

# Request for Proposal

## Youth Mentoring Services

LUZERNE COUNTY  
CHILDREN AND YOUTH SERVICES  
JUVENILE PROBATION SERVICES

LUZERNE COUNTY PENNSYLVANIA  
For the Calendar Year Beginning 1/1/18 Ending 12/31/18

The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term from January 1, 2018 to December 31, 2018.

**DUE DATE:**           **Luzerne County Purchasing Department**  
                              **c/o Mark Zulkoski**  
                              **20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711**  
                              **by 4:00 PM. NOVEMBER 28, 2017**

**REFERENCE NUMBER: 110217CYSRFP11**

# **ATTENTION:**

**RFPs WILL BE RECEIVED WEEKDAYS BETWEEN THE HOURS OF 9:00 AM TO 4:00 PM ONLY (EXCLUDING HOLIDAYS).**

**All RFPs must be delivered by the time stated in the bid packet.**

**All RFPs must be delivered to the:**

**LUZERNE COUNTY PURCHASING DEPARTMENT**  
**20 NORTH PENNSYLVANIA AVENUE**  
**SUITE 203**  
**WILKES-BARRE, PA 18711**

**Failure to follow these instructions will result in RFP rejection.**

**THE ATTACHED LABELS MUST BE AFFIXED TO THE OUTSIDE OF THE MAILING ENVELOPE OR THE RFPs WILL NOT BE ACCEPTED.**

**RESPONDENTS WHO USE USPS SERVICES, PLEASE NOTE:**

**The Post Office does not deliver mail directly to Penn Place.**

**You should allow additional time for your RFP to be forwarded from the Court House to Penn Place.**

**It is the Bidders responsibility to get their RFPs to the PURCHASING DEPARTMENT by the time specified.**

**LUZERNE COUNTY WILL NOT BE RESPONSIBLE FOR LATE OR MISDIRECTED MAIL.**

## Notice to Responders

**SEALED RFP PROPOSALS** must be submitted to **The Luzerne County Purchasing Department, c/o Mark Zulkoski, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 by 4:00 PM. NOVEMBER 28, 2017.**

RFPs will be opened in the Luzerne County Purchasing Department. RFP packages may be obtained at the offices of Luzerne Purchasing Department in the Penn Place Building, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711, and on the website at [www.luzernecounty.org](http://www.luzernecounty.org).

**RFPs WILL BE RECEIVED WEEKDAYS BETWEEN THE HOURS OF 9:00 AM TO 4:00 PM ONLY (EXCLUDING HOLIDAYS).**

*Failure to follow these instructions may result in bid rejection.*

**THE ATTACHED LABELS MUST BE AFFIXED TO THE OUTSIDE OF THE MAILING ENVELOPE OR THE RFP WILL NOT BE ACCEPTED.**

### **RESPONDENTS WHO USE USPS SERVICE PLEASE NOTE:**

*The Post Office does not deliver mail directly to Penn Place. You should allow additional time for your bid to be forwarded from the Court House to Penn Place.*

*It is the Bidders responsibility to get their RFP packets to the Purchasing Office by the time specified.*

**LUZERNE COUNTY WILL NOT BE RESPONSIBLE FOR LATE OR MISDIRECTED MAIL.**

*The responder must honor the prices for a period of one (1) year from the date of the execution of the contract and/or as negotiated and illustrated in the contract agreement.*

*By signing and submitting a RFP, each responder shall be deemed to have consented in writing that the RFP may be awarded and shall remain open for up to sixty (60) days of the RFP opening. The County of Luzerne does not discriminate on the basis of race, color, national origin, sex, religion, age, family, and handicapped status in employment or the provision of services.*

Responders shall **ALSO** electronically submit their Bid(s) to [Matthew.Sullivan@luzernecounty.org](mailto:Matthew.Sullivan@luzernecounty.org) and [Georgine.Meyers@luzernecounty.org](mailto:Georgine.Meyers@luzernecounty.org) by no later than November 28, 2017 at 4:00pm.

The County of Luzerne is an Equal Opportunity Employer.

Luzerne County **Reserves the right to reject any or all RFPs, or any part or items of the RFPs.**

**Luzerne County  
County Clerk**

**THIS LABEL MUST BE AFFIXED TO THE  
OUTSIDE OF THE MAILING ENVELOPE OR  
THE RFP WILL NOT BE ACCEPTED.**

**SEALED RFP DO NOT OPEN**

- ALL RFP RETURNS MUST HAVE THIS LABEL
- ATTACHED WITH THE NAME AND REFERENCE
- NUMBER OF THE RFP TO THE OUTSIDE OF THE
- RETURN ENVELOPE (UPS, FEDEX, ETC.) OR IT WILL BE
- REJECTED.
- RFP NAME \_\_\_\_\_
- COMPANY NAME \_\_\_\_\_
- REFERENCE # \_\_\_\_\_

■ PURCHASING DEPT.  
■ 20 NORTH PENNSYLVANIA AVE  
■ SUITE 203  
■ WILKES-BARRE, PA 18711

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Luzerne County Children and Youth Services/Juvenile Probation Services

REQUEST FOR PROPOSAL

LUZERNE COUNTY, PENNSYLVANIA

I. INTRODUCTION

A. General Information

Notice of Invitation – Luzerne County Children and Youth Services/Juvenile Probation Services (“LCCYS/JPO”) invites qualified agencies to submit a proposal to provide Youth Mentoring Services for the calendar year January 1, 2018 – December 31, 2018. There is no expressed or implied obligation for LCCYS/JPO to reimburse responding agencies for any expenses incurred in preparing proposals in response to this request.

1. Proposal Submission – Prospective providers should submit detailed proposals on or before November 28, 2017 by 4:00 p.m. Envelopes must be marked with the attached label. Proposals should be mailed or delivered to:

**Luzerne County Purchasing Department  
c/o Mark Zulkoski  
20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711  
by 4:00 PM. NOVEMBER 28, 2017**

Proposal cover letters should designate who can answer questions concerning the submitted proposals. An officer empowered to bind the agency submitting the proposal must sign the proposal.

