

Youth Peer Mentoring Services Provider Orientation Frequently Asked Questions (FAQs)

Click on any question to follow the link to the answer.

Contents	Page
SERVICE DELIVERY	2
Q: Can the Mentor provide transportation for the VR Customer?	2
Q: Are parents of the VR customer required to participate in services?	2
Q: Do these services need to occur outside of school hours/days?	2
SERVICE HOURS	2
Q: Is there a set amount of hours for the service (minimum/maximum)?	2
TRAINING	3
Q: Is there a fee for taking the Mentor test?	3
Q: How many Mentors do you suggest we have trained before we apply to become a provider?	3
Q: Is there a maximum amount of hours for benchmark 2, Monthly Activities Report and what is the average amount of time invested by a Mentor?	3
Q: What is the time period that a Youth can be mentored?	3
Q: How will the referrals be given to the providers?	3
MENTORS	3
Q: Do Mentors have to be paid employees or can they be volunteers?	3
Q: How old do the Mentors need to be?	3
Q: Do Mentors need to be high school students or can they be college students?	4
Q: Is there an estimated caseload for Peer Mentors?	4
Q: How much is the Mentor paid?	4
Q: Can my existing staff serve as the Mentor?	4
Q: Is there a background check needed for Mentors?	4
Q: Do we provide payment to Mentors during training?	4
DELIVERABLES and PAYMENT	5
Q: Will we get a preview of the deliverables so we can make an accurate determination on what this will take to accomplish?	5
Q: Does VR pay the Mentor directly in the amount of \$16.75 per service hour or is this payment made to the provider?	5
VR CUSTOMERS	5
Q: Are the youth who receive Youth Peer Mentoring services referred to VR by their high school? ..	5
Q: How old are the youth who receive this service?	5

Youth Peer Mentoring Services Provider Orientation

Frequently Asked Questions (FAQs)

SERVICE DELIVERY

Q: Can the Mentor provide transportation for the VR Customer?

A: The Mentor must not transport the VR Customer. If the VR Customer needs transportation assistance to participate in this service, he or she should discuss this need with their VR Counselor as VR may provide this type of assistance.

Q: Is mentoring a youth to learn the public bus system or even the paratransit system by riding along and modeling safe travel skills an allowable service?

A: The Mentor may help the youth learn to navigate the public transit system and learn about other transportation supports offered in his or her community. Using public transit should be accompanied with guidance and instruction. Solely, using the transit system to meet with the customer, should not be counted as service. If this service was not listed on the original referral the Provider should discuss the need for this service with the VR Counselor before offering the service. Navigating transportation systems will fall under the Community Resources Organizations service category.

Q: Are parents of the VR customer required to participate in services?

A: Parents are not required to attend, but should be encouraged to remain engaged. Mentors may share information with parents about the youth's progress towards developing self-advocacy and self-determination skills.

Q: Do these services need to occur outside of school hours/days?

A: Yes. Youth Peer Mentoring services should be provided outside of school hours as youth are able to access needed supports.

SERVICE HOURS

Q: Is there a set amount of hours for the service (minimum/maximum)?

A: There is no set amount of hours for the service. We suggest that VR Counselors authorize between 10-20 service hours per month. The actual number of service hours used will depend on the customer's availability to participate in the service and the activities selected.

Youth Peer Mentoring Services Provider Orientation

Frequently Asked Questions (FAQs)

TRAINING

Q: Is there a fee for taking the Mentor test?

A: The fee for online Mentor training through Policy Works is \$99. In 2018 while VR expands this new service, all training is free. Fees will resume in 2019.

Q: How many Mentors do you suggest we have trained before we apply to become a provider?

A: Providers may complete the Youth Peer Mentoring provider application prior to hiring a Mentor. The provider should determine how many Mentors they are able to maintain on staff, but only one Mentor is required for providers to receive service referrals from VR.

Q: Is there a maximum amount of hours for benchmark 2 (Monthly Activities Report) and what is the average amount of time invested by a Mentor?

A: There is no maximum amount of hours for the direct services delivered by the Mentor as captured in benchmark 2 (Monthly Activities Report). The provider is only limited by the number of service hours that the VR Counselor has authorized for that month. The number of authorized hours used will depend largely on the customer's availability to participate in the service. During the pilot, we observed that the number of hours per month invested by a Mentor ranged between 2 to 18 hours.

Q: What is the time period that a Youth can be mentored?

A: Youth may participate in Youth Peer Mentoring services anytime outside of academic school hours. That includes evenings, weekends, and holidays.

Q: How will the referrals be given to the providers?

A: VR Youth Peer Mentoring providers will receive a paper-based referral from the VR Counselor. The REBA system is not used with this service for referral or billing.

MENTORS

Q: Do Mentors have to be paid employees or can they be volunteers?

A: Mentors must be paid employees.

Q: How old do the Mentors need to be?

A: The age of the Mentor depends on the age of the VR customer, in order to be considered a "Peer" to the VR customer. We advise that the Mentor must be at least 18 years old and should be no more than

Youth Peer Mentoring Services Provider Orientation

Frequently Asked Questions (FAQs)

6 years older than the customer. This is a general guideline and the Mentor may be older, but this should be discussed and approved by the VR Counselor.

Q: Do Mentors need to be high school students or can they be college students?

A: Mentors must be at least 18 years old and have a high school diploma or GED. Mentors can be college students.

Q: Is there an estimated caseload for Peer Mentors?

A: There is no estimated caseload. A Mentor may be assigned to as many VR Customers as they can handle without diminishing the level and quality of service provided to each VR Customer.

Q: How much is the Mentor paid?

A: VR pays \$16.50 to the provider for each hour that the Mentor spends with the VR Customer. The amount the Mentor is paid is determined by the provider.

Q: Can my existing staff serve as the Mentor?

A: Existing staff may serve as a Mentor if they meet the requirements:

- At least 18 years old
- Have a GED or High School Diploma
- Within 6 years of age of the VR Customer

Staff serving as a Coordinator cannot also serve as a Mentor.

Q: Is there a background check needed for Mentors?

A: Yes, the Mentor must complete a level II background screening. When the provider adds the Mentor to the provider application, the VR Vendor Registration Office will send instructions on the process for completing the background screening.

Q: Do we provide payment to Mentors during training?

A: VR does not pay for the time the Mentor spends in training. Whether or not the Mentor will be paid during training is determined by the individual provider.

Youth Peer Mentoring Services Provider Orientation

Frequently Asked Questions (FAQs)

DELIVERABLES and PAYMENT

Q: Will we get a preview of the deliverables so we can make an accurate determination on what this will take to accomplish?

A: Providers are given templates for all of the required deliverables along with their Youth Peer Mentoring Provider Application.

Q: Does VR pay the Mentor directly in the amount of \$16.75 per service hour or is this payment made to the provider?

A: VR pays the provider \$16.50 per service hour delivered by the Mentor. The provider determines pay for the Mentor.

VR CUSTOMERS

Q: Are the youth who receive Youth Peer Mentoring services referred to VR by their high school?

A: Youth who receive Youth Peer Mentoring Services may have been referred to VR by their school, another entity, or made a self-referral. Youth receiving this service are VR eligible customers who applied for VR services. Youth referred to VR by schools using the STAR portal, and do not apply for VR services are not eligible for Youth Peer Mentoring services.

Q: How old are the youth who receive this service?

A: This service is available to VR eligible Customers who are 14-24 years old.