

Atlanta GLOW Policies and Procedures Manual



Atlanta GLOW
Growing Leadership of Women

FOR INQUIRIES ON MEMBERSHIP PLEASE VISIT WWW.ATLANTAGLOW.ORG
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About Atlanta GLOW

Atlanta Growing Leadership of Women (best known as Atlanta G.L.O.W.) is a 501(c)3 nonprofit organization that serves young women, between 14-25 years old, who live in underserved communities within the greater Atlanta metropolitan area. Providing one-on-one mentoring opportunities, workshops, and conferences focusing on college and career readiness, we help prepare more and more young women to make positive transitions into post-secondary education, entrepreneurship and/or their early careers.

Our **mission** is to encourage, educate and equip young, low-income women to be thriving, self-sustaining leaders and effective agents of economic growth within their communities.

Our **vision** is to spark a growth in the number of women qualified to lead low-income communities to positive, long-lasting change.

Our **purpose** is to increase young women's preparedness for post-secondary education and/or employability in occupations that will lead to living wages and benefits that enable them to achieve economic self-sufficiency.

Our Founder and Executive Director



Ashlie James has over a decade of professional and volunteer experience serving alongside and consulting for organizations of all sizes including nonprofits, faith-based organizations, universities, community development groups, social enterprises and school systems. This expertise has included a wide variety of functions including grant writing and fund development, communications, program management, training and leadership development, office administration, event planning, budget management, and strategic planning. With bachelor and master's degrees in religion and nonprofit leadership, Ashlie's passion for serving others is filtered through a ministry and community lens with an aim of building and supporting programs that empower people to lead better lives and secure sustainable futures.

Our Story

After years of witnessing young adults, particularly low-income young women and minorities, struggle with the college admission process, and connecting that with her own experience as a young adult, the founder of Atlanta GLOW, Ashlie James, realized that low-income students who wanted to attend college received little or no guidance about how to get there or what to do when they do.

Ashlie also discovered that most of these students were hungry for information and eager to attend or succeed in college, but were not aware of what resources were available to them to help them stay on track with their educational or professional goals. As a result, she noticed many dropped out, had children, accepted minimum wage jobs, and settled for familiar low-income circumstances.

While working on her bachelor and master's degrees and receiving encouragement and informal mentoring from a group of women at her church, Ashlie started investigating programs and nonprofits that worked with low-income teens. She found many programs for elementary and middle school students, but few that supported high school or college-aged young adults.

Thus, in January 2014, after earning degrees in ministry and nonprofit management, Ashlie created a program to address the widespread community needs she had observed, including the need for economic stimulus, engaged youth leaders, and support services for students up to age 25. That program was Atlanta GLOW, a holistic college and career prep program that focuses on college access and success, student life, leadership, service, and professional advancement, and works with students both in high school and college, and continuing into their careers and beyond to ensure lifelong success for themselves and their communities.

Statement of Faith

Our overarching belief is to love the one true all-powerful God above all else, love yourself, then faithfully love and serve others (Matthew 22:36-40). This guiding principle leads us in our love and ministry to any person that God may put in our path. The statements that follow are all in alignment with this belief:

- We believe that the Bible is the only, inspired, infallible, and authoritative Word of God (2 Tim. 3:16).
- We believe that there is one God, eternally existent in three Persons: Father, Son and Holy Spirit (John 14:11, 16; 15:26).
- We believe in the Deity and humanity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious death and atonement through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory (John 1:1, 14; Luke 1:26-31; 2 Cor. 5:21; John 4:10-11; Rom. 3:25, 26; Luke 24:6, 7; Eph. 1:20, 21; Acts 1:10,11).
- We believe that people are sinful and lost, saved by faith alone in the Lord Jesus Christ, and regenerated by the Holy Spirit (Titus 3:5, 6; Eph. 2:8,9).
- We believe in the continuing ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a Godly life (Gal 5: 16, 25).
- We believe in the forgiveness of sins, the resurrection of the body, and life eternal (Eph. 1:7; John 11:25; 1 John 5:11,12).
- We believe that salvation is a gift of God's grace through faith in the finished work of Jesus Christ on the Cross (Eph. 2:8).
- We believe that good works are results of salvation, not requirements for salvation (Eph. 2-10).
- Due to the sufficiency and perfection of Christ's sacrifice, all who have received Christ as Savior are eternally secure, kept by God's power and sealed in Christ forever (John 3:15-16).
- We believe in the spiritual unity of believers in Christ, and the evidence of that unity being shown by how we love one another (1 Cor. 12: 27; Eph. 4:1-6).
- We believe that women are created in the image of God, uniquely gifted and empowered by the Holy Spirit to serve and build up the body of Christ (Gen. 1:27; 1 Cor. 12:7; 1 Pet. 4:10).
- We believe that God created mankind in His image: man and woman, sexually different, but with equal personal dignity (Gen. 1:26-28, Rom. 1:26-32, 1 Cor. 6:9-11).
- We believe in the sanctity of life and that God has ordained all the days of the person's life before they were born (Psa. 139: 13, 14, 16).



Our Role in Ending Generational Poverty

Atlanta is one of America's most affluent metropolitan areas, yet also has one of the highest levels of income inequality. Behind the façade of Atlanta's sparkling city skyline is a harsh visual that low-income neighborhoods stretch for miles, interrupted by the occasional strip mall, but lacking in well-paying jobs and reliable transportation. This challenging geography makes it difficult for lower-income households to rise to the middle class and beyond, especially for families living in generational poverty, who are the most susceptible to Atlanta's income inequality.

Georgia is home to nearly 400,000 low-income working families, where more than 40% of those with children are headed by single women. Many are parents who were raised in low-income families, who spent their lives in poor neighborhoods, and now raise their own children in impoverished circumstances. Their poverty has been passed down from generation to generation, parent to child, with no one able to break free

from the cycle to begin a different trajectory. Research shows that Black/African-American and Hispanic/Latina girls face significant challenges on this spectrum, as poverty and a lack of resources limits many of them from not only having access to good healthcare, nutrition, and general wellness; but also the opportunity to prioritize education; and the chance to explore constructive extracurricular activities.