2. Proposal Format – One (1) original and (1) copy of proposals should be submitted in the format outlined in Section III, ‘Proposal Document Instructions.’”
3. Contract Terms – The contract term is from January 1, 2018 to December 31, 2018. All agencies submitting a proposal shall agree to not include a provision into a contract or agreement with LCCYS/JPO requiring LCCYS/JPO to hold harmless or indemnify any person, partnership, association, corporation or other form of entity. By responding to the RFP, the agency is agreeing to the terms, conditions and requirements set forth herein, unless expressly noted in writing in the firm’s written submission.

4. Schedule of key dates.

- a. 11/28/17                      Submit sealed proposals by 4:00 p.m.
- b. 12/7/17                        After this date provider will be notified when services will initiate.

An optional bidders conference will be held on Wednesday, November 15, 2017 at 2:00 p.m. at Luzerne County Children and Youth Services Office.

- 5. The RFP is not to be construed as creating a contractual relationship between LCCYS/JPO and any agency submitting a response to this RFP.
- 6. LCCYS/JPO shall have no obligation or liability to any agency responding to this RFP. All costs associated with responding to this RFP are borne solely by the respondent.
- 7. LCCYS/JPO may require follow-up oral interviews with selected respondents and may require the respondents to participate in negotiations.
- 8. LCCYS/JPO reserves the right to reject any or all responses, to modify the scope with one or more of the respondents, and to waive any/all requirements which LCCYS/JPO deems to be in its or its employees' best interest.
- 9. By submitting this information the agency represents that it has examined and understands this RFP and has become fully informed of all the requirements of the RFP. All terms and conditions set forth in this document are accepted and must be incorporated in the submission unless explicit exception is made to individual items and accepted by LCCYS/JPO.
- 10. By submitting a response, the agency represents that it has the ability to meet the requirements outlined herein.
- 11. After evaluation of the responses, LCCYS/JPO will makes its selection based on the response which best meets the needs of LCCYS/JPO, in the sole discretion of LCCYS/JPO. The Request for Proposals is not intended to create a public bidding process, and the proposal with the lowest quoted fees will not necessarily be accepted, nor will any reason for the rejection of any proposal be indicated. LCCYS/JPO reserves the right to privately negotiate with any firm with respect to the requirements outlined in this Request for Proposals.



## B. Evaluation and Selection of Proposals

LCCYS/JPO will perform the evaluation of proposals in accordance with the criteria set forth at Appendix A. The following criteria will also be considered in the evaluation:

1. The agency has no conflicts of interest with regard to any other work performed for the County.
2. The agency adheres to the instructions in this request for proposal on preparing and submitting the proposal.
3. The agency's past experience and performance on comparable engagements.
4. The quality of the agency's professional personnel to be assigned to the engagement and the quality of the agency's management support personnel to be available for consultation.
5. Expertise with similar federal and/or state financial awards.
6. Other criteria as deemed prudent.
7. The County reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

## C. Subcontracting

Agencies are not permitted to subcontract or assign any part of the work covered under the scope of the agreement, without the express prior written consent of LCCYS/JPO.

## D. Minority and Women-Owned Businesses

Minority-owned firms and women's business enterprises are encouraged to apply.

## II. NATURE OF SERVICES REQUIRED

### A. Scope of Work

See Attachment 1, Attachment 2, Attachment 3 and Attachment 4

### B. Standards to be Followed

- All Federal, State, County and Agency policies, protocols, and standards will be followed.
- Provider staff must have Act 34, Act 151 and Act 114 of 2006 clearances. If the bidder is not licensed through DPW, clearances must be submitted with the proposal.
- Provider must supply interpretation/translation services to Limited English Proficiency (LEP) clients and may not refuse access to services due to language barriers.
- Court Testimony will be paid at a maximum rate of \$65.00 per hour.
- The provider has the responsibility to comply with laws that prohibit disability discrimination as noted in Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.
- Itemized budget (Attachment A) must be submitted with proposal.
- The provider has the responsibility to comply with the laws of the federal Drug-Free Workplace Act of 1988 (Attachment B).

### C. Reports to be Issued

The following reports are required to be timely issued:

1. Agency will be responsible to provide reports on positive outcomes achieved in the program as well as keep data on families/children served.

### III. PROPOSAL DOCUMENT INSTRUCTIONS

#### A. General Requirements

The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term from January 1, 2018 to December 31, 2018.

Proposals should include the following:

1. Title page, including:
  - a. The name, address, and phone number of the bidder's contact person.
  - b. The name and address of the agency.
2. Table of contents
3. A cover letter, including:
  - a. A brief statement as to the proposers understanding of the work to be performed, the commitment to perform the work and a statement as to why the agency believes it to be the best qualified to perform the engagement.
  - b. A signature of the person authorized to commit the agency.
  - c. Program outcomes.
  - d. Program budget.
  - e. Itemization of staff salaries and equipment.
4. Body of proposal – see below

#### B. Body of Proposal

The purpose of the proposal is to demonstrate the qualifications, competence, and capacity of the agencies seeking to undertake the Youth Mentoring Services for LCCYS/JPO in conformity with the requirements of this request for proposals. As such, the substance of proposals will carry more weight than their form or manner of presentation.

The proposal should demonstrate the qualifications of the agency and of the particular staff to be assigned to this engagement. It should also specify an approach that will meet the requirements of the request for proposals.

The proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposal.

#### 1. Licensed in Pennsylvania

An affirmative statement should be included indicating that the agency is properly registered/licensed to operate in Pennsylvania.

#### 2. Agency Qualifications and Experience

The proposal should state the size of the agency, how many staff it employs and location of the office from which the agency conducts business.

