



FAQ: Training and Technical Assistance Consultant

Silver Lining Mentoring Institute



Peace Potential Consultant!

Thank you so much for your interest in working as a Training and Technical Assistance (TTA) Consultant with the Silver Lining Mentoring Institute (the Institute). On the following pages you will find information about the Institute to help inform if applying to be a TTA Consultant is the right move for you at this time. We hope the information you find here is clear and informative. If you have questions, reach out to a member of the Institute team and we will connect with you as soon as possible! You will find who is on the team on the Silver Lining Mentoring website staff team page.

We look forward to the potential of working with you!

The Institute Core Team



Christina Haines
She/her/hers
Sr. Dir. Strategy &
National Impact



Mobile Burrell
xi/xir/xem/xeir or Mobz
Asst. Dir. Technical
Assistance & Institute
Initiatives



Liz Perry
She/her/hers
Institute Program
Coordinator

Silver Lining Mentoring Institute

The Goal

Every young person impacted by foster care has access to a high-quality, consistent mentoring relationship.

The Method

SLI equips local leaders with best-in-class strategies and tools to provide quality mentoring in their community.

What the Silver Lining Mentoring Institute Does



Training and Technical Assistance

Grounded in the *Elements of Effective Practice for Mentoring* and SLM's 20 years of experience, the institute provides training and consulting in best practices and serves as a strategic partner to organizations providing mentoring services to youth in foster care.



Policy and Systems Change

The Institute works with service providers, government agencies and policymakers to ensure systemic supports for youth are strengths-based, trauma informed and effective toward improving the well-being of youth impacted by foster care



Inspiring Allies

The Institute contributes to public awareness and education about youth who have experienced trauma and family disruption. The Institute seeks to grow a movement of community members who will lend their skills as volunteer mentors and supporters

Training and Technical Assistance (TTA) Overview



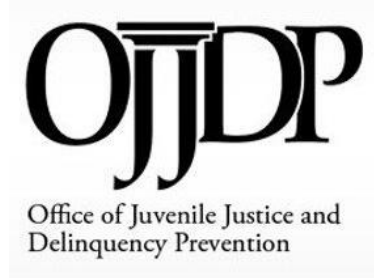
Partnerships with MENTOR, the National Mentoring Resource Center (NMRC) and the Office of Juvenile Justice and Delinquency Prevention (OJJDP) allows us to provide Training & Technical Assistance to mentoring organizations at no cost to the requesting organizations.



- Manages an Affiliate network across the nation serving local mentoring programs
- Massachusetts Mentoring Partnership is our local MENTOR
- Provides high quality resources



- Manages the OJJDP grant which allows TA to occur
- Assigns TA clients to TA providers and manages consulting
- Provides high quality resources

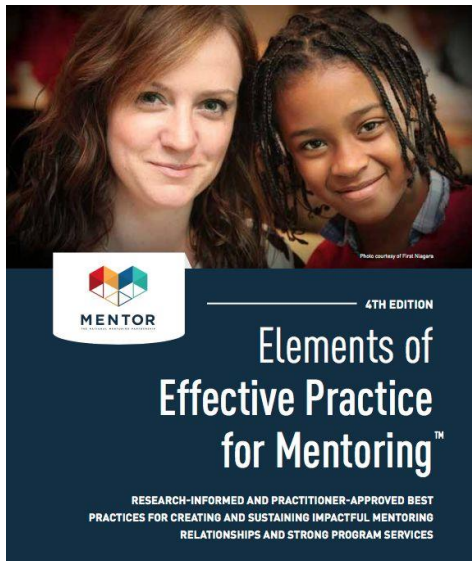


- Funds (among other initiatives) a grant allowing MENTOR to disseminate quality resources to mentoring programs across the nation

What Guides Our TTA Work

“Research-informed and practitioner-approved best practices for creating and sustaining impactful mentoring relationships and strong program services.”

https://www.mentoring.org/wp-content/uploads/2021/06/Final_Elements_Publication_Fourth-2.pdf