Since job prospects multiply with every level of school completed, many issues that trap women in generational poverty can be alleviated by a good education. Better jobs bring more income and, consequently, more options for housing, transportation, child care and healthcare. However, informal education is also important – teaching women and girls their own self-worth and the life skills they need in order to succeed, such as financial literacy, life planning, and decision-making skills. The Governor's High Demand Career Initiative identified the need for more on-the-job training, soft skills (i.e. communication, teamwork, problem-solving, critical thinking), and workforce development resources as critical to resolving the hiring challenges that many Georgia industry leaders face in attempting to find a trained, reliable workforce.

Poverty reduction can potentially be one of the greatest boosts to economic growth in America. This is why early intervention in the lives of women and girls is essential, primarily through the promotion of education (whether traditional or non-traditional) because, like long-term poverty, productivity can also have generational impact. Improvements in young women's

education, employment, housing and health decreases the odds that their daughters and granddaughters will need subsidized housing, food stamps or Medicaid. It is with this vantage point that Atlanta GLOW attempts to break the cycle of generational poverty for women and girls in metro Atlanta, by taking a holistic view of the factors contributing to it, and emphasizing prevention through long-term systemic change.



Equipping Youth for Success

Postsecondary education is an increasingly critical requirement for succeeding in today's economy. By 2020, approximately 35% of job openings will require at least a bachelor's degree, and another 30% will require at least an associate's degree or some college. However, many high school students—especially those from low-income backgrounds—lack access to the rigorous coursework and support services that help prepare students for success in college or career education.

Consequently, today roughly 14% of disconnected youth ages 16-24 in America are neither enrolled in school nor working. This percentage equates to more than 5.6 million young Americans (more youths than in the entire K-12 public school systems in Colorado, Georgia, Michigan, and Virginia combined). Research shows that a greater share of disconnected youth are females and/or minority. Atlanta GLOW believes it is of the utmost importance to link youth and young adults, particularly those from underrepresented groups, with the appropriate supports and interventions they need to achieve academic and professional success.

New proactive approaches are needed to address inequities in preparation for postsecondary education, and to help high-need students to transition successfully to college or to technical training that will lead to meaningful employment opportunities. Even for those who are already disconnected, there is still hope. Disconnected youth are also known as “Opportunity Youth” because of the positive economic impact when youth are supported on pathways to self-sufficiency. Years of research has demonstrated that reconnecting youth is beyond the scope of a single program. Young people need multiple pathways that combine work experience, education, training, and other supports.

Organizational Structure



In our efforts to promote flourishing communities, we help young women blossom into future leaders. However, as a 100% volunteer-based organization, we cannot provide excellence in that quest without a strong community of volunteers, volunteers who carry a passion and dedication to our mission.

Our day-to-day operations are facilitated by our Executive Director and a small team of "CORE" volunteers (**C**ommitted, **O**rganized, and **R**esourceful individuals promoting **E**xcellence in Teamwork). These committed individuals meet monthly to discuss operational priorities, goals and deadlines. Each CORE Team position requires an individual commitment of at least one year to ensure seamless delivery of Atlanta GLOW programs and services.

Atlanta GLOW operates under the fiscal sponsorship of the Women's Nonprofit Alliance, an official 501(c)3 tax-exempt, non-profit parent organization. As an Alliance Partner of the WomensNPA, we are able to accept tax-deductible donations. Our shared EIN is 35-2234918.

We are accredited by the Evangelical Council for Financial Accountability (ECFA), who provides accreditation to leading Christian nonprofit organizations that faithfully demonstrate compliance with established standards for financial accountability, transparency, fundraising and board governance.

Below are brief volunteer descriptions on all volunteer positions. If applying for a CORE Team role, we will place you in a volunteer role according to your skills, interests, and/or background within 7-10 business days of your New Volunteer Orientation.

Volunteer Role Descriptions
<i>Ongoing Core Team roles identified in bold. All other roles are seasonal.</i>
Administrative Coordinator: performs, coordinates and oversees technical and office administrative support work within general organizational and programmatic areas.
Associate Director: in partnership with the Executive Director, oversees internal team building, organizational development, board relations, annual/strategic planning, and contributing to the development of Atlanta GLOW's strategic goals and objectives.
Communications Coordinator: supports the work of Atlanta GLOW by engaging in internal and external publication activities that further put a voice to and raise public awareness of the organization's mission.

Volunteer Role Descriptions

*Ongoing Core Team roles identified in **bold**. All other roles are seasonal.*

Executive Director: maintains overall strategic and operational responsibility for Atlanta GLOW's volunteer staff, programs, expansion, and execution of its mission; also develops deep knowledge of field, core programs, operations, and business plans.

Fundraising Coordinator: supports the work of Atlanta GLOW by engaging in fundraising activities that further support the mission and development of the organization.

Mentoring Program Coordinator: supports the work of Atlanta GLOW by overseeing the administrative and programmatic activities of the Mentoring Program.

Mentors: coaches and encourages Atlanta GLOW participants, while modeling effective management and leadership skills and providing connections to professional networks.

Social Media Coordinator: supports the work of Atlanta GLOW by overseeing and engaging in online social activities that further put a voice to and raise public awareness of the organization's mission.

Volunteer Coordinator: supports the welcoming of new volunteers by facilitating orientations and onboarding activities; supports the engagement and retention of existing volunteers by organizing regular meet-ups and volunteer activities.

Workshop Facilitators: prepares and leads conference workshops, and engages and challenges course participants in activities that promote leadership development.

Our Programs

Our programming focuses on Atlanta GLOW's five service pillars and the essential role they play in a young woman's life. Our workshops, curriculum, and events align with these core areas and aim to provide attendees with practical tools and knowledge that they can apply to their own lives, educations, careers and ultimately their communities.

COLLEGE ACCESS
AND SUCCESS

CAREER
ADVANCEMENT

SPIRITUAL AND
PERSONAL
DEVELOPMENT

ECONOMIC
MOBILITY

SERVICE
LEADERSHIP

1-to-1 Mentoring Program. Having a vision of what can be accomplished is critical to bringing women and girls out of poverty. Our Mentoring Program pairs young women with women leaders and, for six months, guides pairs through monthly activities focused on goal setting, networking, and sustainability. Our Mentors coach participants one-on-one and provide connections in various areas of leadership, entrepreneurship, higher education, and service, all framed from the perspective that when young, low-income women are able to see and interact with even one example of someone who understands their situation and still succeeded, they could be inspired to do the same.