The proposal should also discuss how long the agency has been in business and its capabilities to provide services for the Youth Mentoring Services program.

The proposal should also include organizations for which the agency provides similar services and three references from those organizations. It should also describe any experiences as a subcontractor that would be pertinent to potentially working for LCCYS/JPO.

#### 3. Cost

The proposal should contain all pricing information relative to performing the duties as described in this request for proposals.

#### C. Other Expenses

LCCYS/JPO will not be responsible for expenses incurred in preparing and submitting the proposal. Such costs should not be included in the proposal.

### IV. SPECIAL PROVISIONS

#### A. Prerogatives

LCCYS/JPO reserves the following prerogatives.

1. To reject any or all proposals.

2. To terminate the contract following 30 days written notification to the agency.

#### B. Contract Period

The purchase of professional services contract shall apply to the calendar year January 1, 2018 to the period ending December 31, 2018.

The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term from January 1, 2018 to December 31, 2018.

#### C. Assignability

The contractor cannot transfer any interest or provide for the assignment of the purchase of professional services contract with Luzerne County, either in whole or in part, without the expressed written permission and written consent of the County Controller and County Council.

#### D. Payment

Payment for services rendered based upon receipt of an itemized statement from the agency for units of service for the prior month.

#### E. Ownership

All proposals and reports become the property of Luzerne County upon submission, for use as deemed appropriate. Work papers must be available for references and reproduction by the County Council's, Controller's Office, and LCCYS/JPO for a period of three years from submission of the reports.

#### F. Confidentiality

The invitees and subsequently selected agency may not issue news releases or other public notification regarding this project without prior approval from the County Council's Office.

#### G. Bidders Conference

Proposals are due by NOVEMBER 28, 2017 at 4:00 p.m. An optional bidders conference will be held on Wednesday, November 15, 2017 at 2:00 p.m. at Luzerne County Children and Youth Services Office, 111 North Pennsylvania Blvd, Suite 110, Wilkes-Barre, PA 18701. If you are unable to attend the bidders conference in person and would like to participate, please email [Matthew.Sullivan@luzernecounty.org](mailto:Matthew.Sullivan@luzernecounty.org) for

phone conference call-in information. Information may be obtained through the County's website at [www.luzernecounty.org](http://www.luzernecounty.org) and clicking on "**Requests for Proposals**" on the left side. All proposals should be forwarded to Luzerne County Purchasing Department, c/o Mark Zulkoski, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 and marked "Sealed Proposals – DO NOT OPEN".

#### H. Questions

Questions pertaining to this RFP or the need for additional data or information should be submitted in writing by email to [Matthew.Sullivan@luzernecounty.org](mailto:Matthew.Sullivan@luzernecounty.org) no later than 4:00 p.m. on November 13, 2017. LCCYS/JPO will attempt to answer any questions after this date but cannot guarantee a response. Under no circumstance will the issuance of a question or the request for information extend the November 28, 2017 due date for the proposal. LCCYS/JPO reserves the right to share information obtained from the questions to all individuals interested in providing a proposal.

## Appendix A

After determining that a proposal satisfies the mandatory requirements stated in the request for proposal, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to published evaluation criteria shall be made by using subjective judgment. The award of a contract resulting from this request shall be based on the best proposal received in accordance with the evaluation criteria stated below:

After an initial screening process of the RFP, a technical question-and-answer conference or interview may be conducted, if deemed necessary by LCCYS/JPO to clarify or verify the proposer's proposal and to develop a comprehensive assessment of the service.

Luzerne County reserves the right to consider historic information and fact, whether gained from the proposer's proposal, question-and-answer conferences, references or any other source, in the evaluation process.

The proposer is cautioned that it is the proposer's sole responsibility to submit information related to the evaluation categories and that Luzerne County is under no obligation to solicit such information if it is not included with the proposer's proposal. Failure of the proposer to submit such information may cause an adverse impact on the evaluation of the proposer's proposal.

## A. Proposal Evaluation Criteria and Rating

1. Soundness of Approach – **Point Value 0-35**  
(7 points max for each item)
  - a. Project Description
  - b. Description of Target Population
  - c. Statement of Need
  - d. Project Outcomes
  - e. Potential for Success
2. Overall Qualification of the Agency – **Point Value 0-20**  
(5 points max for each item)
  - a. Experience with this Service
  - b. Experience Working with Proposed Population
  - c. Experience Coordinating Community Resources
  - d. Current Valid License or Certification
3. Qualifications of Individuals Performing the Service –**Point Value 0-15**
4. Budget – **Point Value 0-30**



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Identify Service	
Salaries	
Benefits	
Rent	
Phone	
Utilities	
Travel	
Service Supplies for Basic Needs of Families	
Office Supplies	
Insurance	
Other..... Identify on separate page	
Total	
Identify Unit of Service and Number of Units	
Rate per Unit of Service	

## Attachment B

### **Drug-Free Workplace Act Compliance**

As a Human Services Agency, the Luzerne County Children and Youth Services Agency receives certain federal grant monies making the Agency subject to the federal Drug-Free Workplace Act of 1988. In compliance with the Act, Luzerne County Personnel Policy Section 2.5 prohibits Luzerne County from using and/ or being under the influence of alcohol and illegal drugs while in the work place. As an organization receiving federal grant money, Contractor's employees are also subject to these prohibitions as well. In addition, the Contractor must make the following steps:

1. Publish and give a policy statement to all covered employees informing them that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace of Luzerne County or while working on Luzerne County business in accordance with this Contract and specifying the actions that will be taken against employees who violate the policy.
2. Establish a or provide Luzerne County with a current drug-free awareness program to make employees aware of a) the dangers of drug abuse in the workplace; b) the policy of maintaining a drug-free workplace; c) any available drug counseling, rehabilitation, and employee assistance programs; and d) the penalties that may be imposed upon employees for drug abuse violations.
3. Notify employees that as a condition of employment on a Federal contract or grant, the employee must a) abide by the terms of the policy statement; and b) notify the employer, within five calendar days, if he or she is convicted of a criminal drug violation in the workplace.
4. Notify Luzerne County Children and Youth Services within 10 days after receiving notice that a covered employee has been convicted of a criminal drug violation in the workplace.
5. Impose a penalty on—or require satisfactory participation in a drug abuse assistance or rehabilitation program by—any employee who is convicted of a reportable workplace drug conviction.
6. Make an ongoing, good faith effort to maintain a drug-free workplace by meeting the requirements of the Act.
7. Failure to meet these requirements may result in termination of the Contract as well as other penalties delineated in the Act.

