

MENTOR HANDBOOK



CROSSROADS
PRISON MINISTRIES





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MISSION & VISION

Crossroads connects people in prisons with mentors from churches to develop Christ-centered relationships as they study God's Word together.

Crossroads envisions a world in which the Church answers God's call to remember people who are incarcerated by cultivating Christ-centered relationships through which God transforms lives, prisons, and churches throughout the world.

CORE VALUES

Crossroads strives to:

1. Honor the God-given dignity in all people

Recognizing that everyone bears the image of God, we unconditionally respect, love, and accept all people. We endeavor to restore dignity that the criminal justice system has removed, believing that God offers redemption and renewed purpose to each person who is incarcerated. *"So God created mankind in his own image, in the image of God he created them; male and female he created them" (Genesis 1:27).*

2. Treasure God's Word

We center our lives and our ministry around the belief that, through the Gospel, God changes lives. As we immerse ourselves in God's Word, we also provide the Gospel message to incarcerated people around the world in a way that helps them understand it and apply it to their lives. *"All Scripture is God-breathed and is useful for teaching, rebuking, correcting and training in righteousness, so that the servant of God may be thoroughly equipped for every good work" (2 Timothy 3:16–17).*

3. Serve churches around the world

We equip and empower the Church outside correctional facilities to fulfill God's call to remember those who are incarcerated. We provide resources to help churches grow spiritually and develop mutually enriching relationships with incarcerated men and women around the world. *"Then the righteous will answer him, . . . 'When did we see you sick or in prison and go to visit you?' The King will reply, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me'" (Matthew 25:37–40).*

4. Fulfill our mission with excellence and urgency

Because we are aware of the great need for God's love in dark places throughout the world, we aim to accomplish all our endeavors with excellence and with intentional urgency. *"Whatever you do, work at it with all your heart, as working for the Lord, not for human masters, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving" (Colossians 3:23–24).*

5. Steward resources faithfully and partner intentionally

We faithfully steward the financial and human resources God has given us and use them in a way that ensures the greatest benefit to His Kingdom. While recognizing our ministry's strengths and abilities, we also seek to partner with others in humility and transparency to maximize our reach and impact. *"This, then, is how you ought to regard us: as servants of Christ and as those entrusted with the mysteries God has revealed. Now it is required that those who have been given a trust must prove faithful" (1 Corinthians 4:1–2).*

6. Pray continually

Because we believe that prayer is powerful, we regularly bring our praises, laments, and requests to God, both individually and collectively. We encourage everyone involved in the ministry to practice the spiritual discipline of prayer. *"Rejoice always, pray continually, give thanks in all circumstances; for this is God's will for you in Christ Jesus" (1 Thessalonians 5:16–18).*

STATEMENT OF FAITH

The Bible is God's Word; we can rely on it to guide us.

2 Timothy 3:16–17; 2 Peter 1:20–21; Psalm 119:160; Hebrews 4:12

There is one true God, who is the Father, Son, and Holy Spirit.

Genesis 1:1; John 1:1–3; Matthew 3:16–17; John 10:30; John 15:26; 2 Corinthians 13:14

Jesus Christ is our Lord and Savior.

John 1:1–4; Colossians 1:15–20; Romans 10:9–10; Hebrews 7:25–27

The Holy Spirit lives in us, enabling us to follow Christ.

John 14:26; Luke 12:11–12; Acts 1:8; 1 Corinthians 2:13; 1 Corinthians 12:4–11; Romans 8:10–16, 26–27;

Ephesians 1:13–14; Titus 3:5

Every person is made in God's image, but because of sin, every person needs salvation.

Genesis 1:27; Psalm 8:3–6; Isaiah 53:6a; Romans 3:23; 1 John 1:8

We are saved by grace, through faith in Christ, not by anything we can do.

Ephesians 2:8–9; 1 John 1:9; Romans 3:21–28; Romans 5:1–11; John 3:16

The dead will be resurrected.

John 5:28–29; 1 Thessalonians 4:13–17; Revelation 20:12–15; 1 Peter 1:3–5

We are called to be unified in Christ with all believers.

Ephesians 4:4–6; John 17:18–23; 1 Corinthians 12:12–13, 25–26; Romans 12:4–5

We are called to work with one another to share the message of the Gospel.