- **Standard 1: Recruitment** - Recruit appropriate mentors and mentees by realistically describing the program’s aims and expected outcomes.
- **Standard 2: Screening** - Screen prospective mentors to determine whether they have the time, commitment, and personal qualities to be a safe and effective mentor and screen prospective mentees, and their parents or guardians, about whether they have the time, commitment, and desire to be effectively mentored.
- **Standard 3: Training** - Train prospective mentors, mentees, and mentees’ parents (or legal guardians or responsible adult) in the basic knowledge, attitudes, and skills needed to build an effective and safe mentoring relationship using culturally appropriate language and tools.
- **Standard 4: Matching & Initiating** - Match mentors and mentees, and initiate the mentoring relationship using strategies likely to increase the odds that mentoring relationships will endure and be effective.
- **Standard 5: Monitoring & Support** - Monitor mentoring relationship milestones and child safety; and support matches through providing ongoing advice, problem-solving, training, and access to resources for the duration of each relationship.
- **Standard 6: Closure** - Facilitate bringing the match to closure in a way that affirms the contributions of the mentor and mentee, and offers them the opportunity to prepare for the closure and assess the experience.

Silver Lining Mentoring Institute

TTA Consultant Guiding Principles

There are principles with which all SLI TTA Consultants are expected to approach clients.



1. Act like a teacher

- We provide information to help orgs make their own decision
- We “show the work.” We are transparent in sharing how we acquire information or come to a conclusion or recommendation

2. Practice cultural humility

- We recognize and appreciate cultural and regional differences

3. Proactively learn

- We recognize that we have something to learn from every client
- We proactively look for learnings to bring back to the SLM Boston direct service work

4. Youth come first

- We will firstly focus on any concerns that may cause harm to youth

5. Substance over style

- We present deliverables in a simple and concise manner
- We define terms where clinical or sector-specific language is used

FAQs about the role

Frequently Asked Questions (FAQs)

1. Who qualifies to be a consultant?
2. What are the time requirements each month?
3. Is there an evaluation of consultants' performance?
4. Do consultants receive any supervision?

1. Consultants are professionals in the field of mentoring, child welfare, foster care, program design & development, and those with a good number of years of experience supporting people and programs with working on a clearly articulated programmatic concern to improve specific aspects of a program or launch a new program entirely.
2. Consultants are expected to work on client work based on the MOU you create. Additionally, consultants attend monthly meetings (1-1.5 hours), complete reports and timesheets (.5-1 hour), and connect with their coordinator for problem solving as needed.
3. Consultants are evaluated by their clients after the work is complete. The Institute also assess consultants annually
4. Consultants are expected to attend monthly meetings that serve partially as group supervision. They also have access to the Institute team and a network of TTA Providers nationwide.

Frequently Asked Questions (FAQs)

5. How many clients will I work with at a time?
6. What do projects typically look like?
7. What resources are available for success in this role (i.e. education, tools, prof dev)?
8. Can consultants bring their own clients?

5. The number of clients you work with at a time depends on (1) your capacity, (2) client availability, and (3) communication with the Institute team determining an ideal number of clients at any given time.
6. Generally speaking, projects fall into 4 categories or a combination thereof: Train-the-Trainer, developing guides and templates, problem solving deep dive, or strategic planning
7. MENTOR and the NMRC have a large number of resources available to consultants in support of their work. All Institute consultants have access to additional resources created by Silver Lining Mentoring. Consultants have monthly meetings for live problem solving & resource sharing, evaluation of their work for reflection, and the support of the Institute team.
8. Consultants are encouraged to recruit clients who qualify for no-cost TTA to apply. Consultants will be assigned the clients they recruit generally speaking.

Frequently Asked Questions (FAQs)

9. Are there any noncompete clauses or agreements?
10. How familiar do I need to be with SLM and the 1:1 mentoring programs offered in Boston? Do I need to tell other programs to follow SLM's model?
11. How does youth involvement show up with the Institute's work?
12. What is the hourly rate consultants are paid? Is this negotiable?