## **Youth Mentoring Services**

### **PROGRAM DESCRIPTION**

The Youth Mentoring Services Program (YMSP) provides evidence-based mentoring services to youth involved with LCCYS to enhance their soft skills, self-sufficiency, skill attainment and character development to assist them in transitioning to adulthood as productive members of society. Youth in out of home placement who have experienced trauma in the form of abuse and/or neglect are at-risk for under education, unemployment, homelessness, criminalization and other negative outcomes. Mentoring is the practice of a more experienced person (mentor) acting in a non-professional helping capacity to provide relationship-based support that enhances one or more areas of a young person's (mentee's) development. The mentoring program will strive to promote the welfare and safety of young persons, honor youth's voices in service delivery and design, respect youth's rights and dignity, promote justice for young people, strive for equity, cultural responsiveness and positive change and provide a mentor that is trustworthy and responsible, who acts with integrity to strengthen youth's resiliency and be a light to lead youth out of the darkness. The YMSP will connect mentors and mentees and monitor and support the relationship over time. The YMSP incorporates the six core standards of practice for mentoring – recruitment, screening, training, matching and initiating, monitoring and support and closure - and adheres to the applicable benchmarks for each standard as listed in Appendix A.

### **POPULATION TO BE SERVED**

Adolescent Youth in placement and Youth on Board Extension, and/or Independent Living Services through LCCYS, ages 14 through 21.

### **REFERRAL PROCEDURE**

Referrals to the Youth Mentoring Services Program (YMSP) will be made to the Mentoring Program by the agency caseworkers. The Mentoring Program will provide the referral form. The Mentoring Program will contact the agency caseworker within 3 business days of receipt of the referral for a staffing/phone consultation. The Mentoring Program will contact the mentee within 5 days after the staffing/phone consultation to arrange mentoring services.

### **NUMBER OF FAMILIES TO BE SERVED**

Service will be provided to a minimum of 75 youth per year. The vendor will provide a standard format for tracking and reporting the number of youth/mentees served and the length of mentoring.

### **SUPERVISOR/MENTOR SPECIALIST RATIO**

A program staff to mentor ratio of one full-time supervisor to the equivalent of four full-time Mentors must be maintained.

### **ACCESSIBILITY OF RECORDS**

The vendor will make accessible to LCCYS all case and administrative records (including all assessment tools, progress reports, etc.) for the purpose of contract monitoring, case collaboration, and quality assurance.

### **PROGRAM OVERSIGHT**

The YMS Program contacts a responsible adult in each mentee's life (e.g., parent, guardian, or teacher) at a minimum frequency of twice per month for the first month of the match and once a month thereafter. The YMSP Supervisor will review and approve, by signature, all attendance records and reports by mentors.

## **CONSULTATION WITH LCCYS**

The YMSP Supervisor or Mentor will consult monthly with the LCCYS referring worker and/or supervisor regarding open cases. These contacts will be documented in the mentor record.

## **LOCATION OF SERVICE PROVISION**

The location or mode of service delivery for mentoring typically includes community-based, site- or school-based and e-mentoring (in which mentors and youth interact online). For the purposes of the YMSP, the majority of services are provided in the community or youth's foster home/placement or independent living setting.

## **AVAILABILITY TO YOUTH**

YMSP Mentors will provide mentoring on a flexible schedule determined by the needs of the youth rather than a standard work schedule. The vendor will submit in writing to LCCYS a plan outlining how mentors will meet availability requirements during non-traditional work hours.

## **CASELOADS**

Each YMSP Mentor will be assigned a maximum of 3 youth at any given time. The YMSP Supervisor will provide consultation to the mentor specialist at a minimum of one hour per month.

## **LENGTH OF INTERVENTION**

The length of mentorship is determined by attainment of goals/acquisition of skills by the youth.

## **FREQUENCY OF SERVICES**

The YMSP Mentor shall average 2 - 4 hours of face-to-face contact with each youth per month to include individual contact between the mentor and youth outside of the YMSP agency. Additionally, contact should include weekly contact by phone or text. Contacts are meant to facilitate the mentor's involvement in the youth's life and promote the youth's ability to strive and thrive. Contacts between mentors and mentees will be at a minimum frequency of twice per month for the first month of the match and once a month thereafter. Court testimony about a youth's progress may be required and should not be included in the 2 - 4 hours of monthly face to face contact. Mentors will be responsible for transporting mentees to mentoring events and activities.

## **MENTORING PLAN DEVELOPMENT**

At the time of the referral, the LCCYS worker will inform the YMSP of the reason for referral and the particular needs of the youth being referred and the skill deficits to be targeted through the mentorship via the referral form and staffing/phone consultation. The YMSP will match the youth to an appropriate mentor and provide feedback to the LCCYS worker via the monthly reporting form.

## **SCOPE OF SERVICES OFFERED**

The core standards of recruitment, screening, training, matching and initiating, monitoring and support and closure will be the framework for the YMSP through which a wide range of goal-directed mentoring services will be provided to the youth which may include, but are not limited to:

- Attend community events
- Encourage mentees to try something new, and try it with them
- Offer to tutor/help with a subject the mentee is struggling with
- Praise, praise, praise your mentee's accomplishments
- Career exploration/visit trade schools, college campuses
- Talk about budgeting and how you meet your financial obligations with your mentee
- Do errands together

Arts and crafts project that are age-appropriate  
Share your successes and failures and how you overcame challenges  
Help mentees set financial goals and coach them on achieving them  
Teach mentees how to setup a checking and/or savings account  
Go for walks/workouts  
Play games, such as board games, cards, darts, etc.  
Visit places together, like music store, book stores, etc.