Young Women's Leadership Conference. Atlanta GLOW's Young Women's Leadership Conference brings together leading professionals from all over Atlanta including entrepreneurs, educators, trailblazers in the corporate and philanthropic sectors, and government and civic leaders with the ultimate goal of encouraging, educating, and equipping young, low-income women to be thriving, self-sustaining leaders and effective agents of economic growth in their communities. Conference attendees will have the opportunity to participate in developmental workshops that build upon their enthusiasm for community change by equip them with the skills needed to gain sustainability through postsecondary education and career advancement, build influence and local capacity, and work with government to bring about valuable changes to their community.

Alcohol, Drugs, Tobacco, and Firearms Policy

Atlanta GLOW prohibits and discourages the use of drugs, tobacco, alcohol, and firearms. Staff, volunteers, vendors, contractors, and participants are prohibited from using drugs, tobacco, and alcohol, or possessing firearms prior to or while engaged in program activities. Any suspected violations should be reported to the respective Program Coordinator and Executive Director.

Alcoholic Beverages. No Atlanta GLOW staff member, vendor, contractor, participant, or volunteer shall possess or consume beer, wine, or other alcoholic beverages while actively engaged or prior to actively engaging in program activities, nor shall they endorse the use of alcohol. Mentors and mentees may go to a location where minors are allowed and alcohol is served provided that the mentor and minor do not consume any alcohol.

Drugs. No Atlanta GLOW staff member, vendor, contractor, participant, or volunteer shall manufacture, possess, distribute, or use any illegal substance while actively engaged or prior to actively engaging in program activities.

Tobacco. The intent of Atlanta GLOW is to create a smoke- and tobacco-free environment. To that end, smoking and the use of all tobacco products is prohibited on the premises of Atlanta GLOW programs or events and those involved with the program must refrain from the use of such products while actively engaged or prior to actively engaging in program activities. The use of tobacco products includes but is not limited to cigarettes, cigars, pipes, chewing tobacco, snuff, or other matters or substances that contain tobacco.

Weapons, Firearms, and Other Dangerous Materials. The possession or use of firearms, firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material while participating in program activities is strictly prohibited.

Any violation of this policy will result in the immediate suspension and/or termination of the program relationship. In addition, violations of this policy may result in notification being given to legal authorities that may result in arrest or legal action, and may be punishable by fine and/or imprisonment.

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Attendance and Absenteeism

We understand that, from time to time, certain situations may arise that prevent staff, volunteers or participants from fulfilling commitments or attending scheduled activities. If this is the case, they are asked to alert their respective mentor, Program Coordinator, or supervisor of any scheduled absences—such as vacation—as far in advance as possible so that they can find an appropriate substitute or arrangement. In the event of an unscheduled absence—illness or emergency—they are asked to alert their respective mentor, Program Coordinator, or Supervisor as soon as possible, preferably 24 hours before the scheduled activity begins, where feasible.

Punctual and regular attendance is an essential responsibility of each individual. Any tardiness or absence causes problems for fellow staff, volunteers and participants, especially when a staff or volunteer is absent, as others must perform his or her work. Any staff member, vendor, contractor, participant, or volunteer who fails to report without notification for 2 consecutive activities or more will be considered as having voluntarily terminated their involvement with our program(s).

Child Abuse and Mandatory Reporting Policy

Atlanta GLOW does not tolerate child abuse. It is our policy that all staff, volunteers, and other program representatives must report any suspected child abuse and/or neglect of agency clients or program participants immediately. All such suspected reports must be made to appropriate state and/or local authorities. The individuals must follow the mandatory reporting of child abuse and neglect procedure:

1. All suspected incidents of child abuse or neglect, recent or otherwise, must be reported to the Program Coordinator and/or Executive Director immediately, the same day if possible.
2. The Program Coordinator must fill out the Child Abuse and Neglect Report form, provided on page 17, detailing critical information about the alleged incident of abuse or neglect. Once completed and reported, this form will be kept in the mentee's or participant's file.
3. The Program Coordinator must then report the information to the state Department of Children and Family Services (DCFS) within 24 hours per state statute.
 - a. Reports are taken 24 hours a day, 7 days a week by calling 1-855-GACHILD (1-855-422-4453). In the event of an immediate emergency, please call 911 or the local police department.
4. In some cases, the DCFS may require the mentor to be interviewed or make contact with them directly. In such cases, the Program Coordinator will accompany the mentor as allowed by DCFS.

Any staff, volunteers, or participants accused of child abuse or neglect will be investigated by the agency. If a minor is involved, the parent/guardian will be immediately informed of the suspicion. Contact with program youth will be restricted or eliminated and/or the person in question suspended from program participation per the decision of the Executive Director and Board of Directors until such investigation is concluded.

Staff, volunteers, or participants found to have engaged in child abuse, or to have used Atlanta GLOW facilities, property, or resources to engage in child abuse are subject to possible legal and/or disciplinary action, including permanent dismissal from our organization and/or programs.

Child Abuse and Neglect Report

Date: _____

Name of child: _____

Age of child: _____

Person making report to Atlanta GLOW: _____

Relationship to child: _____

Reporter's Contact Information

Address: _____

Address: _____

Email Address: _____

Phone: _____

Report Information

Reported to (Atlanta GLOW Staff name): _____

Date Reported: _____

Reported to (DCFS Staff name): _____

Date Reported: _____

Name of person suspected of abuse or neglect: _____

Relationship to child: _____

Describe suspected abuse or neglect; include the nature and extent of the current injury, neglect, or sexual abuse to the child in question:

Describe, if known, the circumstances leading to the suspicion that the child is a victim of abuse or neglect:

Describe, if known, any previous injuries, sexual abuse, or neglect experienced by this child or other children in this family situation and any previous action taken, if any.

Confidentiality Policy

It is our policy to protect the confidentiality of our participants, vendors, staff, volunteers, and their families. Primarily, confidential information includes, but is not limited to contact information and identifying personal information (i.e. social security number); current and past staff, volunteer, and participant records; criminal and background check results; and anything marked as confidential.