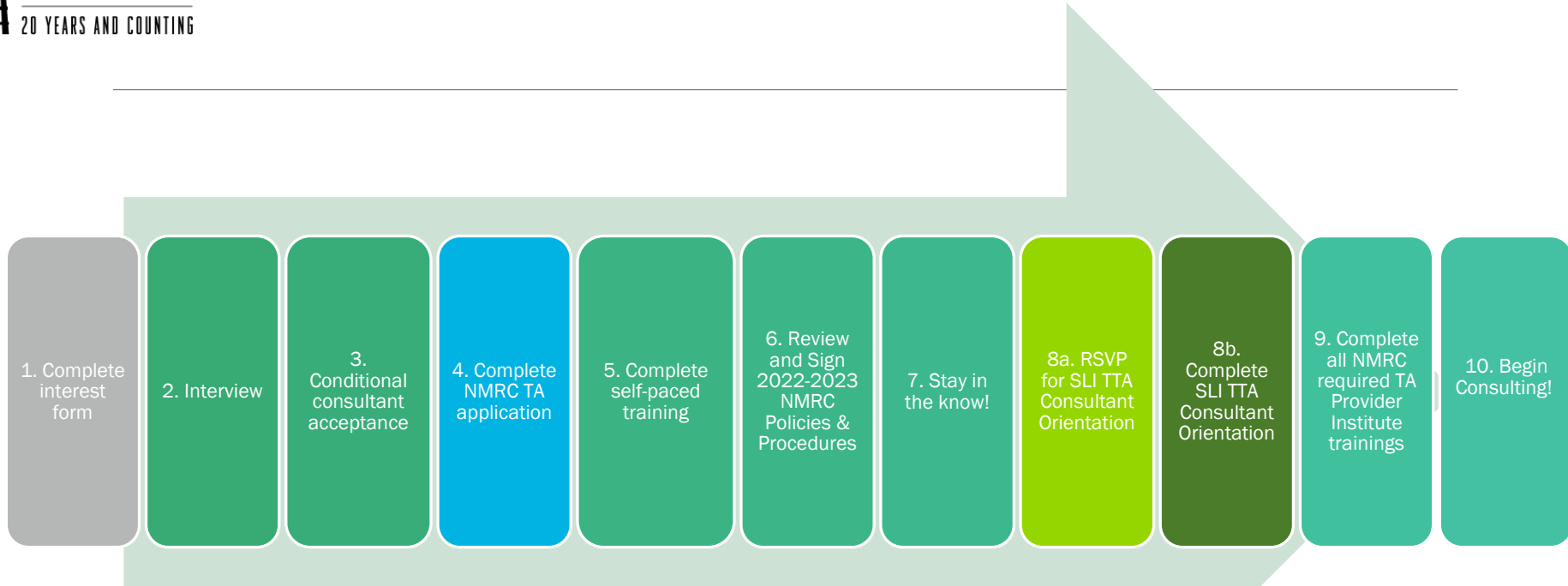
9. Consultants who have their own businesses or companies are able to enter agreements with NMRC clients
10. Consultants will be expected to have a basic understanding of the work Silver Lining Mentoring does but will not need to be an expert on SLM's exact and comprehensive model. We believe in SLM's model and work with organizations who have differing approaches and Theories of Change. We select consultants & clients who's approaches align with our [core values](#): Gratitude, Commitment, Community, Innovation and Equity.
11. The Institute's work is focused on Silver Lining Mentoring's national reach for youth impacted by foster care systems. There are occasions where youth ambassadors work as thought leaders in partnership with the Institute, however direct work with youth is not typically part of this role.
12. We offer a non-negotiable \$50/hour payment for consulting projects, which vary in total length from approximately 10-30 hours and vary in project timeline usually from 1-3 months (with a 6 month maximum timeframe). Payment is made upon completion of the full project scope.

Categories of TA



- ❑ **Train the Trainer session:** While we cant draft or do your training for you we will equip you with the tools, what components to include, facilitation skills and tips
- ❑ **Developing guides and/or templates:** Policies & Procedures manual generic version to individualize, mentor/mentee contracts, and other tangible templates
- ❑ **Problem solving deep dive:** Program building conversations with consultant, infrastructure; spend time on individual issue team has identified within the elements or design/infrastructure – review what you have tried, the challenges you have faced and the resources already available for your team to utilize.
- ❑ **Strategic Planning**