## **CLOSURE OF THE MENTORING RELATIONSHIP**

Ideally, closure of the mentoring relationship will be planned and agreed upon by the mentor and mentee and provide them the opportunity to assess the experience. The YMSP should have procedures in place for planned and unanticipated closures recognizing that occasions may arise when one member of the match is unwilling or unable to engage in the closure process.

## **PERSONNEL QUALIFICATIONS**

**YMSP Supervisor:** The person filling this position must possess a Bachelor's Degree in Social Work or a related field and have at least five years of experience in working with families, children and youth. The YMSP Supervisor must be able to manage some flexibility in his/her work schedule. The Supervisor must understand and be committed to the goals and beliefs/principles of Family Preservation and Support Services. The YMSP Supervisor must possess a valid Pennsylvania Driver's License and liability insurance as they will be expected to provide transportation as needed.

**YMSP Mentors:** Mentors will be recruited by the YMSP and provided realistic and appropriate information about the program's goals and expectations. Mentors must possess a valid Pennsylvania Driver's License and liability insurance, as they will be expected to provide transportation as needed for the mentee to mentoring events and activities.

All YMSP staff and mentors will undergo Pennsylvania Child Abuse clearance and Pennsylvania and FBI criminal records check at time of employment/volunteering.

## **TRAINING**

All YMSP staff and mentors will participate in training on mandated reporting and their duties as mandated reporters. Mentors will also receive pre-match training to increase their readiness to mentor to include training in safety, ethics and the risk management policies of the program. Mentors will also receive post-match training to include addressing challenges and understanding setbacks, as well as in depth information regarding closure procedures.

## **EVALUATION OF PROGRAM OUTCOMES**

The evaluation plan specifies what the YMSP will measure to determine that the program is achieving its stated goals for participants. Programs should determine indicators and specific benchmarks that can be tracked to determine if the program is being implemented as intended. Common indicators include: the number of mentors recruited and available for matching, participation in training opportunities, time spent waiting to be matched, the frequency and duration of match meetings, overall match length, and adherence to match monitoring and support procedures.

The Youth Survey by the National Mentoring Center will be utilized for the analysis of the mentoring relationship, as assessing the quality of the mentoring relationship is a gauge of match closeness and satisfaction. Studies have shown that the quality of the relationship has been positively correlated with stronger outcomes for participants. The survey will be administered within the first three months, and every six months thereafter until closure of the mentoring relationship.

The results of the Youth Survey should be compared against the outcome data that assesses the stated goal of the youth participants transitioning to adulthood as productive adults. Outcome data to be collected should include the following, but is not limited to:

- Rate of Truancy pre- and post- mentoring
- Academic Achievement
- Entrance into/maintenance of higher education or vocational training
- Gain/maintain employment
- Lack of involvement with the Justice system

Monthly, quarterly and annual reports describing the process of implementation, including planning, coordination of mentoring, training and mentoring activities will be required of all vendors. Vendors will be expected to maintain a data base to collect and report demographic information about youth served and service expenditures.

In addition, the following demographic data will be required to be collected and reported to LCCYS for evaluation purposes:

- Number of and reasons for referrals not accepted
- Reason for referral
- Length of time between referral and initial contact
- Goals/Skills Acquisition
- Mentoring Activities provided
- Referrals/linkages made during service provision
- Additional needs identified in closure planning
- Average length of mentorship
- Additional demographic and service information as requested

The YMSP vendor will provide service logs, monthly standard forms and quarterly and annual reports developed by LCCYS for maintaining the above information. LCCYS and the vendor will participate in ongoing YMSP/Contract liaison meetings to identify and implement other means of evaluating program effectiveness.

**YOUTH MENTORING SERVICES PROGRAM**  
**MONTHLY REPORT**

Date of Report: \_\_\_\_\_ YMSP Mentor: \_\_\_\_\_

Youth Name: \_\_\_\_\_ Supervisor: \_\_\_\_\_

C&Y Caseworker: \_\_\_\_\_ C&Y Supervisor: \_\_\_\_\_

Referral Date: \_\_\_\_\_ Initial Contact Date: \_\_\_\_\_

Reason for Referral: \_\_\_\_\_

Goals/Skills Established: \_\_\_\_\_

Goals/Skills Achieved: \_\_\_\_\_

Activities  
Provided: \_\_\_\_\_





YOUTH MENTORING SERVICES PROGRAM  
QUARTERLY REPORT

Date of Report: \_\_\_\_\_

YMSP Staff \_\_\_\_\_  
\_\_\_\_\_

Supervisor: \_\_\_\_\_  
\_\_\_\_\_

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1. Total number of youth referred: \_\_\_\_\_

2. Total number of youth accepted for mentorship: \_\_\_\_\_

3. Total number of youth rejected for mentorship: \_\_\_\_\_

4. Total number of youth carried over from last quarter: \_\_\_\_\_

5. Total number of youth closed during the quarter: \_\_\_\_\_

A. Number anticipated closures: \_\_\_\_\_

B. Number unanticipated closures: \_\_\_\_\_

i. Briefly explain each, such as reason for closure:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Average length of time between referral and first contact: \_\_\_\_\_

