SF HIV FOG MENTOR PROGRAM

Agenda

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- Intros!
- FMP background
- Need for the program
- Pilot findings
- Benefits
- Program structure
- How to get involved!

Intros!

Did you have a formal or informal mentor in your early career?

- What impact did this have?
- What qualities are important for a mentor?

Why did you choose this breakout room?

FOG Overarching Goals

- **Building the capacity** of HIV Frontline Workers to best support their clients

- **Stimulating professional relationships** in support of cross-agency collaboration

- **Investing in workers' professional development** and career growth

Developed to 'invest in new workers and refresh/honor experienced workers to keep strengthening our system of wrap-around support for clients living with HIV'

Need for the program

End the Epidemics Workforce Development focus

Facente's research findings highlighted the "**need for transformative changes in how the sector approaches workforce development**. [The research] highlighted the need for a shift in systemic and organizational practices that continue to be barriers to the creation of high-quality jobs in the sector and the recruitment, hiring, **retention, and advancement of people**"
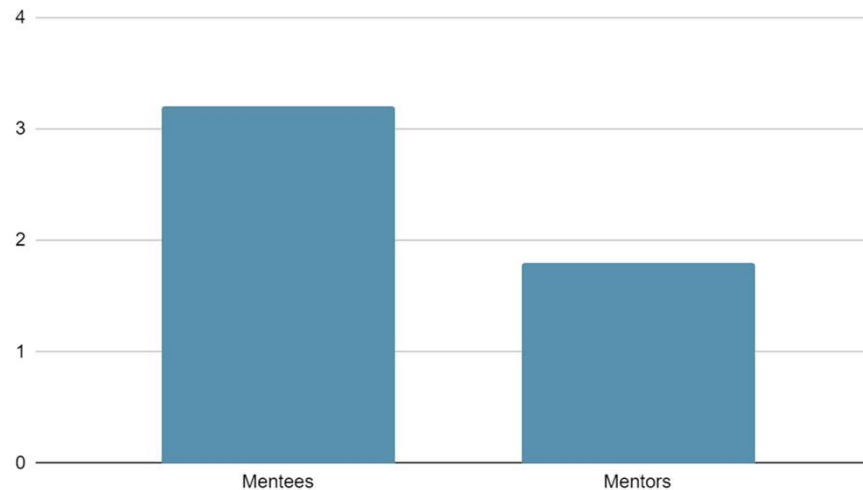
ETE funding for CHLI & FOG Mentor Programs

Need for program

I can't really do the work I believe I was hired to do because I waste too much time wrestling with overly complex and messy systems of care and wrap-around support.
(1 completely disagree / 5 agree wholeheartedly)

Mentee feedback

"It was like a class in SF HIV social services"

"I really loved connecting with my mentor and having access to him as a resource"

"I can't believe this program exists, it's exactly what I need"

"Having a relationship with someone in the community and the tasks were particularly helpful for me, being new to the field. The program guide is a brilliant resource that I still use now"

Mentor feedback

"**It made me think I wish I had had someone when I was at their stage**"

"[their] job success has nothing to do with me... **it allows them to be open and honest around difficulties they're having**...an **insight into what my staff are dealing with and what's impeding them**"

"**I was able to provide hope, optimism, validate the struggles... it was another way I'm being of service...passing the torch to younger/ newer workers**"

"I've enjoyed **reinvesting in the workforce** and helping people out. **I would've loved to have this when I started**"

UCSF Alliance Health Project

FIRST PLACE FOR YOUTH
MORE IS POSSIBLE

SAN FRANCISCO City Clinic
A landmark in prevention

San Francisco Health Network
Behavioral Health Services

GLIDE

SAN FRANCISCO COMMUNITY HEALTH CENTER

Maitri

Catholic Charities
MARIN ◆ SAN FRANCISCO ◆ SAN MATEO

San Francisco Department of Public Health

St. Mary's Medical Center
A Dignity Health Member

SAN FRANCISCO AIDS FOUNDATION

San Francisco VA Medical Center

WHP Women's HIV Program
AT UCSF

Swords to Plowshares
VETS HELPING VETS SINCE 1974

shanti PROJECT

Program structure

Mentor- Mentee team

- Connect 2x/month for 60 mins
- Recommended time frame
- Mentoring conversations
- Reflect on learning from tasks
- Individual goals

Tiers & Tasks

- Three Tiers and tasks (building professional resource toolbox)
- Required tasks
- Elective tasks
- Alternate tasks