10 Steps To Becoming An SLI TTA Consultant



Expectations of TTA Consultants

TA Consultant Expectations

Communication: Consistently with client and the Institute team

Participation/Engagement: Complete client work, monthly TTACC meetings

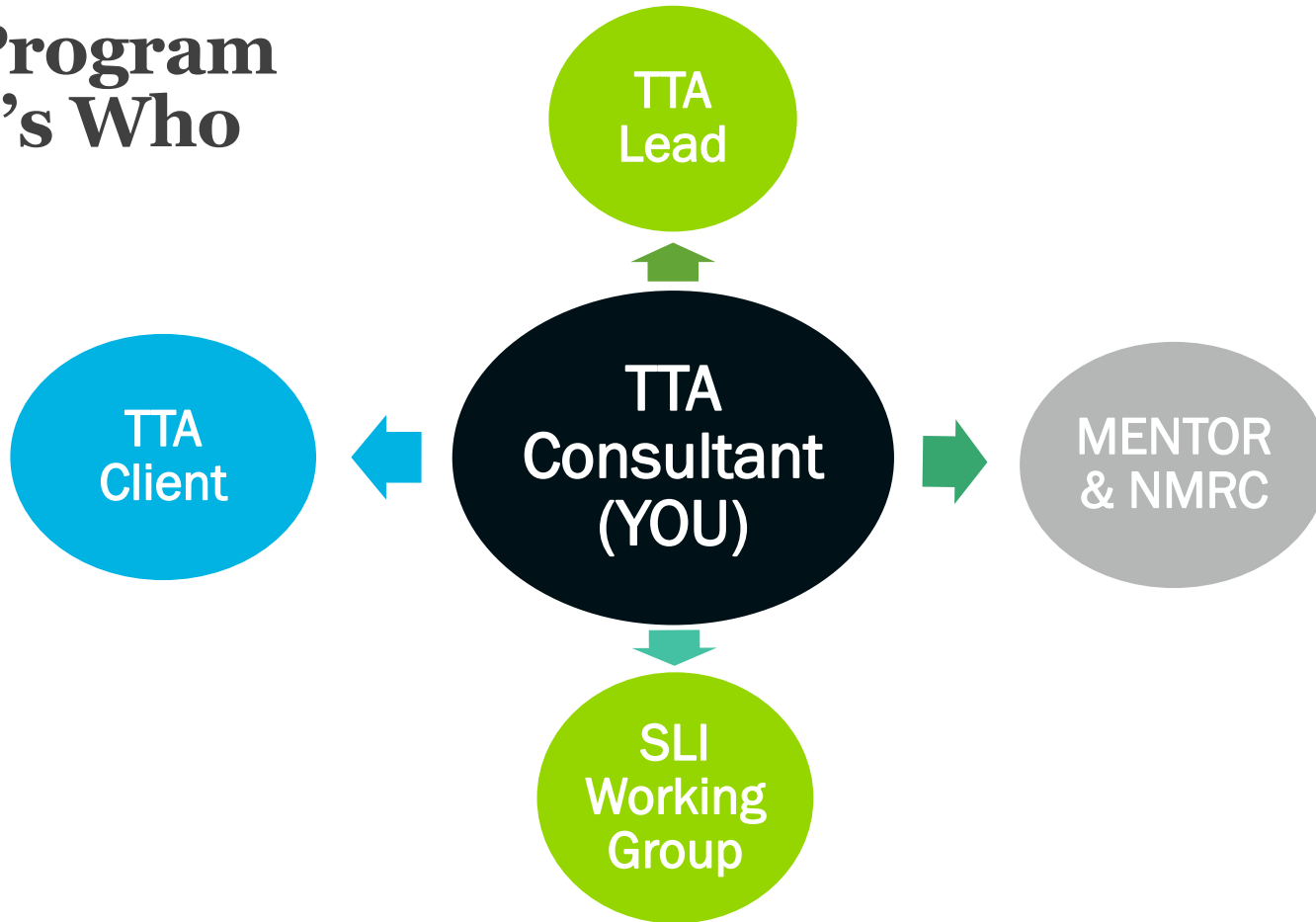
Reporting: Complete Interim Provider Reports(IPRs) and Final Provider Report (FPR) for all clients where you have worked with. Log your work weekly using NMRC Timesheets.

Professional Development: Attend required trainings and any optional trainings that interest you.

