**DOMAIN:** Program Quality

**OUTCOME:** Mentor-reported quality of relationship with program staff

**MEASURE:** Mentor-Staff Working Alliance

**Mentor-Staff Bond (4 items):**

| Please respond to the following statements describing the relationship with your primary contact person with the mentoring program. By this, we mean the person who has ongoing responsibility to check in with you about how your match is going. We refer to this person as the ‘agency worker’ but the actual title might be coordinator, caseworker, match support specialist, etc. |
| --- |
|  | Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Agree | Strongly Agree |
| 1. (Agency worker) and I understand each other. | □1 | □2 | □3 | □4 | □5 | □6 |
| 2. (Agency worker) and I trust each other. | □1 | □2 | □3 | □4 | □5 | □6 |
| 3. (Agency worker) believes that I am a positive influence on my mentee. | □1 | □2 | □3 | □4 | □5 | □6 |
| 4. I believe the (agency worker) approves of me. | □1 | □2 | □3 | □4 | □5 | □6 |

**Mentor-Staff Agreement (10 items):**

|  | Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Agree | Strongly Agree |
| --- | --- | --- | --- | --- | --- | --- |
| 5. I am clear about what the (agency worker) expects of me as a mentor. | □1 | □2 | □3 | □4 | □5 | □6 |
| 6. (Agency worker) and I agree about the things I should do to help my mentee. | □1 | □2 | □3 | □4 | □5 | □6 |
| 7. (Agency worker) and I disagree about how much time I should spend with my mentee. (R) | □1 | □2 | □3 | □4 | □5 | □6 |
| 8. (Agency worker) and I have different ideas about what is good for my mentee. (R) | □1 | □2 | □3 | □4 | □5 | □6 |
| 9. (Agency worker) knows my goals as a mentor to my mentee. | □1 | □2 | □3 | □4 | □5 | □6 |
| 10. (Agency worker) and I agree about what is important for my mentee to work on. | □1 | □2 | □3 | □4 | □5 | □6 |
| 11. (Agency worker) and I disagree about how much money I should spend on my mentee. (R) | □1 | □2 | □3 | □4 | □5 | □6 |
| 12. (Agency worker) and I have established a good understanding about what I should be doing with my mentee. | □1 | □2 | □3 | □4 | □5 | □6 |
| 13. I wish the (agency worker) would clarify what he/she wants my mentee to get out of the program. (R) | □1 | □2 | □3 | □4 | □5 | □6 |
| 14. I find it easy to support the approach the (agency worker) takes in working with my mentee. | □1 | □2 | □3 | □4 | □5 | □6 |

*Note: (R) indicates that the response should be reversed before developing the total score (i.e., a score of “6” should be changed to a score of “1”, “5” to a score of “2”, “4” to a score of “3”, etc.) to ensure that higher scores reflect higher levels of mentor-staff agreement.*

The Mentor-Staff Working Alliance scale can be used as one full scale, calculating the average of all items after reverse-scoring those items noted, or as two subscales, taking the average of the items for each of the two subscales of Mentor-Staff Bond and Mentor-Staff Agreement.

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