

## **OVERVIEW OF DRAFT CAB MENTORING PROGRAM \***

\*Based on HIV Planning Consortium Mentoring Program

1. The goals of the Consumer Advisory Board (CAB) mentoring program are to educate members about the CAB and the State Innovation Model (SIM), to create an environment of mutual support and respect, and to help members feel comfortable actively participating in the CAB process.
2. Participation in the mentoring program is mandatory for first-time new CAB members for the first six months. Other CAB members may participate in the mentoring program voluntarily if they feel they would benefit.
3. A mentor must have at least one year of experience as a CAB member.
4. The mentoring program involves two components:
  - a. Individual mentoring – Each mentee receives an individual mentor who will contact them prior to each CAB meeting to discuss the previous meeting and the upcoming meeting and to serve as their go-to person for questions. Mentors are also encouraged to sit with their mentees during CAB meetings. Individual mentoring relationships will last six months formally.
  - b. Small-group information session – Program Management Office with one or two experienced CAB members may facilitate a brief small-group information session with all mentees at lunch time at selected CAB meetings to present specific topics to mentees and to answer questions. Mentors are encouraged to participate in the sessions. These sessions are open to all CAB members and to public participants.

The CAB Planning Committee oversees the mentoring program. Mentors can contact CAB co-chairs or PMO staff person Deanna Chaparro [Deanna.Chaparro@ct.gov](mailto:Deanna.Chaparro@ct.gov) with questions about the mentoring program.

## **MENTOR RESPONSIBILITIES**

CAB mentors must make the following commitments: *[estimated time commitment in italics]*

1. Serve as a CAB mentor for an initial term of one calendar year.
2. Provide guidance and support to the CAB member assigned as your mentee.
3. Learn your mentee's perspective and treat them with respect.
4. Serve as a good role model and adhere to CAB Member Responsibilities and values
5. Review a brief written Mentor Guide prior to beginning your term as a mentor.
6. Attend the new member orientation session.
7. Make arrangements to communicate with your mentee in a way that is convenient for both parties (e.g., phone, email, in-person).
8. Contact your mentee after receiving the monthly CAB meeting reminder each month for one year. Use the previous CAB meeting summary draft and the next CAB meeting agenda to guide your communication with your Mentee about what happened at the last meeting and what to expect at the next meeting.
9. Contact CAB Co-chairs regarding contact with your mentee and to report any questions or issues that arose during communication.
10. Sit with your mentee at CAB meetings for at least their first three meetings.
11. Respond to questions from your mentee in a timely fashion. Contact CAB Co-chairs to request assistance if your mentee asks questions that you cannot answer.
12. Complete a mentor survey at the end of the year.

## TIPS FOR EFFECTIVE MENTORING

- Ask your Mentee what they hope to get out of the mentoring relationship and check in regularly to see if your Mentee is getting what they need.
- Be honest with your Mentee at the beginning of the mentoring relationship about your expectations and limitations. Tell your Mentee when they can call you and how quickly you will respond to phone calls or emails. Over-promising and under-delivering will set your Mentee up for disappointment. Say what you can do and do what you say.
- Work with your Mentee to establish a consistent and convenient time and way to communicate between monthly meetings.
- Make meaningful face-to-face contact with your Mentee during CAB meetings to build on phone/email contacts between meetings. Sit with your Mentee during meetings and attend small-group information sessions to encourage questions and build rapport.
- Ask your Mentee how they prefer to learn and adapt your strategies for sharing information and feedback to his/her learning style. Some people learn better by reading, others by listening, others visually, and others through experience.
- Do not assume that your Mentee knows what you may consider “basic” information about health care innovation issues.
- Be consistent and reliable!
- Actively listen to your Mentee.
- Advise on what you know and admit the things you don’t know (and ask someone who does know).
- Encourage your Mentee by giving them genuine positive reinforcement.
- Serve as a positive role model.
- Share lessons learned from your own experiences as a CAB member.
- Consider any personal information shared between Mentor and Mentee to be confidential unless both Mentor and Mentee agree that the information can be shared and with whom it can be shared.