7. Number of referrals/linkages to other services made during reporting period: \_\_\_\_\_

8. Average length of mentorship: \_\_\_\_\_

9. Total number of youth services ages: 14 – 17 \_\_\_\_\_ 18 – 21 \_\_\_\_\_

YOUTH MENTORING SERVICES PROGRAM  
ANNUAL REPORT

Date of Report: \_\_\_\_\_

YMSP: \_\_\_\_\_

Supervisor: \_\_\_\_\_

C&Y Caseworker: \_\_\_\_\_

C&Y Supervisor: \_\_\_\_\_

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1. Total number of youth served during the year: \_\_\_\_\_
2. Total number of youth who remained in the mentoring program 6 months or more: \_\_\_\_\_
3. Total number of youth who have remained free of/resolved justice system involvement: \_\_\_\_\_
4. Total number of youth who have reduced their school absences: \_\_\_\_\_
5. Total number of youth who entered/maintained higher education/vocational programs: \_\_\_\_\_
6. Total number of youth who gained/maintained employment: \_\_\_\_\_

## APPENDIX A

### Recruitment

Benchmarks:

#### MENTOR RECRUITMENT

- Engages in recruitment strategies that realistically portray the benefits, practices, supports, and challenges of mentoring in the program.
- Utilizes recruitment strategies that build positive attitudes and emotions about mentoring.
- Recruits mentors whose skills, motivations, and backgrounds best match the goals and structure of the program.
- Encourages mentors to assist with recruitment efforts by providing them with resources to ask individuals they know, who meet the eligibility criteria of the program, to be a mentor.
- Trains and encourages mentees to identify and recruit appropriate mentors for themselves, when relevant.
- Communicates to mentors about how mentoring and volunteering can benefit them.
- Has a publicly available written statement outlining eligibility requirements for mentors in its program.
- Uses multiple strategies to recruit mentors (e.g., direct ask, social media, traditional methods of mass communication, presentations, referrals) on an ongoing basis.

#### MENTEE AND PARENT OR GUARDIAN RECRUITMENT

- Engages in recruitment strategies that realistically portray the benefits, practices, supports, and challenges of being mentored in the program.
- Recruits mentees whose needs best match the services offered by the program.
- Has a publicly available written statement outlining eligibility requirements for mentees in its program.
- Encourages mentees to recruit other peers to be mentees whose needs match the services offered by the program, when relevant.

### Screening

#### MENTOR SCREENING

- Has established criteria for accepting mentors into the program as well as criteria for disqualifying mentor applicants.
- Prospective mentors complete a written application that includes questions designed to help assess their safety and suitability for mentoring a youth.
- Conducts at least one face-to-face interview with each prospective mentor that includes questions designed to help the program assess his or her suitability for mentoring a youth.
- Conducts a comprehensive criminal background check on prospective adult mentors, including searching a national criminal records database, along with sex offender and child abuse registries and, when relevant, driving records.
- Conducts reference check interviews with multiple adults who know an applicant (ideally, both personal and professional references) that include questions to help assess his or her suitability for mentoring a youth.
- Prospective mentors agree in writing to a one-year (calendar or school) minimum commitment for the mentoring relationship, or a minimum time commitment that is required by the mentoring program.
- Prospective mentors agree in writing to participate in face-to-face meetings with their mentees that average a minimum of once a week and a total of four or more hours per month over the course of the relationship, or at a minimum frequency and amount of hours that are required by their mentoring program.
- Utilizes national, fingerprint-based FBI criminal background checks.

- Conducts at least one home visit of each prospective mentor, especially when the match may be meeting in the mentor's home.
- Conducts comprehensive criminal background checks on all adults living in the home of prospective mentors, including searches of a national criminal records database along with sex offender and child abuse registries, when the match may meet in mentors' homes.
- School-based programs assess mentors' interest in maintaining contact with their mentees during the summer months (following the close of the academic school year) and offer assistance to matches in maintaining contact.
- Prioritize accepting mentor applicants who are older than college-age.
- Uses evidence-based screening tools and practices to identify individuals who have attitudes and beliefs that support safe and effective mentoring relationships

#### MENTEE SCREENING

- Has established criteria for accepting youth into the program as well as criteria that would disqualify a potential youth participant.
- Parent(s)/guardian(s) complete an application or referral form.
- Parent(s)/guardian(s) provide informed permission for their child to participate.
- Parent(s)/guardian(s) and mentees agree in writing to a one-year (calendar or school) minimum commitment for the mentoring relationship, or the minimum time commitment that is required by the mentoring program.
- Parents(s)/guardian(s) and mentees agree in writing that mentees participate in face-to-face meetings with their mentors that average a minimum of once a week and a total of four or more hours per month over the course of the relationship, or at a minimum frequency and amount of hours that are required by the mentoring program.
- Mentees complete an application (either written or verbally).
- Mentees provide written assent agreeing to participate in their mentoring program

### Training

#### MENTOR TRAINING

- Provides a minimum of two hours of pre-match, in-person, mentor training.
- Provides pre-match training for mentors on the following topics:
  - a. Program requirements (e.g., match length, match frequency, duration of visits, protocols for missing, being late to meetings, and match termination)
  - b. Mentors' goals and expectations for the mentee, parent or guardian, and the mentoring relationship
  - c. Mentors' obligations and appropriate roles
  - d. Relationship development and maintenance
  - e. Ethical and safety issues that may arise related to the mentoring relationship
  - f. Effective closure of the mentoring relationship
  - g. Sources of assistance available to support mentors
  - h. Opportunities and challenges associated with mentoring specific populations of youth (e.g., children with an incarcerated parent, youth involved in the juvenile justice system, youth in foster care, high school dropouts), if relevant
  - i. Initiating the mentoring relationship
  - j. Developing an effective, positive relationship with mentee's family, if relevant
- Provides pre-match training for the mentor on the following risk management policies that are matched to the program model, setting, and population served:
  - a. Appropriate physical contact
  - b. Contact with mentoring program (e.g., who to contact, when to contact)
  - c. Relationship monitoring requirements (e.g., response time, frequency, schedule)
  - d. Approved activities