Except for the limitations expressed below, Atlanta GLOW representatives (including staff and volunteers representing our organization) will only share confidential information about participants, vendors, staff, volunteers, and their families with other Atlanta GLOW staff and the Board of Directors. Further, all prospective participants, vendors, staff, volunteers, and their families should be informed of the scope and limitations of confidentiality by staff and volunteers.

LIMITS OF CONFIDENTIALITY

Information from participant, staff, and volunteer records may be shared with individuals or organizations as specified below under the following conditions:

- Summative information may be gathered given results are anonymous and the identifying personal information of the individuals are concealed.
- Names, photographs, and videos, etc. of participating individuals may be used in agency publications or promotional materials.
- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.
- Information may be provided to legal counsel in the event of litigation or potential litigation involving the agency. Such information is considered privileged information, and its confidentiality is protected by law.
- Program staff and volunteers are mandatory reporters and as such must disclose information if a participant, vendor, staff member, volunteer, and/or their families may be dangerous to or intends to harm him/herself or others.
- At the time a mentor or mentee is considered as a match candidate, summative information is shared between the prospective match parties. However, the full identity of the prospective match mate shall not be revealed at this stage. Each party shall have the right to refuse the proposed match based on the anonymous information provided to them.

- Name and contact information are shared with match mates only after the involved parties have agreed to be formally matched. Additional information to be shared may include: date of birth, age, gender, ethnicity, personal interests, employment or education status, marriage or family status, living and transportation situation, reasons for applying to the program, a summary of why the individual was chosen for the particular match, expectations for match participation, and other information disclosed during the mentor or mentee orientation. Results of driving records and criminal histories may also be shared if relevant. Confidential social security information should never be shared.

SAFEKEEPING OF CONFIDENTIAL RECORDS

The Executive Director is considered the custodian of confidential records. It is her responsibility to supervise the management of confidential information in order to ensure safekeeping, accuracy, accountability, and compliance with policies.

REQUESTING CONFIDENTIAL INFORMATION FROM OTHER AGENCIES

A participant, staff, vendor, and volunteer's right to privacy shall be respected by the agency. Requests for confidential information from other organizations or persons shall be accompanied by a signed release from the involved participant, staff, and volunteer, and/or parent/guardian.

VIOLATIONS OF CONFIDENTIALITY

A known violation of the agency policy on confidentiality by a participant, staff, vendor, and volunteer may result in a written warning or disciplinary action such as suspension or termination from the program and/or possible legal action.

By signing and acknowledging our policies and procedures, individuals agree to not disclose confidential information on participants or Atlanta GLOW to anyone outside of the organization. When in doubt, individuals should ask the respective Program Coordinator or Executive Director to determine if something they become aware of is considered confidential or proprietary information.

Discipline and Problem-Solving Procedure

PROBLEM-SOLVING PROCEDURE

When individuals work or volunteer together, problems may arise. It is important to all involved that such problems are resolved as quickly as possible. Our problem-solving procedure provides individuals with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of volunteering or participating in program activities:

- In situations where differences arise between individuals or volunteers and staff, first try to resolve these differences amongst the parties involved.
- If a neutral party is needed, inform the respective Program Coordinator. Under no circumstances should you make these differences public or involve other members of the organization.
- If the grievance is regarding the Program Coordinator, contact the Executive Director.

Our process for resolving problems follows the **IDEAL** model:

- **I**dentify the problem and have a clear understanding of the problem between the individuals involved.
- **D**evelop alternative solutions that could address the problem.
- **E**valuate the strengths and weaknesses of each solution.
- **A**ct on the most constructive solution.
- **L**earn from how the solution worked and repeat the IDEAL process if necessary.

DISCIPLINARY PROCEDURE

The following guidelines may be used, at the sole discretion of Atlanta GLOW to discipline a participant, staff, vendor, and volunteer due to a problem that exists as a result of a policy infraction:

- Step 1: Verbal warning with documentation in the individual's file.
- Step 2: Written warning to the individual and copy in the individual's file.
- Step 3: Termination/Dismissal of the individual.

These guidelines are based on cumulative problems, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that engagement with Atlanta GLOW is "at-will".

Dismissal and Withdrawal Policy

Engagement with Atlanta GLOW is "at-will". A participant, staff, vendor, or volunteer may resign from service or program participation with the organization at any time.

Dismissal of a participant, staff, vendor, or volunteer is a serious consideration. Before an individual is dismissed or formally withdrawn from our program or organization, we will attempt to reconcile the solution, including a meeting between staff and the individual involved. Dismissal of an individual may take place if the individual is unreliable, unresponsive, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Atlanta GLOW.

Dress Code Policy

Participants, vendors, staff, and volunteers are generally expected to dress in casual or business casual attire, or as outlined in any specific program or event guidance. Individuals who are inappropriately dressed will be asked to excuse themselves from the event or session and/or parents called to pick them up in order to change clothes.

Inappropriate attire includes tops that are backless, see-through, tight-fitting, low-cut, midriff-bearing, or have straps less than two inches wide; tight fitting bottoms; leggings as pants; shorts/skirts that do not cover legs within three inches of the top of knee; visible under garments; bare feet; any clothing with inappropriate language or imagery, derogatory of any ethnic, religious, or social group; and any clothing otherwise deemed inappropriate by the Executive Director and/or Program Coordinator.

Eligibility Policy

It is the policy of the Atlanta GLOW that each participant and volunteer must meet the defined eligibility criteria as defined below, or as outlined in the specific program guidance. Atlanta GLOW lead staff should be knowledgeable of and understand all eligibility and required commitment criteria required for volunteer and participant participation in the program.

Extenuating circumstances may be reviewed at the discretion of the Program Coordinator and acceptance may then be allowed with the expressed approval of the Executive Director when all eligibility requirements are not clearly met.

