Tips for Selecting Mentors

The MnCHOICES Mentor is a key player in supporting a successful launch for a lead agency. Selecting a skilled and qualified staff for the role of a mentor is essential. Effective mentors need a variety of skills and abilities to provide support and to encourage skill building and confidence in users as they learn about and use MnCHOICES.

To help lead agencies select one or more MnCHOICES Mentor, a list of selection criteria is provided below. When selecting Mentors, each Agency:

- Is encouraged to consider the provided list of suggested selection criteria for MnCHOICES Mentors
- Should remember that it may be impossible to find all the necessary skills in one person
- May need to select several staff who complement each other with the desired skills and knowledge
- Must designate a Primary Mentor

MnCHOICES Mentor(s) Suggested Selection Criteria

1. **Availability To Users**
   - Select staff who are readily available to users throughout the work day; or
   - Identify multiple mentors to assure availability all or most of the time

2. **Computer skills**
   - Using a computer is critical to using MnCHOICES. Mentors need to be able to troubleshoot basic computer problems, and determine whether an issue relates to the MnCHOICES application, internal technology, and/or the user’s workstation. Examples include:
     - Is the computer connecting to the network?
     - What version of Windows is being run?
     - Is a pop-up blocker or other agency software interfering with MnCHOICES?
   - Mentors must also be able to communicate about technical issues with the Help Desk in a variety of ways:
     - Using screenshots that are legible and highlight the issue/error message
     - Describing the technical specifications of the user’s workstation
     - Following directions of the Help Desk to navigate the computer’s file structure to recover backups

3. **Are Certified Assessors or have completed MnCAT**
   - Mentors demonstrate skill in and understanding of the application.
   - Mentors have a basic idea of what different types of users are trying to accomplish in MnCHOICES.

4. **Have basic knowledge and understanding of Long-Term Services and Supports program and policy**

5. **Understand lead agency internal operations**

6. **Skilled at problem-solving, communication, and decision-making**