Matthew 28:18–20, Acts 1:8; John 20:21; Romans 10:14–15; 2 Corinthians 5:19–20; Isaiah 42:6–7

Dear Mentor,

Thank you for joining Crossroads Prison Ministries! I want to give you a warm welcome as you begin this journey of mentoring men and women in prison. You are joining **thousands** of other volunteers across the United States, and in more than twenty extension centers worldwide, **to bring hope, light, and love** into the darkest places.

Through your ministry, you will help people in prison build a solid spiritual foundation upon which they will grow, base their decisions and find their place and purpose in life. You will also help build up the Church behind prison walls by making God's Word available and applicable to men and women who desperately need its guidance and life-changing message of unconditional love and hope.

God has a special place in His heart for people in prison. Jesus stated that if we have visited those in prison, we have visited Him (Matthew 25:36, 40). This call to "remember those in prison as if you were together with them" is also highlighted in Hebrews 13. As you review Bible studies and write encouraging letters, you are fulfilling this biblical mandate.

The Bible is full of letters that encourage God's people toward greater faith and a deeper connection with Jesus Christ. Paul's letters to the churches make up a large portion of the New Testament. These letters, some of which were written from prison, were instrumental in growing the early Church and spreading Christianity. Today, more than 2,000 years later, the Church continues to be shaped, inspired, and encouraged by the letters of Paul.

Through your letters, you will play a key role in guiding and encouraging men and women in prison. **Most people in prison rarely have visitors and often feel disconnected from the outside world.** Prison culture further perpetuates a cyclical pattern of isolation and loneliness, often leading to despair and, eventually, total hopelessness. **Words that you share in your letters may be the only reminder to those who receive them that they have not been forgotten.** Most importantly, your words of love and encouragement reflect light to those who are in a very dark place. These words may very well be the only representation of the Gospel they receive. Your words, used by the Holy Spirit, truly have the power to change the trajectory of someone's future.

I want to thank you for stepping out in faith as a representative of the good news of Jesus Christ. Crossroads is part of my personal story. More than twenty years ago, I was a Crossroads student. I am so grateful for people like you who invested in me and helped me navigate my new faith in Jesus. Each lesson and letter I received from my mentors guided me to pursue a deeper, grace-filled relationship with Jesus and, eventually, to realign my life with His will. I held on to the letters for years, rereading them many times, even after my release from prison.

My prayer for you is that the God of hope will "fill you with all joy and peace as you trust in him, so that you may overflow with hope by the power of the Holy Spirit" (Romans 15:13).

In Christ,



Douglas Cupery
Director of Church Engagement

P.S. Be sure to check out our website to read newsletters that offer tips and suggestions for how you can best serve your students!

OVERVIEW OF THE MENTORSHIP PROGRAM

Crossroads mentors review students' completed Bible study lessons, write letters to them, and answer their questions. Mentors share stories from their own lives and help their students see how God is speaking to them through His Word.

The mentorship program has three levels:

Core Program (Tier 1)

In this introductory level, students learn about God and basic biblical concepts. A mentor receives a lesson from a different student each week. On average, it takes about 1 to 1½ hours to review a lesson and write a letter.

Growth Program (Tier 2)

In this intermediate level, students learn how to live out their faith in response to God's love. In the Growth Program, mentors are paired one-on-one with a student, with whom they will journey through at least one course. Because the Growth Program is a longer commitment, we ask that you prayerfully consider this opportunity before beginning. Mentors in the Growth Program typically receive a lesson from their student about once every four weeks. On average, it takes about 1 to 1½ hours to review a lesson and write a response letter.

Advanced Program (Tier 3)

In this advanced level, students study seminary-level material that provides them with the skills they need to be spiritual leaders in their communities. The Advanced Program is similar to the Growth Program in that students and mentors are paired one-on-one. A mentor can expect a lesson from their student in the Advanced Program about once every six weeks. The average time commitment is about 1–2 hours per lesson, but it can take longer depending on the mentor's familiarity with the lesson content.

All mentors and students begin in the Core Program, where they are paired with a different student or mentor for each lesson. After a mentor has reviewed at least four lessons, we encourage them to consider making a longer-term commitment by mentoring a student one-on-one through the Growth Program.

Students take each course one lesson at a time. Below is an explanation of the progression of a lesson from its starting point in the Crossroads office:

Step 1: Crossroads sends a Bible study lesson to a student.

Step 2: The student completes the lesson and mails it back to the Crossroads office.

Step 3: Crossroads sends the next lesson to the student and forwards the student's completed lesson to a volunteer mentor.