PARTICIPANT ELIGIBILITY

As a general rule, to be eligible for our programs, a participant must:

- Be a young woman between 14-25 years old
- Be a high school student/graduate, or GED student/recipient
- Reside in metro Atlanta (Cobb, DeKalb, Clayton, Fulton, or Gwinnett counties)
- Be low to moderate income (individual or household income), as determined by a school's Free or Reduced Lunch rates for high school groups served, or otherwise determined by the Department of Health and Human Services' and/or HUD's annual poverty guidelines
- Be highly motivated to learn new leadership and professional skills
- Be able to obtain parent/guardian consent for participation in the program (if under 18)
- Have the ability to establish a relationship with a supportive and trustworthy adult
- Complete online or paper application, and participate in mentee orientation
- Be willing to communicate regularly with Atlanta GLOW
- Be willing to abide by Atlanta GLOW's policies and procedures

VOLUNTEER ELIGIBILITY

As a general rule, to volunteer for our organization, an individual must have:

- The ability and desire to work with young adults

- A positive attitude and good listening skills
- Experience working with people from diverse urban backgrounds
- Complete online or paper application, and participate in volunteer orientation
- Complete a \$25 background check within 48 hours of orientation
- Be willing to communicate regularly with Atlanta GLOW personnel
- Be willing to abide by Atlanta GLOW's policies and procedures
- Have access to an automobile or reliable transportation
- Have a current driver's license, auto insurance, and good driving record
- Have a clean criminal history
- Have never been accused, arrested, charged, or convicted of child abuse or molestation
- Not be a convicted felon; if the applicant has been convicted of a felony then they may be considered only after a period of 7 years with demonstrated good behavior and an appropriate and corrective attitude regarding past behaviors
- Not be a user of illicit drugs; not use alcohol or controlled substances in an excessive or inappropriate manner
- Not be currently in treatment for substance abuse. If a substance abuse problem has occurred in the past the applicant must have completed a non-addictive period of at least 5 years
- Not currently be under treatment for a mental disorder or have been hospitalized for a mental disorder in the past 3 years
- Not have falsified information during the course of the screening process

Evaluation, Data Collection, and Dissemination Policy

Evaluation is a key component in measuring the success of our programs and for making continuous improvements in the effectiveness and delivery of program services. To guide ongoing evaluation efforts, Atlanta GLOW uses a logic model which outlines the resources, activities, outputs, and outcomes necessary for success of our programs. Program activities and outputs are primarily monitored through internal tracking sheets, customized for Atlanta GLOW's informational, strategic, and capacity building needs. The tracking spreadsheets allow program staff and volunteers to input information including days of operation, hours worked, number of volunteers engaged, the number of participants served, and the specific program activities provided. Therefore, Atlanta GLOW is able to run accurate and detailed reports to assess impact, capacity, operations, and sustainability.

DATA COLLECTION

Atlanta GLOW measures short and intermediate-term program outcomes, which correspond to changes in participant's skills, attitudes, self-efficacy, and behavior regarding career readiness and success, financial literacy and economic empowerment, service leadership, and personal, academic and professional development. Data is collected through participant assessments administered during in-take, and at conclusion of programs, trainings, and events via post-event surveys. The data and responses are then used to assess participant satisfaction, the general outcomes defined in the Atlanta GLOW logic model, and the outlined outcomes for specified services or events. Our evaluation focuses on the impact of programs on increasing educational, professional, and personal development opportunities among its low-income participants, and will serve as a tool to drive continued program improvement. The purpose of our evaluation plan is to ensure that our program is accomplishing proposed output and outcome measurements. Evaluation results inform our staff and board and assist with continuous improvement efforts and strategic planning.

DISSEMINATION

Dissemination of program results of the will be implemented through well-targeted mechanisms. Three main dissemination lines will be applied: (1) Final evaluation results are shared publicly with stakeholders in our annual reports. (2) Program-specific results of our evaluation will be disseminated on the Atlanta GLOW web site; our website contains a special page devoted to each program for this purpose. (3) Additional dissemination will occur through presentations at conferences, such as mentoring and youth development conferences, regionally and nationally through associations and community groups (where appropriate), and through articles published in industry publications.

Food Handling Safety Procedure

Safe steps in food handling and storage are essential to prevent food-borne illness. You can't see, smell, or taste harmful bacteria that may cause illness. Therefore, food vendors and volunteers responsible for food handling for Atlanta GLOW programs, trainings, and events are expected to adhere to the below food handling and safety practices:

- Always wear gloves when in contact with food.
- Do not place food or boxes directly on the floor or ground. Use an approved pallet or table to set any items upon.
- Never cross-contaminate; e.g., do not touch meat, then fruits and vegetables.
- Cover your mouth and nose when you sneeze or cough. Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Clean your hands often. When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing that helps dislodge and remove germs. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and flu.
- Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
- Stay home when you are sick; check with a health provider when needed.
- When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed. Remember: keeping your distance from others may protect them from getting sick. Common symptoms of the flu include:
 - Fever (usually high)
 - Headache
 - Extreme tiredness
 - Cough
 - Sore throat
 - Runny or stuffy nose
 - Muscle aches
 - Nausea, vomiting and diarrhea

Harassment Policy

Atlanta GLOW is committed to maintaining an environment free of harassment. Atlanta GLOW prohibits unlawful harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. This policy applies to all persons involved in the operation and prohibits unlawful harassment by any staff member, volunteer, vendor, or participant.

SEXUAL HARASSMENT

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that creates an intimidating, hostile, or offensive environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against an individual, if the individual refuses to comply with a sexually oriented request.
- Engaging in sexually suggestive physical contact or touching another individual in a way that is unwelcome.
- Displaying, storing, or transmitting pornographic or sexually oriented materials using Atlanta GLOW equipment or facilities.
- Engaging in indecent exposure.
- Making sexual or romantic advances toward an individual and persisting despite the individual's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Individuals are prohibited from harassing others whether or not the incidents of harassment occur on Atlanta GLOW premises and whether or not the incidents occur during

operating/program hours. Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment is typically thought of as involving a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment.

If an individual believes that they have been subject to harassment or any unwanted unlawful attention, they should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the respective Program Coordinator and Executive Director.
- All incidents of harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Internet and Social Media Policy

Atlanta GLOW recognizes that staff, volunteers, vendors, and participants may choose to express themselves by posting personal information on the Internet through personal websites, blogs, social networking sites, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs (i.e., Facebook, LinkedIn and Twitter). We value their creativity and respect their interest in engaging in these forms of personal expression on their own time, should they choose to do so.

However, staff, volunteers, vendors, and participants may not use these or like avenues to harass or threaten other volunteers, participants, vendors or staff or reveal confidential information about our participants or organization. Embarrassing or unkind comments about other Atlanta GLOW volunteers, staff, clients, or competitors are also inappropriate. These individuals are legally and personally responsible for content posted to the Internet, in a blog or otherwise, and can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

If, in the process of making a personal post or upload on the Internet, they identify themselves as affiliated with Atlanta GLOW, whether by explicit statement or by implication, they must clearly state that the views expressed in the post, or at the blog or website, are theirs alone, and do not reflect the views of the organization.

