

**PARTNER SERVICES**  
**MENTORSHIP PROGRAM**  
Moving Toward Excellence

# PARTNER SERVICES MENTORSHIP PROGRAM

## ○ **Introduction:**

- Michigan Department of Community Health (MDCH) STD/HIV Prevention Section's Partner Services Program is pleased to announce a viable opportunity for newly certified PS Investigators within local public health departments to gain relevant practical experiences in HIV/STD partner notification by completing a minimum 4 to 12-week mentoring program.



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Rationale of the Program:**
- To enhance newly certified PS Investigators skills to conduct thorough interviews and field investigations to increase the ratio of partners located and notified of their possible exposure to HIV and STDs.
- The mentorship program will further assist new investigators growth, development and confidence in applying their integrated certification training with applied public health principles.



# PARTNER SERVICES MENTORSHIP PROGRAM

- **What is mentoring?**
- A highly valuable development activity and empowering tool to effectively help people to progress in their career.



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Focus of Mentoring Program:**
- To assist newly certified PS investigators with an opportunity to apply skills they learned within the clinical & field setting in the areas of:

Counseling  
& Testing

Conducting a  
thorough PS Pre  
& Post  
Investigation

Elicitation

Building a  
Collaborative  
relationships with  
Community  
Partners

Cultural  
Competency



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Requirements of the Mentorship Program:**
- Many local health departments may have a program similar to this; however, MDCH is taking the mentorship program a step further
- The mentorship program is a *recommended* component of the PS Certification process for new PS investigators to receive their full certification in conducting partner services.
- The mentorship program is *supported* by representatives of the CDC to enhance the skills set of investigators to be effective public health officials.



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Requirements of the Mentorship Program:**
- The successful completion of Modules 1, 2, &3 as a HIV Test Counselor
- Successful completion of the two-day Partner Services Certification Training
- The mentorship will be completed within the current place of employment (1 or 2) days per week up to a minimum of 4 to12-week period
- Mentor for the program will include assigned supervisors, tenured PS Investigators/Counselors or a State/Local Disease Intervention Specialist (DIS)
- The mentorship can be conducted in a clinical and field setting



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Requirements of the Mentorship Program:**
- Overall, the supervised PS Mentorship is intended to provide new PS certified investigators with an opportunity to apply their PS Certification training in a public health setting, and build experience in collaborating with community partners.



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Five Objectives the Mentorship will cover:**
- ***Counseling & Testing:*** PS investigators will demonstrate the use of effective skills for delivering a reactive test result
- ***Conducting thorough PS Pre & Post Investigations:*** Completing a thorough record search on the client or partner to obtain needed information prior to conducting a field investigation
- ***Elicitation:*** Use of appropriate transitional phrases to begin discussion of partners
- ***Building Collaborative Relationships with Community Partners:*** PS investigators will demonstrate the importance of developing and maintaining relationships with community stakeholders
- **Cultural Competency:** Demonstrate the ability to communicate effectively with various populations and respect the rights of others



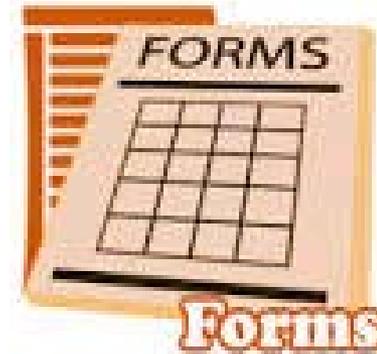
# PARTNER SERVICES MENTORSHIP PROGRAM

- **Limitations of the Mentorship Program:**
- In some jurisdictions, the prevalence and incidence of HIV may be low; however, the use of providing disease management for those infected with other STDs may be used to increase a new staff member's skills in providing PS delivery
- Also, for some areas the minimum 12-weeks for the mentorship may not be needed due to the investigators quickly adapting and understanding their roles in providing PS delivery.



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Program forms for participation:**
  - PS Mentorship Agreement Form
  - PS Mentorship Checklist
  - PS Mentorship Review Sheet
  - Evaluation Tool for Supervisors



# PARTNER SERVICES MENTORSHIP PROGRAM

- **PS Mentorship Forms:**
- *PS Mentorship Agreement* – This form must be completed and signed by the newly certified PS investigator and their assigned mentor prior to beginning the program.



# PARTNER SERVICES MENTORSHIP PROGRAM

## Partner Services Mentorship Agreement Form

Michigan Department of Community Health/Bureau of Disease Control, Prevention and Epidemiology  
STD/HIV Prevention Section

Date: \_\_\_\_\_

PS Investigator: \_\_\_\_\_ Local Health Dept.: \_\_\_\_\_

This is an agreement that documents an understanding between the PS Investigator and local health department providing the mentorship. The purpose of this agreement is twofold; first to acknowledge the PS investigator's participation; and secondly, to establish consensus between the investigator and supervisor/DIS about their responsibilities to each other.

