

Program Management—41 items

Program management includes all of the tasks and responsibilities associated with managing your program, including establishing a leadership structure, hiring and retaining staff, managing finances, maintaining accountability, marketing and advocacy.

- Design Your Mentoring Program
- Establish Leadership Structure For Program
- Staff Your Program
- Create a Professional Development Plan for Staff
- Develop a financial management and resource development plan
- Develop systems for managing program information and data
- Establish a marketing/public relations effort
- Participate in mentoring advocacy efforts

Programs will be asked to show evidence of quality program management:

Program Mission Statement	Program Budget & Resource Development Plan
Strategic Plan	System for Managing Program Data
Policies & Procedures	Marketing Plan
Leadership Structure	

Program Operations—43 items

Program operations include all elements of your mentoring program related to program participants and match relationships.

- Develop plan for recruiting mentors
- Develop plan for recruiting mentees
- Screen potential mentors
- Screen potential mentees
- Prepare mentors for match
- Prepare mentees and/or families for match
- Match mentors and mentees
- Provide Ongoing Support and Recognition
- Supervise and monitor mentoring relationships
- Help mentors and mentees reach closure

Programs will be asked to show evidence of quality program operations:

Eligibility criteria for mentors and mentees	Information about your mentor & mentee training
Screening process	Matching process/criteria
Recruitment plan	Written closure procedures/policies

The QMAP consists of 99 indicators of quality mentoring, divided into three sections – Program Management, Program Operations and Program evaluation. For each item, programs will respond to the following four questions:

1. Has the program completed the item?

This activity is not relevant to my program or organization

We are still planning this or have made steps towards completing, but have not completed or put into regular practice

This is completed or in regular practice

2. If this item is completed or in regular practice, the program is then asked to rate the quality of its achievements with this activity, procedure or policy:

1 *Performed without intentionality or any awareness of best practices; No documentation of practice or policy exists; Creates a negative perception of agency/program; Reduces effective use of program resources and capacity; not performed consistently or regularly; responsibilities are unclear or variable*

2 *Performance is between 3 and 1 on this rating scale*

3 *Performed with some awareness or use of best practices; documented but not available for review by all staff, board and volunteers; does not affect reputation for agency/program; supports effective use of program resources and capacity; performed regularly, but not in a consistent manner; responsibilities are clear, but not constant*

4 *Performance is between 3 and 5 on this rating scale*

5 *Performed with intentionality and utilizing best practices; clearly articulated and documented, and shared with staff, board and volunteers; promotes outstanding reputation for agency/program; maximizes effective use of program resources and capacity; performed regularly and consistently throughout the program; responsibilities are clearly defined and constant*

3. Programs will have the option of describing what actions it plans to take over the next 12 months to complete the activity or improve the practice.

4. Programs will be asked to upload documents to show evidence of completion.

Program Evaluation—15 items

Program evaluation allows you to set goals for your mentors and mentees, track progress towards reaching those goals, and tells you where your program is successful and how it can be improved. Program evaluation also gives your program valuable information that you can use in staff development, recruiting new mentors and mentees, and communicating with funders and supporters. Evaluation activities include setting goals, tracking program data, collecting outcome information, reflecting on findings and using information to improve the program.

- Determine what elements of program progress to measure.
- Determine how the program will measure progress and collect data.
- Analyze evaluation data and use results to enhance program.

Programs will be asked to show evidence of quality program evaluation:

Written or visual representations or “logic model”

Samples of data collection instruments (surveys, interviews, observation checklists, etc)

Example of evaluation summary shared with any stakeholder