep 17, 2010 5:29 PM
11	- How to motivate - How to establish accountability	Sep 19, 2010 4:22 PM

**21. Please rate the usefulness of the strategies Trusted Mentors uses to support your mentoring based on a scale of 1 to 5 with 5 being excellent and 1 being very poor (please rate each on its own merits):**

	5	4	3	2	1	Response Count
Match meeting to establish goals	48.8% (17)	31.4% (11)	8.6% (3)	8.6% (3)	2.9% (1)	35
Monthly written reports	38.2% (13)	29.4% (10)	20.6% (7)	8.8% (3)	2.9% (1)	34
Recognition nights	49.0% (14)	20.0% (7)	25.7% (9)	14.3% (5)	0.0% (0)	35
Closure	35.5% (11)	25.8% (8)	25.8% (8)	6.5% (2)	6.5% (2)	31
On-going information about jobs and resources	48.8% (17)	31.4% (11)	8.6% (3)	11.4% (4)	0.0% (0)	35
Tickets for events	37.1% (13)	34.3% (12)	20.0% (7)	8.6% (3)	0.0% (0)	35
Staff support for relationship building	45.7% (16)	34.3% (12)	8.6% (3)	5.7% (2)	5.7% (2)	35
Staff response to questions/needs	68.6% (24)	14.3% (5)	5.7% (2)	5.7% (2)	5.7% (2)	35
					<i>answered question</i>	<b>35</b>
					<i>skipped question</i>	<b>1</b>

## 22. How could Trusted Mentors better support you as a mentor?:

	Response Count
	11
answered question	11
skipped question	26

Response Text		
1	I've has a great experience so far. I'm not sure there's anything else they could have done.	Sep 9, 2010 2:05 PM
2	not seem to accuse the mentor that it was their fault the relationship ended, The mentee really did not need mentoring/already had mentor relationship with other organizations and was the one that avoided contact and was distant and non-receptive. did not even seem interested and did not act upon job leads.....	Sep 9, 2010 2:13 PM
3	Realizing that every match won't work and having a mechanism in place to adjust to that.	Sep 9, 2010 2:33 PM
4	Perhaps establish a monthly review between the mentor and Trusted Mentors to review the mentor's approach, progress, issues and needs. This is available to today on a as-requested basis by the mentor.	Sep 9, 2010 5:01 PM
5	Honestly, Trusted Mentor was good in their support.	Sep 9, 2010 7:47 PM
6	My mentee did not really seem interested in committing to meeting, there was always something that came up and she couldn't make it. She also did not have a phone so I could not contact her, nor could she contact me, except to leave a last min. message that she couldn't make our planned meeting. Since I work full time and have a lot of other obligations, I could not handle all of the last min. cancellations I have decided that it is best for me to wait until I retire and I will have more time to mentor better.	Sep 9, 2010 9:24 PM
7	how to keep mentee motivated	Sep 10, 2010 1:24 PM
8	I mentored in Craine House, and I didn't know all their rules before I started mentoring.	Sep 10, 2010 3:11 PM
9	possibly make a clearer understanding of what is expected of the mentor and the realities of the relationship	Sep 14, 2010 4:21 PM
10	individual counselling of mentor/mentee	Sep 16, 2010 4:14 PM
11	I can't think of anything	Sep 17, 2010 5:29 PM

23. What barriers did you encounter during your relationship that you did not expect? (Barriers might include: transportation, phone contacts, availability of jobs, dynamics of family, current economic climate, unwillingness to hire ex-offenders, personal expectations of success, personal life changes):

	Response Count
	24
answered question	24
skipped question	12

Response Text		
1	My mentee sometimes put me in uncomfortable situations, like asking me to stop by a drug store so she could purchase cigarettes (when she was pregnant). That was tough to address. My mentee has also had problems with finding a job (she has a felony) and affording bus fare to and from her job.	Sep 9, 2010 2:05 PM
2	My mentee seemed to only be interested in communicating with me when it involved some sort of favor on my part. Also, it was very awkward at times.	Sep 9, 2010 2:06 PM
3	phone contacts, transportation, availability of jobs, unwillingness to hire ex-offenders	Sep 9, 2010 2:13 PM
4	I did not match with the mentee and was never contacted again.	Sep 9, 2010 2:33 PM
5	Lack of willingness to get together talk.	Sep 9, 2010 4:48 PM
6	Difficult to motivate the mentee to undertake certain activities to improve his situation.	Sep 9, 2010 5:01 PM
7	Phone contacts. No matter how much I called my mentee or tried to e-mail in order that we might be able to meet, it just did not happen.	Sep 9, 2010 7:47 PM
8	Rules, policies, etc. at Craine House are not well communicated to mentors or mentees. The rules and policies change and/or are revised without any type of communication. Mentoring someone at the Craine House presents its own unique barriers for communication and the lack of "clear" and "precise" communication by Craine House complicates the relationship with a mentee further.	Sep 9, 2010 9:27 PM
9	Proximity issues; if you are not nearby, it is hard to get together	Sep 9, 2010 11:18 PM
10	no phone	Sep 10, 2010 1:24 PM
11	She wanted to bring her 'husband' along, she wasn't willing to call on me and didn't want help with studying for school. I also found it difficult to build her social life with the strict limitations of Craine House.	Sep 10, 2010 3:11 PM
12	I didn't expect my mentee to treat me as a taxi and bank. these issues became the focus of our relationship and mentee didn't want/expect anything else from me.	Sep 14, 2010 4:21 PM
13	One of my guys just couldn't shake crack addiction. it became so important that I have been unable to make a positive difference.	Sep 15, 2010 6:32 PM
14	Communication at first was difficult, no phone or computer. Transportation for Harry was difficult.	Sep 16, 2010 2:47 PM