Starting date for mentorship: \_\_\_\_\_ Tentative date for ending: \_\_\_\_\_

### Mentoring Local Health Dept. will provide:

\_\_\_\_\_ Hours/week of individual supervision - Indicate number of hours per week supervision will be provided and information to be discussed i.e. 1 hr/ wk minimum, to the following :

- Review assigned cases of new PS investigator
- Assess level of PS investigators' disease knowledge
- Assess interview comfort level with clients and/or partners

Engage in monthly conference call with MDCH Partner Services Staff to discuss mentoring process.

### New Partner Services Investigator will perform the below tasks associated with the mentorship project over a four to twelve week period:

Counseling & testing (i.e. PS Investigator will observe at least two (2) counseling sessions of providing a reactive test result prior to conducting a counseling session independently).

Conducting a thorough PS Pre-investigation for infected clients and/or partners (i.e. PS Investigator will use appropriate tools to conduct a thorough record search).

Elicitation (i.e. PS Investigator will ask pertinent questions to gather identifying, locating and exposure information).

Cultural competency (i.e. PS Investigator will demonstrate ability to respect the rights of other and a level of comfort when discussing various aspects of a client's life (substance use, mental health, and sexual orientation).

Building collaborative relationships with community partner (i.e. PS Investigator will demonstrate the importance of developing and maintaining relationships with community stakeholders).

Engage in monthly conference calls with MDCH's Partner Services Staff

Other activities considered important to mentorship experience:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Supervisor/Mentor

\_\_\_\_\_  
Signature of PS Investigator/Mentee

\_\_\_\_\_  
Supervisor/Mentor's Office Phone #

\_\_\_\_\_  
PS Investigator/Mentee's Office Phone #

\_\_\_\_\_  
Supervisor/Mentor's Email

\_\_\_\_\_  
PS Investigator/Mentee's Email

Please provide a signed copy of this document to:  
Tracy Peterson-Jones, PS Coordinator  
MDCH/Bureau of Disease Control, Prevention & Epidemiology  
STD/HIV Prevention Section  
109 W. Michigan Avenue  
Lansing, MI, 48933  
(517) 241-5922 (fax #)



# PARTNER SERVICES MENTORSHIP PROGRAM

- **PS Mentorship Forms:**
  - *\*PS Mentorship Checklist* – The checklist is used during the mentorship as a guide to review the skills of the PS investigator during the 4 to 12-week experience. The form can also be used to review the overall objectives the staff need to demonstrate efficiency. The form must also be attached to the PS Mentorship Review Sheet & Evaluation Tool for Supervisors.



# PARTNER SERVICES MENTORSHIP PROGRAM

Supervisor/Mentor: \_\_\_\_\_

PS Investigator/Mentee: \_\_\_\_\_

Date: \_\_\_\_\_

## Partner Services Mentorship Checklist

**Directions:** This checklist can be used during the mentorship as a guide to review the skills of the new PS investigator during the twelve week mentorship experience. Upon the end of the mentorship, please utilize this form to review the overall performance of the staff to complete the mentorship review sheet. Please attach the checklists to the mentorship review sheet upon completion of the project.

### Goal #1: Demonstrate the use of effective skills for delivering a reactive test result:

- a. Assessed readiness to give reactive results while being client centered.
- b. Interpret reactive result.
- c. Assist client with developing a risk reduction plan.
- d. Discuss prevention options for infected client
- e. Discuss partner services benefits as it relates to partner notification.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Goal #2: Conducting a thorough PS Pre & Post-Investigation:

- a. Use internal records (clinic records), contact reporting physician and conduct internet Web searched to obtain needed information prior to conducting a field investigation.
- b. Used appropriate telephone skills to contact client or partner to schedule field visit.
- c. Inform client of status
- d. Assist client with identifying behaviors which placed them at risk
- e. Discuss various ways to notify at-risk partners.
- f. Link client into care and other supportive services.
- g. Discussed confidentiality and maintained professionalism throughout counseling session.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Goal #3: Elicitation

- a. Use of open-ended (who, what, how) statement to make appropriate transitional phrase to discuss partners.
- b. Ask open-ended questions to gather identifying, locating and exposure information.
- c. Discuss the use of a calendar, cell phone or address book to trigger a client's memory of at-risk partners.
- d. Use of effective listening skills to obtain information & provide appropriate responses.
- e. Demonstrate ability to complete documentation.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Goal #4: Cultural Competency

- a. Demonstrate the ability to respect others.
- b. Exhibit level of comfort when working with diverse populations (MSM's, youth, racial & ethnic groups etc.).
- c. Demonstrate ability to work with clients with a disability (hearing, physical, developmentally-delayed or visually impaired).