- e. Mandatory reporting requirements associated with suspected child abuse or neglect, and suicidality and homicidality
- f. Confidentiality and anonymity
- g. Digital and social media use
- h. Overnight visits and out of town travel
- i. Money spent on mentee and mentoring activities
- j. Transportation
- k. Emergency and crisis situation procedures
- l. Health and medical care
- m. Discipline
- n. Substance use
- o. Firearms and weapons
- p. Inclusion of others in match meetings (e.g., siblings, mentee's friends)
- q. Photo and image use
- r. Evaluation and use of data
- s. Grievance procedures
- t. Other program relevant topics
- Uses training practices and materials that are informed by empirical research or are themselves empirically evaluated.
- Provides additional pre-match training opportunities beyond the two-hour, in-person minimum for a total of six hours or more.
- Addresses the following post-match training topics:
  - a. How developmental functioning may affect the mentoring relationship
  - b. How culture, gender, race, religion, socioeconomic status, and other demographic characteristics of the mentor and mentee may affect the mentoring relationship
  - c. Topics tailored to the needs and characteristics of the mentee
  - d. Closure procedures
- Uses training to continue to screen mentors for suitability to be a mentor and develops techniques for early trouble-shooting should problems be identified.

#### MENTEE TRAINING

- Provides training for the mentee on the following topics:
  - a. Purpose of mentoring
  - b. Program requirements (e.g., match length, match frequency, duration of visits, protocols for missing or being late to meetings, match termination)
  - c. Mentees' goals for mentoring
  - d. Mentors' obligations and appropriate roles
  - e. Mentees' obligations and appropriate roles
  - f. Ethics and safety in mentoring relationships
  - g. Initiating the mentoring relationship
  - h. Effective closure of the mentoring relationship
- Provides training for the mentee on the following risk management policies that are matched to the program model, setting, and population served:
  - a. Appropriate physical contact
  - b. Contact with mentoring program (e.g., who to contact, when to contact)
  - c. Relationship monitoring requirements (e.g., response time, frequency, schedule)
  - d. Approved activities
  - e. Mandatory reporting requirements associated with suspected child abuse or neglect, and suicidality and homicidality
  - f. Confidentiality and anonymity
  - g. Digital and social media use

- h. Overnight visits and out of town travel
- i. Money spent on mentee and mentoring activities
- j. Transportation
- k. Emergency and crisis situation procedures
- l. Health and medical care
- m. Discipline
- n. Substance use
- o. Firearms and weapons
- p. Inclusion of others in match meetings (e.g., siblings, mentee's friends)
- q. Photo and image use
- r. Evaluation and use of data
- s. Grievance procedures
- t. Other program relevant topics

#### PARENT OR GUARDIAN TRAINING

- Provides training for the parent(s) or guardian(s) (when appropriate) on the following topics:
  - a. Purpose of mentoring
  - b. Program requirements (e.g., match length, match frequency, duration of visits, protocols for missing or being late to meetings, match termination)
  - c. Parents' and mentees' goals for mentoring
  - d. Mentors' obligations and appropriate roles
  - e. Mentees' obligations and appropriate roles
  - f. Ethics and safety in mentoring relationships
  - g. Initiating the mentoring relationship
  - h. Developing an effective, working relationship with your child's mentor
  - i. Effective closure of the mentoring relationship
- Provides training for the parent(s) or guardian(s) on the following risk management policies that are matched to the program model, setting, and population served:
  - a. Appropriate physical contact
  - b. Contact with mentoring program (e.g., who to contact, when to contact)
  - c. Relationship monitoring requirements (e.g., response time, frequency, schedule)
  - d. Approved activities
  - e. Mandatory reporting requirements associated with suspected child abuse or neglect, and suicidality and homicidality
  - f. Confidentiality and anonymity
  - g. Digital and social media use
  - h. Overnight visits and out of town travel
  - i. Money spent on mentee and mentoring activities
  - j. Transportation
  - k. Emergency and crisis situation procedures
  - l. Health and medical care
  - m. Discipline
  - n. Substance use
  - o. Firearms and weapons
  - p. Inclusion of others in match meetings (e.g., siblings, mentee's friends)
  - q. Photo and image use
  - r. Evaluation and use of data
  - s. Grievance procedures
  - t. Other program relevant topics

## **Matching and Initiating**

- Considers the characteristics of the mentor and mentee (e.g., interests; proximity; availability; age; gender; race; ethnicity; personality; expressed preferences of mentor, mentee, and parent or guardian; goals; strengths; previous experiences) when making matches.
- Arranges and documents an initial meeting between the mentor and mentee as well as, when relevant, with the parent or guardian.
- Staff member should be on site and/or present during the initial match meeting of the mentor and mentee, and, when relevant, parent or guardian.
- Mentor, mentee, a program staff member, and, when relevant, the mentee's parent or guardian, meet in person to sign a commitment agreement consenting to the program's rules and requirements (e.g., frequency, intensity and duration of match meetings; roles of each person involved in the mentoring relationship; frequency of contact with program), and risk management policies.
- Match mentee with a mentor who is at least three years older than the mentee.
- Sponsors a group matching event where prospective mentors and mentees can meet and interact with one another, and provide the program with feedback on match preferences.
- Provides an opportunity for the parent(s) or guardian(s) to provide feedback about the mentor selected by the program, prior to the initiation meeting.
- Initial match meeting occurs at the home of the mentee with the program staff member present, if the mentor will be picking up the mentee at the mentee's home for match meetings.
- Staff member prepares mentor for the initial meeting after the match determination has been made (e.g., provide mentor with background information about prospective mentee; remind mentor of confidentiality; discuss potential opportunities and challenges associated with mentoring proposed mentee).
- Staff member prepares mentee and his or her parents or guardians for the initial meeting after the match determination has been made (e.g., provide mentee and parent(s) with background information about selected mentor; discuss any family rules that should be shared with the mentor; discuss what information family members would like to share with the mentor and when).