Individuals may not use Atlanta GLOW trademarks, logos, or other images, nor make false or misleading statements about Atlanta GLOW's philosophy, products, services, opinions, or affiliations with other companies without the expressed permission of the Executive Director.

Onboarding and Screening Procedure

All persons inquiring to be potential volunteers or participants must speak directly to mentoring or volunteer program staff. If the appropriate program staff members are unavailable, other agency staff should courteously take a message and inform inquirers they will be contacted within 10 business days. Program staff must respond with the times and dates of upcoming orientation sessions (mentor- or mentee-specific).

The Mentoring Program or Volunteer Coordinator must then hold 30- to 60-minute orientation sessions by phone or in-person with the mentor or mentee, either in a group or one-on-one format, to provide more detailed information about the program. Orientation sessions are held primarily to create interest among prospective participants and volunteers and allay any concerns they may have about the program. After the prospective individuals attend the orientation session and submit applications, the Program Coordinator may proceed with screening procedures for those who are interested and willing to make the required commitment.

During the orientation, our program staff provides a verbal program overview of the following, adjusting the message to whether they are potential volunteers or participants:

- Overview of the organization and programs,
- Time and duration commitments of respective programs,
- Overview screening requirements,
- Mentor or volunteer role descriptions (volunteers only),
- Overview of policies and procedures,
- Application information (mentor- or mentee-specific), and
- Instructions on submitting a background check (volunteers only) and the required Parental Consent Form (for mentees, where applicable).

Orientation attendance will be recorded on the new volunteer tracking sheet or mentoring program tracking sheet. If a volunteer or participant schedules their attendance and fails to attend a session *twice* without prior notification and

good reason as deemed by the Program Coordinator, he/she will not be accepted into the program.

SCREENING PROCEDURE

The applicant must return all completed materials included on the application including their contact information, information release, and acknowledgement of policies and procedures. The decision to accept an applicant into the program will be based upon a final assessment done by program staff at the completion of the mentor or mentee screening during orientation.

All volunteers and participants are expected to meet the eligibility criteria outlined within the Eligibility Policy described earlier in this manual. However, extenuating circumstances may be reviewed at the discretion of the Program Coordinator and acceptance may then be allowed with written approval of the Executive Director when all eligibility requirements are not clearly met. Documentation of the screening process must be maintained for each applicant and placed in confidential files.

ADDITIONAL VOLUNTEER SCREENING PROCEDURES

In accordance with the Atlanta GLOW program eligibility and screening policies, program staff should also complete the steps below to determine if a candidate qualifies to become a volunteer:

- The applicants must include on the application three professional references, and complete the volunteer interest survey section. The listed references will be provided a character reference survey, which can be completed online or by hard-copy. At least 2 of the 3 listed references must complete and submit a positive response to the character reference survey within 2 weeks of the reference check request for the volunteer application to be considered.
- Completion of a background check must also be provided at this time. We ask individuals to make the appropriate monetary donation on our website to cover the cost of the background check.
- Any incomplete information may possibly result in the delay or denial of an application being processed.

- As each component of this screening process is completed, the Volunteer Coordinator will update the checklist on the new volunteer tracking sheet.
- If applicant is rejected for any reason, the applicant's file should be placed into the file area of ineligible applicants. Atlanta GLOW is not obligated to provide a reason for accepting or rejecting a volunteer.

BACKGROUND SCREENINGS

All staff and volunteers must complete a background check. We ask individuals to make the appropriate monetary donation on our website to cover the cost of the background check. The background check may include a screening of the volunteer's driving record, criminal history, references, and employment in states where they have resided in the last 10 years.

If a potential staff member or volunteer has had a background screening with another organization, that organization may submit to Atlanta GLOW on their letterhead, an official signed statement that a clear background check has been completed and is on file. In these cases, the potential staff member or volunteer may be exempt from the administrative processing fee.

By signing and acknowledging Atlanta GLOW's policies and procedures, staff and volunteers understand that the information obtained might be used in determining a suitable mentor/mentee match or staff/volunteer role placement. Any information Atlanta GLOW gathers from these screenings will be held as confidential and not released to you, the applicant, nor anyone outside of the organization other than the respective Program Coordinator, Executive Director, and/or Board of Directors. In certain rare cases, certain limited details of driving records or criminal histories may be shared with participants, or parents of participants, during the mentoring match process if they are found to be relevant and disclosure necessary.

Parental Consent Policy

All participants who are under the age of 18 require parental consent to participate in program events and activities. A parent/guardian must complete and provide the appropriate parental consent form with the program application. The Parental Consent Form requires that the parent/guardian, grant permission for:

1. The child to participate in Atlanta GLOW's program.
2. Any photographs of the child engaged in Atlanta GLOW programming to be used for promotional material, media coverage, and announcements.
3. The child to take part in post-program questionnaires.

Parental approval, support and enthusiasm will greatly increase their child's success in this program. Therefore, if a mentee is a minor, mentors must maintain a clear line of communication with the mentee's parent or guardian in order to ensure continuous approval of the mentor/mentee relationship and mentoring activities. If there are difficulties in doing so, the mentor should contact the Mentoring Program Coordinator.

Transportation and Driver Safety Policy

TRANSPORTATION ASSISTANCE POLICY

All program locations and events are located off the transit line. For participants with transportation concerns, Atlanta GLOW will work directly with participants, parents and assigned mentors to try and mitigate transportation issues. Complimentary bus passes may be issued on a case-by-case basis, and issued only if it is determined that other reasonable accommodations cannot be arranged.

DRIVER SAFETY POLICY

It is our policy to allow staff or volunteers and participants to transport together in their own private vehicles. Nevertheless, the safety and well-being of our staff, volunteers and participants is of critical importance to the organization. Thus, staff, volunteers and participants who drive on organizational business at any time will be expected to follow all the procedures below:

- Drivers must possess an active driver's license and automobile insurance.
- Drivers must have a clean driving record for the last three years.
- All safety equipment including blinkers, lights, brake and back-up lights, seat belts, tires, and brakes must be in good operating condition.
- All individuals are expected to wear seat belts at all times while in a moving vehicle being used for Atlanta GLOW business. No one may drive or ride in any seat that does not include a working seat belt.
- Use of handheld mobile devices, whether personal or business-owned, while behind the wheel of a moving vehicle being used on Atlanta GLOW business is strictly prohibited. The use of hands-free technology may be warranted in unusual or emergency circumstances.
- Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.
- Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.