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Goal #5: Collaborative Relationships with Community Partners

- a. Demonstrate the ability to work with various community stakeholders (community-based organizations, local health departments, and reporting physicians).
- b. Exhibit skills to negotiate, problem-solve and resolve conflict to foster collaborative relationships with community stakeholders.
- c. Demonstrate the ability to maintain partnerships to ensure positive outcomes for clients.



# PARTNER SERVICES MENTORSHIP PROGRAM

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please attach and return the checklist(s) along with the PS Mentorship Review Sheet and Evaluation Tool for Supervisors to:

Tracy Peterson-Jones, PS Coordinator  
MDCH/Bureau of Disease Control, Prevention & Epidemiology  
STD/HIV Prevention Section  
109 W. Michigan Avenue, 10<sup>th</sup> Floor  
Lansing, MI. 48933  
(517) 335-0401 (office)  
(517) 241-5922 (fax #)



# PARTNER SERVICES MENTORSHIP PROGRAM

- **PS Mentorship Forms:**
- *\*PS Mentorship Review Sheet* – This form is to help identify the investigators strengths and limitations in conducting PS. The form should be completed in review of the investigators learning objectives.
- The review sheet reflects the rating scale of the skills you as the mentor have observed.
- The **rating scale** includes the following:
  - 1 – Needs improvement
  - 2 – Satisfactory
  - 3 – Above expectations
  - \* Non-applicable (NA)



# PARTNER SERVICES MENTORSHIP PROGRAM

## Partner Services Mentorship Review Sheet

The purpose of this form is to identify a new certified PS Investigator's strengths and limitations in conducting partner services. This form should be completed in review of the new investigators learning objectives. Your collaboration with MDCH Partner Services program will provide a critical part in the investigator's professional development. Therefore, your comments on the investigator's preparation and performance are strongly solicited and greatly appreciated. We rely on your input to help improve MDCH/Bureau of Disease Control, Prevention & Epidemiology - STD/HIV Prevention Section's Partner Services Program so we may continue to provide highly trained professionals to conduct and provide partner services to clients and partners who are either infected or have been exposed to HIV/STDs.

**Check the number that best reflects your rating of the skills you observed in the PS Investigator as:**

**1 – Needs improvement** – needs improvement to reach expected level of competence – Comments must be given for areas marked 1.

**2 – Satisfactory** – meets requirements for current point in training.

**3 – Above expectations** – exceeds expectation at current point in supervised practice, took extra initiative or demonstrated creative approaches to the situation.

Non-applicable (NA) - characteristic didn't apply at this time.

*\*Reviewer should document outcomes based on observed and audible outcomes.*

Review Elements	1	2	3	NA	Comments
<b>Counseling &amp; Testing</b>					
<ul style="list-style-type: none"> <li>Demonstrate ability to give back a reactive test result in accordance to MDCH/DHDWC's Module 3 Training e.g. use of standard language to providing reactive result, use of A.I.R, access clients' needs for care, psychological &amp; support services, provide appropriate referrals, discuss partner services</li> </ul>					
<ul style="list-style-type: none"> <li>Able to provide effective prevention counseling and assist client with developing risk reduction plan</li> </ul>					
<ul style="list-style-type: none"> <li>Able to explain partner services, and the benefits of it for notification purposes</li> </ul>					
<b>Conducting a thorough PS Pre-Investigation</b>					
<ul style="list-style-type: none"> <li>Able to conduct a thorough record search on the client or partner to obtain needed information prior</li> </ul>					

Review Elements	1	2	3	NA	Comments
to conducting a field visit					
<ul style="list-style-type: none"> <li>Uses appropriate communication skills to contact the client or partner by phone or other means to schedule a field visit</li> </ul>					
<ul style="list-style-type: none"> <li>Upon client contact able to maintain confidentiality at all times, and address concerns of how information was obtained</li> </ul>					
<ul style="list-style-type: none"> <li>Able to conduct a thorough PS counseling session by imparting needed information to client e.g. inform of status, help client to identify specific behaviors which placed them at risk, informed of ways to notify at-risk partners, learn about treatment and referral options to care and other supportive options, development of a risk reduction plan.</li> </ul>					
<ul style="list-style-type: none"> <li>Able to conduct a thorough PS counseling session when notifying at-risk partners by imparting needed information e.g. inform of possible exposure, help partner to identify specific behaviors which place them at increased risk, provide opportunity to test, provide link to other services if needed, development of a risk reduction plan</li> </ul>					
<ul style="list-style-type: none"> <li>Knowledgeable of HIV/AIDS agencies and other supportive services available in jurisdiction to refer client or partners</li> </ul>					
<b>Elicitation</b>					
<ul style="list-style-type: none"> <li>Demonstrate ability to make an appropriate transitional phrase into partner services (PS)</li> </ul>					
<ul style="list-style-type: none"> <li>Able to ask pertinent questions to gather the necessary identifying, locating and exposure information to find at-risk partners</li> </ul>					

