

# NPRC Evaluation

## NPRC Peer Mentor Discussion Guide

### Consent Language

Thank you for taking the time to speak with us today. My name is [name] and I am here with [name]. We are with RTI International. We are part of the research team seeking to understand how the National Paralysis Resource Center (NPRC), which is administered by the Reeve Foundation, operates and what features make it successful. This study is funded by the Administration for Community Living.

This evaluation is a 4-year effort that includes a mix of interviews, focus groups, surveys, and performance monitoring to assess how well the NPRC is meeting its goals. The purpose of our discussion today is to learn about your perspectives and experiences with the Reeve Foundation's Peer and Family Mentoring Program (PFSP). Specifically, we have some questions to ask you related to:

- What attracted you to serve as a mentor
- What the selection process was like and what training you received
- How you were matched with your peer
- What supports and assistance you receive from the NPRC [Reeve Foundation]
- Impact of mentoring program on your day-to-day life

We are expecting our discussion today to last approximately 90 minutes.

We want to inform you that there are no "right" or "wrong" answers to these questions. We are interested in your individual perspective. If there are any questions that you don't feel knowledgeable about or don't feel comfortable answering, please let us know and we will move to the next question. You are also welcome to end the discussion at any time.

The information gathered during our conversation today will be summarized for briefs that we submit to ACL. These briefs may eventually become public as a way to describe and highlight the NPRC's work. We may use quotes in our reports to highlight important themes or findings. However, quotes will not be attributed by name and will be used sparingly. If there is anything you do not want to be quoted, just let us know, but we would appreciate your feedback, both positive and negative.

We'll be taking notes during our discussion, but if it's okay with you we would also like to record this discussion. Do we have your permission to record?

Do you have any questions for us before we get started?

## Protocol Questions

### Introductions

Before we get started we would like to first go around the room and introduce ourselves. Please tell us your first name and how long you have been volunteering as a peer mentor with the Reeve Foundation.

### Becoming a Mentor

1. How did you hear about the Reeve Foundation mentoring program?
2. What (if anything) had you heard about the Reeve Foundation or the Peer Mentoring program before you signed up?
3. Why did you decide to become a mentor? What appealed to you about the role? What were you hoping to get out of participating?
4. Have you participated in other mentoring programs? If so, what were they and how do they compare? Why did you choose Reeve?

### Application and Selection Process

Now I'd like to switch to talk a little bit about the application and screening process you experienced when deciding to become a peer mentor.

5. Can you describe what the application process was for becoming a mentor?
  - a. Did you complete an application? If not, how did you apply?
  - b. How much did you interact with staff at the Reeve Foundation when completing an application? If you did interact with Reeve Foundation staff, was it helpful? How did it influence your decision to become a mentor?
6. How would you describe the initial screening/application process?
  - a. How long did it take?
  - b. Did you answer any screening questions over the phone or in person? What was that process like?
  - c. Who conducted the screening?
  - d. Was the process clear? Did you understand what the criteria and requirements were for becoming a mentor? Did you understand how you would be matched to a peer?
  - e. How would you improve this process (if at all)?

### Initial Training and Certification

7. We would like to get your impressions of the initial training workshop that you participated in to become certified as a Reeve Foundation mentor.
  - a. What did you like about the training? What do you think could be improved or changed about the training?
  - b. How long after you applied to become a mentor did you then participate in the training?
  - c. What was the most helpful or informative about this training?
  - d. Did you leave the training with a good understanding of expectations and next steps?
  - e. Was being shadowed by a staff member part of your training? If so, how did that work and was it helpful?

- f. Did you have an opportunity to interact with other peer mentors in this training and if so how?

### Matching of Mentors to Mentees

8. Please tell me about how you were matched to your most recent peer.
  - a. Did you understand the criteria for matching mentors to peers? If so, what was that criteria as you understood it to be?
  - b. What was communication with the Reeve Foundation staff like during the matching process? How did you communicate? In-person meeting, phone call, email, etc.
  - c. How long after the initial training were you then informed who you would be matched with?
  - d. Did you feel like you were effectively matched?

### Mentor and Peer Relationship

9. Once matched with your peer, how did you make initial contact? How did that initial connection with your peer go? Were they expecting you to contact them?
10. How many peers are you currently mentoring and how often do you interact with them? How do you communicate most often? What is your preferred method of communicating?
11. Can you describe the topics/concerns you typically help peers address? How long has your shortest relationship lasted? How long has your longest relationship lasted?
12. What factors do you think contribute to a successful mentor-to-peer relationship?
13. Since you've been mentoring with Reeve, what has been the most rewarding part of the experience?
14. What challenges have you experienced in being a mentor? What type of support did you receive from NPRC staff in addressing this challenge?

### Additional Training/Support for Peer Mentors

15. What resources are provided to you to help you build and maintain your relationship with your mentee?
16. What additional training do you receive or did you receive from the Reeve Foundation after you completed the initial certification training?
17. Are there additional training or supports that you would like to receive and why do you think this would be helpful?

### Concluding Thoughts

18. What has been the most rewarding or valuable part of being a mentor? What is the most challenging or frustrating part of being a mentor?
19. What's one thing you would change to improve or enhance the mentoring program?
20. Is there anything I haven't asked about regarding the PFSP that we haven't discussed that you would like to tell me?