James

* **Background of BBBSEM Members**
  + **Terry** - “The Catch All of things that don’t fit with anyone too neatly”
    - Org has 70 people in it; oversees the 50 who are focused on mentorship and spreading it
    - Tries to answer the question – how do we harness peoples’ interest in mentorship into becoming good mentors?
    - Oversees Digital Advertising, CRS, Recruiters, Enrollment (Interviewing/Screening), Mentor Relationship Management
    - Started within the organization 20 years ago; celebrating 20-year anniversary with mentee
    - Served as HS teacher briefly. Why mentoring? Loved being in schools and mentoring kids, but didn’t love the instructional component. HS Basketball Coach! (Huge Celtics Fan, loves Celtics History, looking at the city of Boston from a sports perspective or from a social activism perspective)
    - “BBBSEM is a *hard place to work*. People have complicated histories – both volunteers and participants”
    - His long experience makes him good in his role. Tries to set tone for behavior in organization
    - “Salesforce Expert” (kind of helped built functionalities)
      * Well, is not the expert; but 7 years ago, worked a lot on the functionality and how it operates. Documentation of what has been done has changed a lot and moved around.
      * No dedicated IT expert
  + Note: 20-30% of staff also serve(d) as mentors. Many in leadership, including CEO, have (or had) mentees.
  + **Nick** – Head of people and culture; recently also in charge of some technical aspects
    - Been here for 4 years now; spent most of career in HR and operations in the corporate sector.
      * Actually from Utah, moved to Boston for work
    - Learned through agency from friend who brought him to a BBQ ran by BBBSEM and was subsequently recruited
    - Works more with HR, governance and compliance
      * Focus on things like retention, development, learning management, etc.
    - Now has a bit of a focus on technology; used to have someone dedicated toward it, but they have left, so he took over. Tries to think about intersection of all the tools they have. Each department has their own set of technological tools and platforms. Not involved in running them- but how they intersect and play with other tools is important.
      * Also partners with some other companies to help manage some of their systems (including Salesforce Consultant)
* **First Communication -> Match (Spencer)**
  + What is the goal, in your opinion, of mentorship?
    - A great advantage of 1:1 mentoring is that it reflects the needs of the mentee really well. We get to know families, young people, their hopes/dreams - and then we can give that information to a mentor and coach them to those goals. If you *pick specific outcomes, mentoring works*. Their longitudinal goals are more broad – more people who go to college, have a job, mentor others, etc. Measuring impact – in terms of research – hasn't caught up with the actual skill. Basically, **you can’t quantify or measure “what the kid is in terms of development”**. This is youth-centered!
  + Do we have access to the external survey about volunteer dissatisfaction that is mentioned in the SOW?
  + Have there been any steps taken since the McKinsey engagement?
    - We have different typesof people coming in – would love some sort of process map. And then we put them into our system – would love a document outlining who is coming into the organization, how we communicate with them, our perceived weaknesses, etc.
* **Software Tools (Meredith):**
  + How do people self-select for being willing to interview candidates?
  + Would there be a possibility for automation of scheduling interviewers?
  + What kind of documentation exists for Standard Operating Practices (SOPs) on how to use all the tools and how to make regular changes/updates?
* **Communications (Selvana):**
  + What is the current post interview outreach process? Who should we talk to about it?
  + What kind of information is distributed leading up to an interview? Does this information contain anything to help interviewees prepare?
  + What is the process after a person has been approved for a match? How are both sides notified?