Response Text		
15	over neediness, family dysfunction (parenting of children)	Sep 16, 2010 4:14 PM
16	Keeping up with changes in mentee's address and phone. Mentee's acceptance of situations and apparent desire to move forward.	Sep 16, 2010 7:25 PM
17	none	Sep 16, 2010 9:47 PM
18	My personal time constraints due to other commitments.	Sep 16, 2010 10:23 PM
19	My mentee's behavior once she exited the Craine House program. The distance between where she lived and where I lived.	Sep 17, 2010 12:13 AM
20	Mentee has three young children and does not want to look for a job at this time. Not sure how to further her job seeking/ education.	Sep 17, 2010 2:44 PM
21	none that I am aware of	Sep 17, 2010 5:29 PM
22	- Personal life changes	Sep 19, 2010 4:22 PM
23	social isolation of mentee.	Sep 19, 2010 7:11 PM
24	phone contacts	Sep 22, 2010 5:05 PM

#### 24. What successes did you encounter as a mentor?:

	Response Count
	24
answered question	24
skipped question	12

Response Text		
1	We have a new relationships and have so far met once, but we seem to click really well. If anything, I think it's helped her to have someone to vent to that she knows isn't writing it down in a file.	Sep 9, 2010 2:05 PM
2	None on the first match.	Sep 9, 2010 2:33 PM
3	Established a solid relationship with the mentee characterized by open and honest communication.	Sep 9, 2010 5:01 PM
4	An accomplishment of trying to help someone else find their right of passage in life.	Sep 9, 2010 7:47 PM
5	Now that she has a computer, we do keep in touch occasionally.	Sep 9, 2010 9:24 PM
6	Building a trusting and caring relationship with someone who had difficulty understanding why someone would want to help them.	Sep 9, 2010 9:27 PM
7	Picked up a different perspective of what challenges an ex-offender faces to get out of the system	Sep 9, 2010 11:18 PM
8	schedule conflicts on a personal basis...	Sep 10, 2010 12:46 AM
9	mentee giving back to the community!	Sep 10, 2010 1:24 PM
10	I personally grew--just because someone wants help doesn't mean they are willing to actively seek it out. She never called me, so next time around I will be more willing to initiate contact on a more regular basis.	Sep 10, 2010 3:11 PM
11	My mentee made consistent progress over time. I found that it was valuable to my mentee that I was available, dependable, reliable, & trustworthy. Sometimes all that was crucial was that I was there to listen.	Sep 14, 2010 6:07 AM
12	met a nice mentee with great children that I enjoyed getting to know	Sep 14, 2010 4:21 PM
13	My other guy has become a real friend and source of encouragement	Sep 15, 2010 6:32 PM
14	Doing the time I've been with Harry, He has accomplished, getting his library card which now gives him access to the computer and many job opportunities. We typed a resume and Harry has already sending out job apps. We have gone to some job fairs, He currently is working and has his own housing. I believe Harry will be very successful in the future.	Sep 16, 2010 2:47 PM
15	being mentored by my mentee	Sep 16, 2010 4:14 PM
16	Provided consistent and reliable friend to mentee. Built caring relationship with mentee and her significant other.	Sep 16, 2010 7:25 PM
17	strong personal ties to each other, mentee open to listen and apply suggestions	Sep 16, 2010 9:47 PM
18	My mentee was always eager to talk with me and to hang out.	Sep 16, 2010 10:23 PM
19	Bonded with mentee and developed friendship. Mentee and I still in contact even with greater physical distance between us. Mentee seems to be doing really well other than job/education seeking at this time.	Sep 17, 2010 2:44 PM

Response Text		
20	having a person who tried to understand what was going on & listened; simple communication	Sep 17, 2010 5:29 PM
21	Learning from the individuals I mentored and building a relationship beyond being just a 'mentor' and realizing the value I bring even when I don't feel I am doing much.	Sep 17, 2010 8:04 PM
22	- Increased confidence	Sep 19, 2010 4:22 PM
23	feeling like I made a little difference in someone's life.	Sep 19, 2010 7:11 PM
24	personal insight, better assessment skills, patience, recognizing different paths taken by different individuals	Sep 22, 2010 5:05 PM

**Trusted Mentors Mentoring Relationships Program Data:**

**As Trusted Partners at Immanuel United Church of Christ:**

2004: 19 mentoring relationships (16 of 19 remained housed)

2005: 35 mentoring relationships

Remained housed (while in program): 77%

Assistance with jobs: 46%

Assistance with Finding jobs: 7

Improved Job Performance: 12

Better attendance, less time between jobs

Improved Family Relations: 57%

Decreased Social Alienation: 57%

Reduced alcohol and drug usage (when it applies): 6 individuals

2006: 36 mentoring relationships

70% remained housed.

72% reduced social alienation and connected with community and family

2007: 52 mentoring relationships

Remained Housed: 80%

Assistance with jobs: 80%

Improved family relations: 65%

Decreased social alienation: 86%

Reduced alcohol and drug usage: 19%

2008: 58 mentoring relationships (transitioned to Trusted Mentors)

Remained Housed: 82%

Assistance with jobs: 69%

Improved family relations: 57%

Decreased social alienation: 67%

**2009: Trusted Mentors supported 65 mentoring relationships, expanding to work with adults re-entering after incarceration. 87% lasted past 6 months. A total of 68 children were affected by the stabilization of their parent/s.** Program participants had the following results:

- 90% remained housed while in the program.
- 70% received support with procuring and maintaining employment and/or education
- 68% decreased their social alienation
- 67% strengthened current family relationships
- Of the 22 ex-offenders mentored in 2009, only 2 were re-incarcerated with parole violations and none for new offenses.