## **Monitoring and Support**

- Contacts mentors and mentees at a minimum frequency of twice per month for the first month of the match and once a month thereafter.
- At each mentor monitoring contact, program staff should ask mentors about mentoring activities, mentee outcomes, child safety issues, the quality of the mentoring relationship, and the impact of mentoring on the mentor and mentee using a standardized procedure.
- At each mentee monitoring contact, program should ask mentees about mentoring activities, mentee outcomes, child safety issues, the quality of the mentoring relationship, and the impact of mentoring on the mentee using a standardized procedure.
- Follows evidence-based protocol to elicit more in-depth assessment from mentors and mentees about the quality of their mentoring relationships, and uses scientifically-tested relationship assessment tools.
- Contacts a responsible adult in each mentee's life (e.g., parent, guardian, or teacher) at a minimum frequency of twice per month for the first month of the match and once a month thereafter.
- At each monitoring contact with a responsible adult in the mentee's life, program asks about mentoring activities, mentee outcomes, child safety issues, the quality of the mentoring relationship, and the impact of mentoring on the mentee using a standardized procedure.
- Regularly assesses all matches to determine if they should be closed or encouraged to continue.

- Documents information about each mentor-mentee meeting including, at a minimum, the date, length, and description of activity completed.
- Provides mentors with access to relevant resources (e.g., expert advice from program staff or others, publications, Web-based resources, experienced mentors) to help mentors address challenges in their mentoring relationships as they arise.
- Provides mentees and parents or guardians with access or referrals to relevant resources (e.g., expert advice from program staff or others, publications, Web-based resources, available social service referrals) to help families address needs and challenges as they arise.
- Provides one or more opportunities per year for post-match mentor training.
- Provides mentors with feedback on a regular basis regarding their mentees' outcomes and the impact of mentoring on their mentees to continuously improve mentee outcomes and encourage mentor retention.
- Conducts a minimum of one in-person monitoring and support meeting per year with mentor, mentee, and when relevant, parent or guardian.
- Hosts one or more group activities for matches and/or offers information about activities that matches might wish to participate in together.
- Hosts one or more group activities for matches and mentees' families.
- Thanks mentors and recognizes their contributions at some point during each year of the mentoring relationship, prior to match closure.
- At least once each school or calendar year of the mentoring relationship, program thanks the family or a responsible adult in each mentee's life (e.g., guardian or teacher) and recognizes their contributions in supporting the mentee's engagement in mentoring.

## Closure

- Has a procedure to manage anticipated closures, when members of the match are willing and able to engage in the closure process.
- Has a procedure to manage unanticipated closures, when members of the match are willing and able to engage in the closure process.
- Has a procedure to manage closure when one member of the match is unable or unwilling to engage in the closure process.
- Conducts exit interview with mentors and mentees, and when relevant, with parents or guardians.
- Has a written policy and procedure, when relevant, for managing re-matching.
- Documents that closure procedures were followed.
- Regardless of the reason for closure, the mentoring program should have a discussion with mentors that includes the following topics of conversation:
  - a. Discussion of mentors' feelings about closure
  - b. Discussion of reasons for closure, if relevant
  - c. Discussion of positive experiences in the mentoring relationship
  - d. Procedure for mentor notifying the mentee and his or her parents, if relevant, far enough in advance of the anticipated closure meeting to provide sufficient time to adequately prepare the mentee for closure
  - e. Review of program rules for post-closure contact
  - f. Creation of a plan for post-closure contact, if relevant
  - g. Creation of a plan for the last match meeting, if possible
  - h. Discussion of possible re-matching, if relevant
- Regardless of the reason for closure, the mentoring program should have a discussion with mentees, and when relevant, with parents or guardians that includes the following topics of conversation:
  - a. Discussion of mentees' feelings about closure
  - b. Discussion of reasons for closure, if relevant
  - c. Discussion of positive experiences in the mentoring relationship
  - d. Procedure for notification of mentor, if relevant, about the timing of closure
  - e. Review of program rules for post-closure contact



f. Creation of a plan for post-closure contact, if relevant

- Has a written public statement to parents or guardians, if relevant, as well as to mentors and mentees that outline the terms of match closure and the policies for mentor/ mentee contact after a match ends (e.g., including contacts using digital or social media).
- At the conclusion of the agreed upon time period of the mentoring relationship, program explores the opportunity with mentors, mentees, and (when relevant) parents or guardians to continue the match for an additional period of time.
- Hosts a final celebration meeting or event for mentors and mentees, when relevant, to mark progress and transition or acknowledge change in the mentoring relationship.
- Staff provide training and support to mentees and mentors, as well as, when relevant, to parents or guardians, about how mentees can identify and connect with natural mentors in their lives.

## Attachment Z

Quarterly and annual reports describing the process of implementation, including planning, coordination of service, training and service activities are required of all providers. Provider must maintain a database to collect and report demographic information about families served, what services were provided, service outcomes, number of families served and service expenditures. This survey will be used to measure improvement in families protective factors. The vendor is expected to deliver services to families referred by LCCYS with sufficient skill and effectiveness so that the following outcomes will be achieved:

- a. At least 85% of the families will be free of referral to LCCYS 3 months after completion of services.
- b. At least 80% of families will be free of referral to LCCYS 6 months after completion of services.
- c. At least 80% improvement on the completed pre- and post- Protective Factors Surveys. In addition, the following demographic data will be required to be collected and reported to LCCYS for evaluation purposes:
  - Number of and reasons for referrals not accepted
  - Reason for referral
  - Length of time between referral and initial contact
  - Goals/objectives
  - Services provided
  - Referrals/linkages made during service provision
  - Additional needs identified in discharge planning
  - Average length of service
  - Additional demographic and service information as requested.

The provider will provide quarterly and annual standard forms, developed by LCCYS for maintaining the above information. LCCYS and the provider will participate in ongoing meetings to identify and implement other means of evaluating program's effectiveness.