



POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

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| Policy Subject: Staff Mentoring Program | | Policy Number: 1.1.11 |
| Date of Issue: November 3, 2017 | Authority: Signature on File John E. Wetzel | Effective Date: November 10, 2017 |

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections, Department employees, volunteers, contract personnel, visitors, and inmates.

III. POLICY

It is the policy of the Department to support a statewide mentoring program to work towards promoting effective communication, interaction, training, and support in order to facilitate an understanding of the issues important to both female and male correctional employees. It is also the policy of the Department to facilitate a statewide mentoring program that shall improve retention and support upward mobility within the Department.

IV. PROCEDURES

All applicable procedures are contained in the procedures manual that accompanies this policy document.

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary/designee may suspend any provision or section of this policy for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released upon request.

2. Confidential Procedures (if applicable)

Confidential procedures for this document, if any, are not public information and may not be released in its entirety or in part, without the approval of the Secretary of Corrections/designee. Confidential procedures may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

The Department of Corrections policy and procedures shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution of confidential procedures to other individuals and/or agencies is subject to the approval of the Secretary of Corrections/designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures either in hard copy or via email, whichever is most appropriate.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

1.1.11, Staff Mentoring Program, issued **April 1, 2014, by Secretary John E. Wetzel.**

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

5.1.1, Staff Development and Training

2. ACA Standards: None



PROCEDURES MANUAL
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Release of Information:

Policy Document: This policy document is public information and may be released upon request.

Procedures Manual: The procedures manual for this policy may be released in its entirety or in part, with the prior approval of the Secretary/designee. Unless prior approval of the Secretary/designee has been obtained, this manual or parts thereof may be released to any Department employee on an as needed basis only.

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Section 1 – General Procedures

Mission Statement: *It is the policy of the Department to support a statewide mentoring program to work toward promoting effective communication, interaction, training, and support in order to facilitate an understanding of the issues important to both female and male correctional employees. It also is the policy of the Department to facilitate a statewide mentoring program that shall improve retention and support upward mobility within the Department.*

A. Program Introduction

1. The Mentoring Committee is responsible for informing all employees of the mentoring program through pamphlets, brochures, posters, in-service training days, or other methods.
2. Every employee shall be offered the opportunity to participate in the Staff Mentoring Program.
3. The Mentoring Committee is responsible for introducing the Staff Mentoring Program to all new employees at the facility through the initial orientation process. Every new employee shall be offered information regarding the benefits of participation in the mentoring program.
4. The Training Academy shall ensure that information regarding the Staff Mentoring Program is introduced during Basic Training.
5. The Local Mentoring Committee will contact each new employee upon his/her return to the facility from Basic Training and encourage his/her participation in the Staff Mentoring Program.
6. The Mentoring Committee will assign mentors to mentees **based on their specific goals for their jobs and desired career path**. The mentoring relationship is focused on, **but not limited to**, the employee's learning, development, and retention as a corrections professional.

B. Selection Process for Participation

1. Participation in the Staff Mentoring Program is strictly voluntary.
2. The Local Mentoring Coordinator is appointed by the Facility Manager/designee. His/her responsibilities include organizing the application process, providing relevant training, forwarding information to the **Regional** Coordinators, and recruiting committee members.
3. An employee interested in becoming a program participant must submit a **Mentor/Mentee Application (Attachment 1-A)** to the Mentoring Committee.

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4. The **Mentor Coordinator(s) and** Committee will review the **Mentor/Mentee Applications** and **document their decision and provide the names to the** Facility Manager/designee **as they have the right to approve/disapprove any application.**
5. Notification of approval/disapproval will take place within 60 days of receipt of the application in-person review.
6. An individual who was not approved for participation in the program and who wants to appeal the decision may request a review with the Facility Manager/designee. The applicant may resubmit another application to the committee in 180 days for reconsideration or as stipulated by the Facility Manager/designee.
7. Approved mentees must be matched with a mentor within 30 days. When the Mentoring Committee selects a mentor to be matched with a mentee, they will be notified immediately and provided contact information.

C. Time Requirements

1. The initial mentor/mentee relationship shall be for a minimum of one year, with weekly contact recommended.
2. Face-to-face, telephone communication, **and email** may occur during the employee's work hours; however, no overtime will be authorized. A minimum of weekly contact is recommended.
3. **Local committees will meet at a minimum quarterly, but it is recommended that they meet as necessary to discuss mentor/mentee pairings and other mentor items.**
4. **Regional Coordinators will meet twice a year and are also expected to make site visits as needed to the institutions in their region.**
5. **Statewide Committee members will meet twice a year.**

D. Training

1. **The Statewide Mentoring Committee, as Business Owner and subject matter expert for mentoring, will develop, review, coordinate, and approve training for Local Mentoring Coordinators.** The Training Academy **will continue to support training efforts by working with the designated Business Owner and/or Program Coordinator** in accordance with Department policy 5.1.1, "Staff Development and Training."
2. The Local Mentoring Coordinator or a member of the Mentoring Committee are responsible for providing mentor training at the facility and will serve as a resource to

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both the mentor and mentee. The mentor must complete training at the facility before being assigned to pair with a mentee.