Marketing: Consultants are encouraged to recruit potential clients and share information about the Silver Lining Mentoring, NMRC and Mentor National.

Expertise: Learn the Elements of Effective Practices for Mentoring and stay informed as new information is available in the field.

TTA Program Who's Who



Getting TA Ready

Questions potential clients should consider before applying

- Has your team or point person gained a basic understanding of the EEPMs and how they should guide youth mentoring programs? *Are you familiar with the 6 standards and how they each look currently for your program? Do your operations align with the recommendations?*
- Does your organization have questions about or need resources for increasing your competencies in an area related to one of the 6 standards (*recruitment, screening, training, matching & initiating, monitoring & match support, closure*) program operations, program planning & management, or program evaluation? *P&P manual template; mentor contract sample; mentor training outline; thought partner to discuss program sustainability components; etc.*
- Can you identify a dedicated staff member as your org's point person to communicate with your TTA consultant over the course of your project? Does this person have capacity in their schedule to actively engage in the work? *Completing initial call, work between calls, communication with your internal team, etc.*
- Do you have the support of your leadership team? Can you garner it for this project? *Will those responsible for your budget be on board with the work? Will there be funding for your program? Can you readily reach a decision maker for implementation of recommendation(s)?*

What We **Don't** Do:

NMRC rule-outs:

- Programs who exclusively serve individuals aged 18+
- Collaborative of programs seeking same assistance
- For-profit programs
- One-off trainings without a train-the-trainer component
- Programs with open TA request
- For-profit programs who will receive monetary compensation for services we provide

Institute NMRC TA Process Map

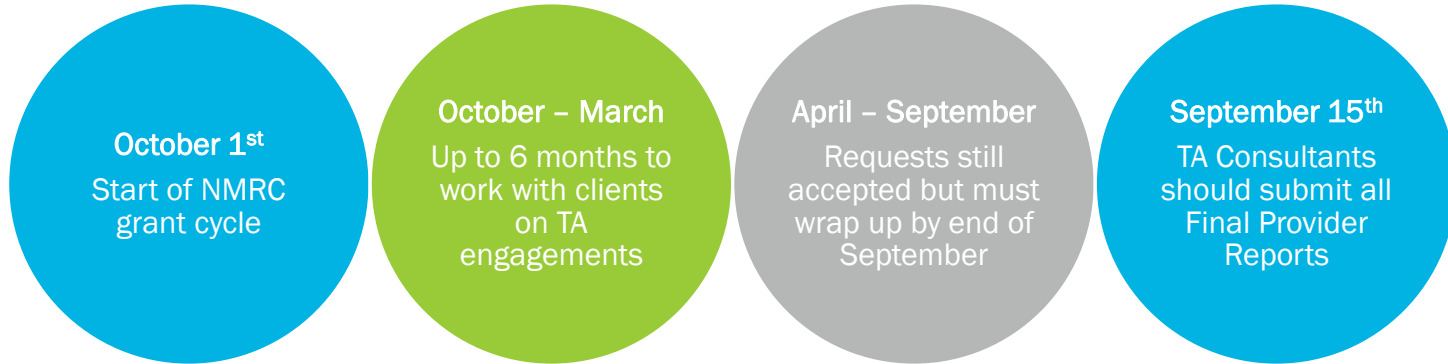


- Blue - TA Client
- Silver - MENTOR
- Green - TA Lead
- Black - TA Consultant (YOU)

NMRC Timeline Information

Consultants may be assigned clients at any point during the grant cycle (including in Sept.). Please be aware of your capacity for new clients at the midpoint and end of the NMRC grant cycles.

Clients can reapply for another TA engagement once they wrap up a first engagement.



Tools for Consultants



Institute One Pager

<https://www.silverliningmentoring.org/wp-content/uploads/2022/08/Institute-Client-Recruitment-2pager.pdf>

Tools for consultants





1. **SLM Email Account:** main point of communication
2. **SLM Box account:** location for SLM material relevant to TA work
3. **Project Management tools:** TTA Trackers, client interaction templates, calendar Invitations for Institute events, etc.
4. **TTA Tool Library** Large library of tools and resources specific to the 6 Elements of Effective Practices as well as Program Planning and Design for consultant work.
5. **NMRC Resource Assessment** - for programs to evaluate their current practices+ access resources for improvement.
6. **NMRC Portal** for logistical tools related to your role
7. **MENTOR Hub** for connecting with fellow TTA Consultants nationwide.
8. **NMRC Image Relay** Tools for recruiting TA Clients (fliers, etc.) – see next slide
9. **SLM Aging Out ppt**

Stay in the know!