Networking with other mentees/ mentors

- Sharing experiences/ successes
- Group meetings
- Opportunities to connect

Task Categories

1.	**Community-focus** (Transgender, Latino/a, Black, Women, API, People Experiencing Homelessness et. al.)	10.	**Medical Care** (e.g HIV primary care clinics, navigating entry into care)
2.	**Housing & Shelter** (e.g. coordinated entry, shelter system, stabilization rooms, legal resources)	11.	**Support Groups and Socialization** (e.g. community-building opportunities, psychosocial support, process/support groups)
3.	**Substance Use Harm Reduction & Recovery Resources** (e.g. in/outpatient treatment, syringe exchange)	12.	**Workforce Development** (e.g. employment services programs)
4.	**Mental Wellness and Recovery** (e.g. therapy, psychiatry, drop-in centers)	13.	**HIV Testing & Prevention** (e.g. HIV testing sites, PrEP, PEP)
5.	**Client-centered skills** (e.g. Motivational Interviewing, Harm Reduction service delivery)	14.	**Toolkit Development** (e.g. having resources at your fingertips)
6.	**Professional Development** (e.g. networking, education & training, professional association membership)	15.	**Community Organizing & Policy** (e.g. policy evaluation, community organizing, advocacy)
7.	**Crisis services** (e.g. Dore Urgent Care, Westside Crisis, mobile crisis)	16.	**Self-Care** (sustaining yourself for the long term; burnout prevention)
8.	**Healthcare Benefits** (e.g. Medi-Cal, Medicare, ADAP, OA-HIPP)	17.	**Immigration** (e.g. legal support, public charge)
9.	**Financial Benefits** (e.g. SSI/SSDI, GA, Unemployment Insurance)	18.	**Nutrition** (e.g. access to food, nutritional counseling)
10.	**Medical Care** (e.g HIV primary care clinics, navigating entry into care)	19.	**HIV & Aging** (e.g. related medical and psychosocial issues)

Tier 1

Tier 1 – Groundwork

Learning about the key agencies, resources, and tools

Tasks:
- 13 Essential
- 4 Elective or Alternative
- Suggested guideline - 2 tasks per week

- researching agencies
- services provided
- eligibility criterias
- tool discussions
- discussions with mentor about client situations
- crises resources
- where to go for services
- support groups
- self-care
- advocacy

Tier 2

Tier 2 – Active Learning

Exposure to agencies and workers

Tasks:
- 11 Essential
- 4 Elective/Alternative

- Opportunity to visit agencies and meet with workers
- Meeting team at W86
- Engaging with listserv's
- Discussing materials and tools
- Visit to GLBT Museum - this will be funded
- Training
- Short videos
- Self-care/ burnout prevention plan

Tier 3

Tier 3 – Experiential Learning

Actively engaging with clients and providers to resolve clients' needs

Tasks:
- 5 Essential
- 7 Elective/Alternative

- Utilising the information learned during previous tiers to support clients
- Accompanying client to appointments
- Supporting clients with benefits reviews
- Support client with a housing need
- Attend community meetings/ workgroup meetings

Incentives & Mentor-swap week

Incentives

- Please let the mentorship manager know when you have completed each Tier
- Incentives will be provided (by mail/ email)
- FOG swag, self-care items, gift cards

Mentor - swap week

- Chance for mentees to meet with a different mentor for a one-off session
- Based on interest areas
- Mentor with specialist skill/ different area
- Networking/ further learning
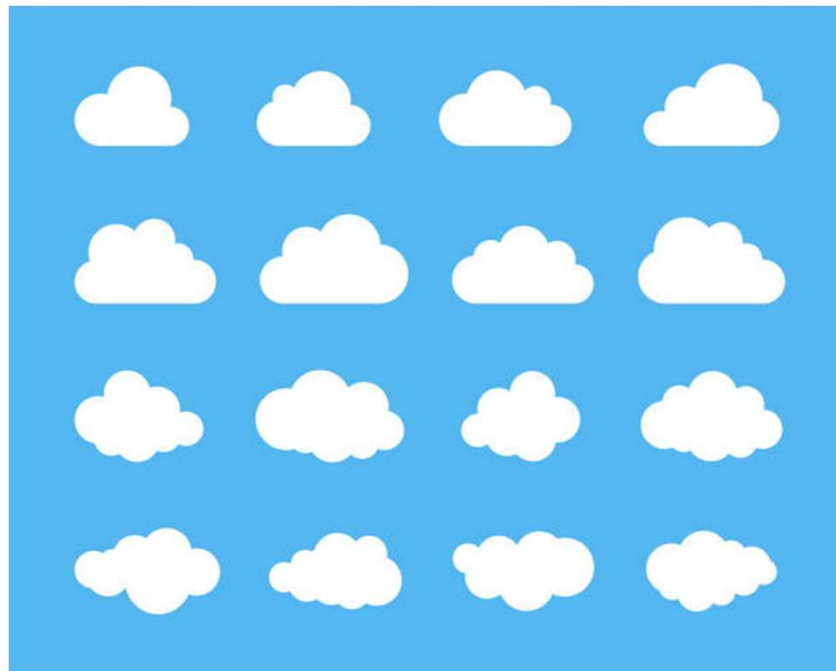
Hear from the participants!

Word Cloud!

How do you think the mentor program could benefit HIV frontline work...

Mentees

Mentors

Agency

Clients

HIV services workforce

How to get involved

How do I sign-up?

Katie Faulkner

Mentorship Manager

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We are recruiting Mentors and Mentees!

The SF HIV Frontline Organizing Group Mentor Program will be launching in April 2022!

- Are you a new frontline worker in the HIV Services field in San Francisco?
- Want to be develop your knowledge & skills?
- Learn from a experienced worker?

- Are you an experienced frontline worker?
- Would you like to give-back and guide the next generation of workers?

FOG MENTOR PROGRAM 2022
Contact Katie
kfaulkner@shanti.org
for more information

Mentor sign-up:
https://forms.gle/QZVTHqcmpnSyXoye6

Mentee sign-up:
https://forms.gle/uXD5zNJaZa1t4oLT7

FMP STEERING COMMITTEE

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