- Drivers are expected to follow all driving laws and safety rules and must adhere to posted speed limits and directional signs, use turn signals, and avoid confrontational or offensive behavior while driving.
- Drivers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use.
- Individuals must promptly report any accidents to local law enforcement as well as to the respective Program Coordinator or Executive Director.
- Individuals are also expected to report any moving or parking violations received while driving in rental vehicles purchased by the organization.
- If any of the above policy is not followed, the individual will not be allowed to transport participants in a private automobile and/or may face other disciplinary consequences.

Mentoring Program Policies and Procedures

MATCHING PROCEDURE

Our organization cycles our mentoring programs over two 6-month semester periods ranging from January 1 to June 30, and from July 1 to December 31. New mentors are accepted all year long, however are not matched until the beginning of one of these two enrollment cycles (January or July).

Mentors will be matched only when a suitable match is available. We match according to 5 primary factors: location, industry, age, availability, and common interests, where appropriate, to ensure our participants are matched with a professional who aligns with their immediate needs. This means that there is no guarantee of a match, and a mentor might remain on a waiting list until a suitable match is available. There are other ways to stay involved in the meantime (i.e. workshops, events), so please stay tuned to our newsletters for other volunteer needs.

To begin the match process, the Program Coordinator reviews the application, interview notes, and interest information of both the mentee and mentor to determine match suitability. The greatest weight will be placed on the mentee preferences and needs. A match selection will be made using the following match suitability criteria as a guide:

1. Mentor, mentee, and/or parent/guardian preferences;
2. Common personal interests;
3. Compatibility of meeting times;
4. Geographical proximity;
5. Similar career or industry interests;
6. Appropriate gaps in age (4+ years); and
7. All matches must be female adult to female youth.

Once a potential match is identified, and prior to contacting any of the prospective participants, the Program Coordinator must review the files of the potential mentor and mentee to ensure all screening procedures have been

completed and both have met all the eligibility criteria. As this is determined, the Program Coordinator fills out the Mentoring Program tracking sheet.

The Program Coordinator then first contacts the prospective mentor and without using the participant's name, describes and provides information about the mentee to determine if there is interest by the mentor. Given initial interest by the mentor, the Program Coordinator then provides the mentee and/or the mentee's parent/guardian (if applicable) with a description and information about the selected mentor. The mentee is informed last so as to minimize disappointment if either the mentor and/or parent/guardian does not approve of the suggested match in some way.

Once both parties agree to the match, the mentor takes the lead in scheduling a time for an introductory meeting between the mentor, mentee, and parent/guardian (if applicable). The initial meeting might include discussions such as:

- General introductions,
- Talking about the mentee's interests, hobbies, and goals, and
- Each party sharing why they are interested in being a mentor/mentee.

RECORD-KEEPING POLICY

It is the policy of Atlanta GLOW that each step of the mentoring match process be documented by creating a record for each potential mentor and mentee. All records are to be kept confidential and are to be covered by the conditions outlined in the Confidentiality Policy. Archival records or those records of past applicants and participants will be maintained and kept confidential for a period of ten years after the close of their participation in the program. After ten years, the records may be shredded and/or discarded with approval from the Executive Director and destroyed only by approved individuals.

The Program Coordinator must keep stringent records of all program activities, utilizing approved forms. All files should be regularly maintained and updated within an electronic database and/or hard copy filing system. The creation of new forms or the revision of existing forms must be documented and adhere to the limitations of approved policies and procedures.

SUPERVISION

Once the match is made, program staff will add the mentor/mentee name to the Mentoring Program tracking sheet. The Program Coordinator or another program staff person will be assigned to support and monitor all parties within a given match including the mentor, mentee, and parent/guardian.

The coordinator will schedule two follow-up calls to both the mentor and mentee during their time of enrollment to check-in on the status of mentoring and to gather information regarding meeting dates, times, activities, and how the match is proceeding. Worksheets and tools will also be sent monthly to each party to provide sample activities, suggested discussion topics, worksheets, and other supporting information. During check-in calls, program staff may inquire about the following and/or probe further to uncover potential issues:

- Are they enjoying participating in the match?
- How do they feel it is going?
- Have there been any significant achievements?
- Are they having any difficulties?
- Is the relationship developing as they would like?
- If not, why do they think it is not?
- Are there any concerns or issues that should be addressed by program staff?
- Do they need more support or any intervention?

Check-in meeting notes will be added to the mentoring tracking sheet and/or mentor and mentee's records. If both check-in attempts to contact each party go unanswered, a written letter or note will be sent requesting they call the Program Coordinator.

ADDITIONAL MATCH SUPPORT

It is the responsibility of the Program Coordinator to provide other support to the matches, including but not inclusive of the following:

- In collaboration with the Executive Director, plan and implement at least one group social activity or training for mentor/mentee matches per quarter.
- Facilitate an ongoing support group for mentors virtually or in-person to provide sharing of best practices, problem solving, training, and networking opportunities.
- In collaboration with Atlanta GLOW Fundraising Coordinator, access community resources to obtain and share access to other community events and activities for matches.

GIFT GIVING POLICY

The relationship, time, and experiences mentors and mentees share together is an invaluable gift to the mentee. However, for those who feel they need to do something special for their mentee, please remember to keep it small. Gift giving is allowed, however, volunteers are asked to limit gifts to participants to small rewards for a job well done, birthdays, graduations, celebrations and the like. Do not offer loans or sums of money to participants, and please be careful about gifts of food as both the abundance of allergies complicate food gifts.

Mentors may decide to pay for mentoring related activities, if costs are reasonable, however they are not required. Before deciding to spend money on a minor mentee, consider the family's feelings. Mentors should make sure to not make parents or guardians feel unable to provide for their child. If thinking of giving a mentee a gift, for example, ask the family for advice on what the mentee may like. This will help them feel included and will give the mentor some spending parameters.

