



ADDITIONAL FAQs RESOURCE GUIDE

What can I share on social media?

Mentors are allowed (and encouraged) to talk about their experience. You can share stories and photos from your visits as long as you do not identify your mentee. This means you cannot use their name or show their faces in pictures. You can get creative with photos like taking them from the side or behind, with a mask on, or with them holding something up in front of their face. You can check our [Facebook page](#) and see some of our mentor/mentee photos! You should also ensure you are not sharing sensitive information like placement locations, case details, etc. You can review our confidentiality form or talk to your coordinator if you are unsure of what can be discussed.

Who can I talk to about concerns with my mentee's case?

If you have questions about your mentee's background, case plan, or other similar details, you should always speak to the DCS case manager. Your mentee's caregiver may also be able to help, but the case manager is always the best source for accurate and up to date information.

Case manager communication

It is recommended that mentors reach out to case managers once a month. Since logs must be submitted monthly, mentors can send a quick email after sending their log and can sum up the same information. The emails to case managers can be quick and simple. They may not always reply but keeping open communications will help increase the chances that they will keep you in the loop on potential changes and/or will respond quicker when you request information. If you

are not making requests, you shouldn't worry too much if you do not hear back. But, if this happens multiple times or they don't respond to a request, you should let your coordinator know.

Communicating with coordinator

Your coordinator will reach out at least once a month to check in and you should share any information you receive on potential movements, communication issues, or other concerns. You do not have to wait for the coordinator to reach out and should share any important updates or concerns you have in a timely manner. You should never let issues go unresolved. Any issue that continues past 2 weeks should be shared with your coordinator and some things may need to be shared even sooner. Things may come up that you feel comfortable resolving on your own, but it's always a good idea to inform your coordinator about what's happening.

General issues

Just because you are having issues scheduling, planning, connecting, etc., doesn't mean the relationship should end. No matter how serious the issue seems, you should speak to your coordinator and work with them to solve the problem. There are some cases where problems cannot be fixed, but there is a process that we go through to try to solve problems before reaching that conclusion. Please be patient and allow your coordinator to work through various steps to try to solve any issues that may arise.

What if I am having trouble connecting with my mentee?

It can take weeks, or months, to build a strong connection with your mentee. Patience and consistency are important to help create a safe and trusting environment. It is also important to have realistic expectations and remember that you may not be able to help solve all of your mentee's problems. The most important part of your relationship is to show your mentee that you can make and honor a commitment. It is unlikely that you will go a whole year without building a connection with your mentee, but if that were to happen, your mentee will still likely look back on your relationship someday and remember that you honored your commitment. This is something that will resonate with them. Your relationship may not look how you expect it to look, so be open to let it grow into a unique and special bond.

Please be sure to always contact your coordinator if you are struggling at all. This information helps with a lot of scenarios but your coordinator can always offer specific advice to your unique situation.