3. The Local Mentoring Coordinators or a member of the Mentoring Committee are responsible for providing two hours of supplemental mentor training annually during in-service training days held at the facility. In-service training topics and workshops will be determined by the Local Mentoring Committee based on the feedback collected through the **Quarterly Mentoring Report (Attachment 1-B)** and committee meetings.
4. Each mentor will have access to various reference materials available through the Local Mentoring Committee.

E. Mentor/Mentee Responsibilities

1. The **Bi-Annual Mentor Report (Attachment 1-C)** and **Bi-Annual Mentee Report (Attachment 1-D)** shall be forwarded to the Mentoring Committee for program evaluation and/or planning purposes **bi-annually** from the date of assignment.
2. The mentor/mentee will meet and adhere to the requirements outlined in this policy.
3. The mentor will only have one mentee unless otherwise designated by the Local Mentoring Coordinator.

F. Program Evaluation

1. Program evaluation will be conducted by the Local Mentoring Coordinator **via** completed **Bi-Annual Mentor and Mentee Reports**.
2. Members of the Mentoring Committee may also conduct telephone and/or personal contact with mentors/mentees for support.
3. The Local Mentoring Coordinator shall complete and submit the **Quarterly Mentoring Report** to the Facility Manager/Bureau Director/designee for submission to the **Regional Mentoring Coordinators**, Statewide Mentoring Committee Chairperson, **and Regional Inspection Team**.

G. National Mentoring Month – January

1. **Each institution will recognize and participate in National Mentoring Month.**
2. **It is the local institution's discretion on how and what they do to promote their Mentoring Program and recognize their mentors/mentees.**
3. **The local Mentoring Coordinators will forward their local institution ideas to promote National Mentoring Month to the Regional Mentoring Coordinators by December 15.**

Section 2 – Termination/Removal

A. Termination of Mentoring Relationship

1. At any time the mentor/mentee believes the mentoring relationship is not beneficial, he/she may submit a letter to the Local Mentoring Coordinator explaining why the relationship needs to be dissolved, ***the situation and steps taken, if any, towards resolution. This should be documented and be made a matter of record.***
2. ***The letter for request of termination of mentoring relationship shall be reviewed by the Local Mentoring Coordinator and the local Mentoring Committee.***
3. The Local Mentoring Coordinator will evaluate the request and determine if intervention or reassignment is necessary.
4. Lack of participation in completing the ***Bi-Annual Mentor Reports***, as outlined in **Section 1** of this procedures manual, is sufficient to justify termination of the mentoring relationship.

B. Removal from the Mentoring Program

1. In the event a mentor/mentee becomes involved in disciplinary action or displays inappropriate behavior, the Mentoring Committee may recommend to the Facility Manager/designee that the individual be removed from program participation, unless continuation of the relationship is believed to be in the best interest of the mentor/mentee.
2. Lack of participation and/or deficits in completing reports as required may result in termination of program participation. The Local Mentoring Coordinator will ensure that information about problems is brought to the attention of the Mentoring Committee for action.
3. The Facility Manager/designee has the authority to remove the individual for a pre-determined period of time or permanently.
4. The Local Mentoring Committee will ensure that notification of removal is made by personal interview.

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Glossary of Terms

Local Mentoring Coordinator – An individual assigned by the Facility Manager/designee to coordinate the facility’s mentoring program. Responsibilities include organizing the application process, providing relevant training, forwarding feedback to the **Regional Coordinators**, and recruiting committee members.

Mentee – An individual with less experience who has established a formal relationship, with clearly defined goals, with a more experienced person.

Mentor – A mentor is a person who helps another learn and grow. Mentors provide guidance and direction on setting and achieving goals. A mentor is also described as a teacher, guide, coach, counselor, trainer, instructor, or tutor. For this program **it is recommended that the** mentor be a permanent employee with the Department for a minimum of two years.

Mentoring – Mentoring in Corrections is simply people helping other people to succeed. Stated more formally, it is a deliberate pairing of a more skilled or experienced person with a lesser skilled or experienced one, with the agreed upon goal of having the lesser skilled person grow and develop specific competencies.

Mentoring Committee – A committee that has responsibility for oversight and management of the mentoring program on a local level. Additionally, the Mentoring Committee is responsible for the recruitment of participants.

Regional Mentoring Coordinator – *An individual assigned by the Statewide Mentoring Coordinator to assist the Local Mentoring Coordinators within their region and inclusion in the Statewide Committee as needed.*

Statewide Mentoring Committee – A committee responsible for the development of policy, mentor training, training manual compilation, and resources to Mentoring Committees.

Statewide Mentoring Coordinator/Committee – *Oversee the mentoring program within the Department and assist the Local and Regional Coordinators.*