If a mentor decides not to cover costs for their mentee, they should not feel guilty. If a mentor has been spending money on the mentee for mentoring activities, and would prefer no longer doing so, they might consider talking with the mentee about splitting the costs, or making outings more cost effective for them both. For example, if a mentor would like to work with their mentee on financial literacy,

they can establish a monthly spending budget for doing things together and ask the mentee to make decisions about how they will spend it. It is a best practice to set the pace early in the mentoring relationship as to how mentoring activity costs are to be divvied up.

OVERNIGHT VISITS AND OUT-OF-TOWN TRAVEL POLICY

It is the policy of Atlanta GLOW to encourage mentor/mentee visits within their own community and to discourage overnight visits. However, mentees over the age of consent may choose to do so if they are comfortable. For minors, overnight visits and out-of-town trips are permitted under the following conditions:

- Overnight visits and out-of-town travel may occur only with the accompaniment or expressed written permission of the parent/guardian or other person designated by the parent/guardian.
- All parties must report all such occurrences to Mentoring Program staff the nature of the activity, and the purpose.
- For any and all admissible out-of-town travel, the mentor must write out or type a detailed itinerary of the trip, and provide this to the parent/guardian prior to leaving, and include the following: The destination(s); cell phone number, places being visited, and lodging information; times and dates of departure and arrival at each location being visited; and time of return.
- For out-of-town trips of more than one day's duration, the mentor must check-in with the parent/guardian daily by phone.
- During permissible out-of-town travel, the mentor should review and abide by all terms outlined in the Transportation and Driver Safety policy.

PROBLEM RESOLUTION PROCEDURE

If the coordinator assesses that there is a potential problem with the match, the coordinator will attempt to clarify the potential problem and work with the mentor, mentee, and/or parent/guardian to resolve the issue early. The general process for resolving problems will follow the IDEAL model described within the Problem-Solving Procedure outlined earlier in this manual.

When the match problem involves a lack of contact on the part of the mentor or mentee, the program staff must investigate the reasons for lack of contact with the offending party, and make efforts to ensure the match is meeting according to the contracted amount of time per month. If a problem area continues, the coordinator should consult with other staff members and/or community resources to define a viable approach to addressing the problem and proposing potential solutions. If the problem cannot be resolved, formally closing the match may be necessary. At that time, it would be determined if either or both parties are suitable for matching with other partners. All support and supervision by program staff must be recorded on the respective mentor/mentee files and Mentoring Program tracking sheets, referencing any notes included in the files.

CLOSURE PROCEDURE

It is Atlanta GLOW's policy that all mentors and mentees must participate in closure procedures when their match ends. Closure is defined as the ending of a formal match relationship regardless of the circumstances of the match ending or whether they intend to have future contact informally beyond the match duration.

At the point it is decided that a match is closing, the Mentoring Program staff will instruct all participants through the closure process. All closures must be classified as to the reason for the match ending. (1) A planned closure is one that has been known about for a period of time such as three months or more. Common reasons for planning a match closure may include the match is reaching the end of the six-month commitment, and/or the goals of the match have been achieved. (2) Extenuating circumstances for match closure are usually more sudden in nature, and beyond the control of the program and/or its participants, i.e., relocation or moving away, or an unexpected personal crisis. (3) A difficult match closure is due to relationship or behavioral difficulties, i.e., lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, and/or violations of program policies.

Hence, the match may end at the discretion of the mentor, mentee, parent/guardian, and/or Program Coordinator. In the case of extenuating or difficult match closures, program staff will attempt to contact all parties by phone

to inform them the match is closing and how best to proceed in closing the match. The parent or guardian may participate if he/she desires. It is left to the discretion of the Program Coordinator whether an individual will be reassigned to another match in the future based upon past participation performance and current goals and needs of the program.

In all three closure cases, the mentor and mentee will be asked to complete Exit Surveys. In all circumstances, the mentor and mentee will also receive a Closure Letter stipulating the match has formally ended and any future contact is beyond the scope and responsibility of Atlanta GLOW.

While no party is expected to continue the relationship beyond the formal end of a match, successful matches may continue in the program beyond the commitment period. Future contact will be at the mutual and informal agreement of the mentor, the mentee, and the parent/guardian. If future contact is agreed upon, the Atlanta GLOW Mentoring Program will not be responsible for monitoring and supporting the match after the match has ended.

EVALUATION PROCEDURE

Mentee and mentor survey and evaluation data will be collected at the end of each six months of participation in the program. Confidential surveys will be emailed to mentors and mentees and returned directly to Atlanta GLOW program staff. Survey questions will be based on but not limited to measures such as self-confidence, academic and professional performance, networking opportunities, program satisfaction, and access to positive influences.

Atlanta GLOW program staff will be responsible for evaluation efforts, and will oversee partnerships with any applicable external independent evaluators to implement any relevant evaluation activities. Data will be tabulated, evaluated, and compiled into reports at the end of each quarter for those participants reporting that quarter. Atlanta GLOW staff will meet monthly to review program data and make any necessary program modifications accordingly.



Acknowledgements and Waiver

This Policy and Procedure Manual is an important document intended to help you become acquainted with Atlanta GLOW. It is intended to provide general operating guidelines, however, is not the final word in all cases. Individual circumstances may call for individual attention. Because Atlanta GLOW’s operations may change, the contents of this manual may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of the Executive Director.

Please read the following statements and sign below them to indicate your receipt of the policies and procedures, acknowledgement to adhere to them, and acceptance of the Waiver of Responsibility.

WAIVER OF RESPONSIBILITY

It is hereby understood that the undersigned exempts and releases Atlanta GLOW, its officers, agents, volunteers, and staff from any and all liability claims, demands or actions or causes of action whatsoever arising out of participation in volunteer activities on behalf of Atlanta GLOW.

ACKNOWLEDGEMENT OF POLICIES AND PROCEDURES

I understand signing my name and today's date below constitutes a legal agreement confirming that I have reviewed the Policy and Procedure Manual and that I understand, agree, and commit to adhering to its policies, rules and procedures described including, but not limited to, the Waiver of Responsibility. I further understand that my involvement is terminable at will, either by myself or Atlanta GLOW, with or without cause or notice, regardless of the length of my involvement.

Signature: _____

Printed Name: _____

Date: _____



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