Subscribe to the following newsletters:

1. [National Mentoring Resource Center](#)
2. [MENTOR: The National Mentoring Partnership](#)
3. Silver Lining Mentoring newsletter
4. [Chronicle of Evidence Based Mentoring](#)

Follow Silver Lining Mentoring on Social Media!

1. [Instagram](#) 
2. [Facebook](#) 
3. [Twitter](#) 
4. [LinkedIn](#) 

Stay in the know!

Bookmark & review these foster care specific resources:

1. [What is Foster Care? by The Annie E. Casey Foundation](#)
2. [What is Foster Care? by The American Society for the Positive Care of Children](#)
3. [Youth Collaboratory: Mentoring Youth in the Foster Care System Toolkit \(4 modules\)](#)
4. [Mentoring Youth in Foster Care: Considerations and Strategies \(Webinar\) 1:15:35](#)
5. [NMRC: Mentoring for Youth in Foster Care Model/Population Review](#)
6. [The Imprint Youth & Family News](#)
7. [The Annie E. Casey Foundation Foster Care page](#)

Project Specifics

What to Expect with a TA Project

- Clients will be paired with a dedicated consultant
- The request will be assigned between 10 and 60 hours for all work with consultant
- Project work must be completed within a 6 month time frame although most projects wrap up in 3 months ideally
- Consultants will request a discovery call with clients to get more details in order to better craft an MOU.
- Clients will expected to actively engage with TTA consultants
- Clients will be asked to complete a few different evaluations of consultant's work including an NMRC assessment immediately after the work is done, an assessment from our SLM team around the same time, and a request for a call 3 months after from the SLM team

Projects May Be Focused on...

- One or more of the 6 Elements of Effective Practices for Mentoring
- Program Operations
- Planning & Management
- Evaluation
- We **do not** support programs with fundraising directly



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Past TA Project - Example

Primary Need: Mentor Training

Secondary Need: Program Planning and Management

Deliverables:

- Enrolled 50 mentors in SLI online Mentoring Training Modules Pilot
- Held 7 Strategy and Problem-solving calls
- Provided a custom Policies and Procedures Manual Template with section focused on supporting youth aging out of foster care
- Provided templates and resources including: match support call checklist, sample evaluation surveys

Helpful Links and Resources



- ❑ [Elements of Effective Practice for Mentoring](#)

 - [https://www.mentoring.org/wp-content/uploads/2021/06/Final Elements Publication Fourth-2.pdf](https://www.mentoring.org/wp-content/uploads/2021/06/Final_Elements_Publication_Fourth-2.pdf)

- ❑ [National Mentoring Resource Center](#)

 - <https://nationalmentoringresourcecenter.org/>

- ❑ [MENTOR](#)

 - <https://www.mentoring.org/>

- ❑ [Silver Lining Mentoring Institute](#)





 - <https://www.silverliningmentoring.org/silver-lining-institute/>

- ❑ [TTA 360 Portal](#)

 - <https://tta360.ojjdp.ojp.gov/?display=login&returnURL=http%3A%2F%2Ftta360%2Eojjdp%2Eojp%2Egov%2F>

Let's Stay Connected!

Like us and follow us!

-  /silverliningmentoring
-  @slmyouth
-  /company/silver-lining-mentoring
-  @silverliningmentoring

Seeking No-Cost Training or Technical Assistance?

Complete our intake form: [SLI Webpage](#)

Christina Haines, (she/her)
Senior Director of Strategy and
National Impact

Christina@silverliningmentoring.org

Mobile Burrell, MSW
(xi/xir/xem/xeir)
Assistant Director of Technical
Assistance and Institute
Initiatives

mobile@silverliningmentoring.org

Liz Perry, MNM (she/her)
Institute Program Coordinator
liz@silverliningmentoring.org