# PARTNER SERVICES MENTORSHIP PROGRAM

• Uses a variety of existing tools, calendar, cell phone, address books to encourage client's participation to share full disclosure of all partners					
<b>Review Elements</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>NA</b>	<b>Comments</b>
• Demonstrates ability to use open-ended questions, and remain non-judgmental while working with clients					
• Able to listen attentively; uses effective non-verbal cues and provide appropriate feedback					
• Demonstrate ability to complete the necessary departmental forms and forward to the appropriate staff person or other health department jurisdiction					
<b><u>Cultural Competency</u></b>					
• Demonstrates the ability to respect the rights of others, and remaining professional at all times					
• Demonstrates level of comfort when discussing client's life (substance abuse, mental health, sexual orientation).					
• Ability to communicate effectively with various populations (MSM's, substance abusers, racial & ethnic groups, youth).					
• Demonstrates the ability to work with clients who may have a disability (hearing, physical, developmentally delayed or visually impaired).					
<b><u>Collaborative Relationships</u></b>					
• Able to develop and maintain collaborative relationships in areas of outreach with community stakeholders, such as community-based organizations, local health departments outside of jurisdiction and reporting physicians within jurisdiction.					

• Able to place value of the importance of the community perspective, being known and trusted by community stakeholders.					
• Able to negotiate, problem-solve, resolve conflict to foster collaboration among stakeholders					

**Additional Comments (Areas of exceptional achievement or areas needing improvement):**

# PARTNER SERVICES MENTORSHIP PROGRAM

- **PS Mentorship Forms:**
- *\*Evaluation Tool for Supervisors* – This tool will evaluate the effectiveness of the mentorship program through the eye of the mentor/supervisor.



# PARTNER SERVICES MENTORSHIP PROGRAM

## Evaluation Tool for Supervisors:

From your experience as the supervisor – did you feel prepared to provide the mentoring experience?
What other training opportunities do you feel would have been beneficial for you during this process?
Were you able to integrate the (new) PS Investigator into other work and tasks? If so, what were those additional tasks (i.e., outreach activities or provider education), and how did it enhance the counselor's skills in providing PS?
Were the goals of the mentorship clearly achieved?
Were you able to resolve issues that came up during the mentorship?
What more could the MDCH/DHWDC Partner Services Program do to support you in your role providing mentorship to a new PS Investigator?
Overall, was this a worthwhile experience?

Mentor: \_\_\_\_\_ Mentee: \_\_\_\_\_

Mentorship From: \_\_\_\_\_ To: \_\_\_\_\_ Date: \_\_\_\_\_

Return this form to:  
Tracy Peterson-Jonsson, [tpeterson@michigan.gov](mailto:tpeterson@michigan.gov)  
109 West Michigan Avenue, 10<sup>th</sup> Floor  
Lansing, MI 48933  
(517) 335-0401 (office #)  
(517) 241-5922 (fax #)



# PARTNER SERVICES MENTORSHIP PROGRAM

- **Failure of the Mentorship Program:**
- If a staff is determined to have failed the mentorship and need additional skills to be an effective PS investigator the following options will be available:
- Online support via Passport to PS
- The mentor can also assist their staff skills by extending the mentorship program or have staff attend additional training opportunities



# PARTNER SERVICES MENTORSHIP PROGRAM

- **MDCH PS Staff Role:**
- The PS program staff plan to host conference calls for the Mentors and PS investigators mid-point thru the mentorship program. These calls will be held separately so that PS staff can receive adequate information on the effectiveness of the program for all involved.
- PS Program staff also plan to host a conference call with the Mentors after the submission of the ***\*Checklist, Mentorship Review Sheet & Evaluation Tool for Supervisors*** at the end of the mentorship to access their program outcomes and continued buy in. These forms will need to be submitted to program staff twenty-one (21) days after completion.
- A certificate of completion will be provided to the new PS investigator who complete the program successfully.



# PARTNER SERVICES MENTORSHIP PROGRAM

- **For additional information on the mentorship program:**
- Tracy Peterson-Jones, PS Coordinator
- (517) 335-0401
- [petersont@michigan.gov](mailto:petersont@michigan.gov)