Step 4: As the student begins their next lesson, the mentor reviews the completed one and mails it back using the provided envelope, along with an encouraging letter.

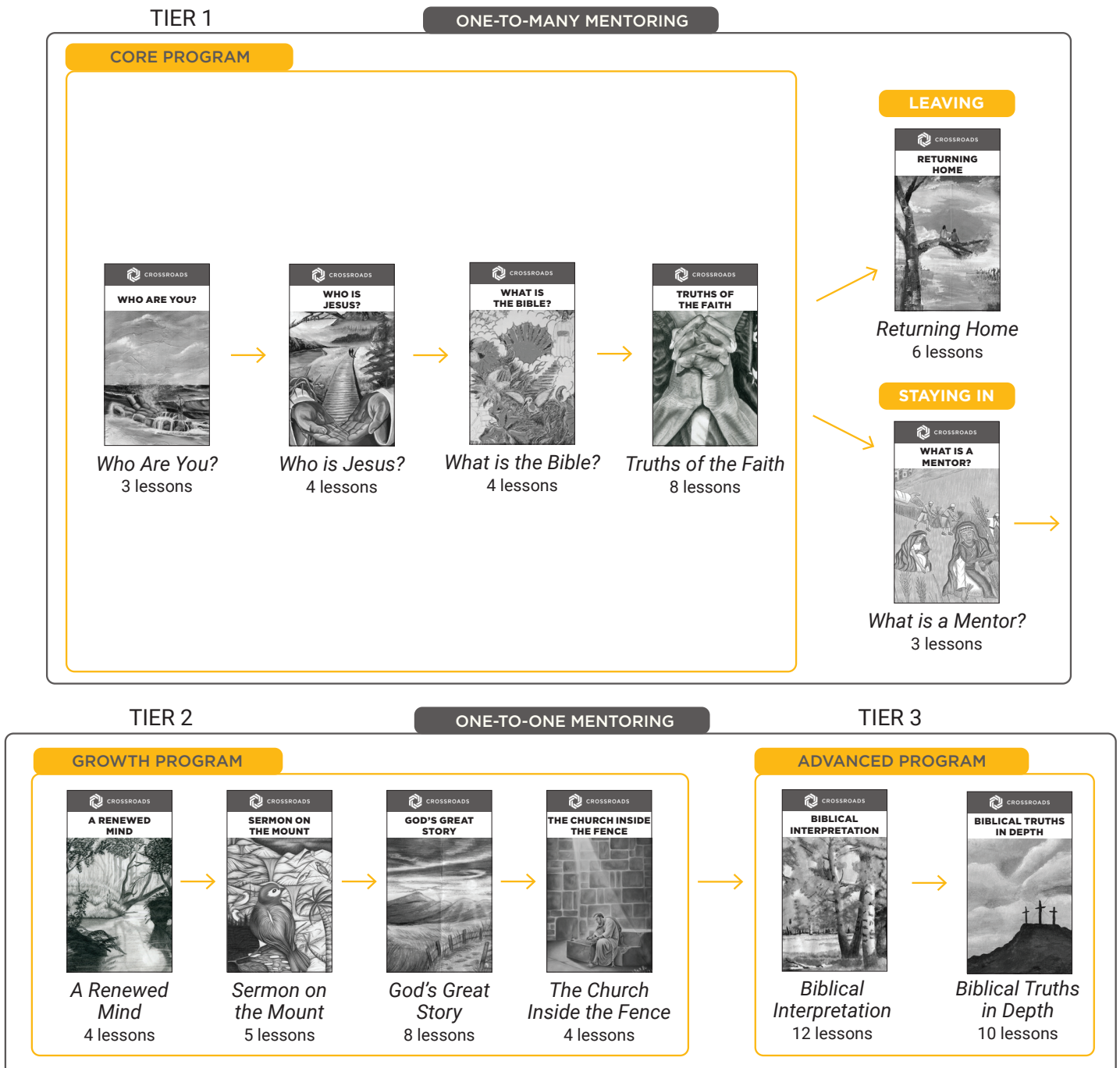
THE CROSSROADS CURRICULUM

Crossroads currently offers twelve correspondence Bible study courses, which may change over time. Each course includes up to a dozen lessons and is organized into programs designed to serve different student populations.

Once enrolled in the mentorship program, students will begin in the **Core Program**. In this portion of the program, students will have a different mentor for each lesson who will write a letter of encouragement and answer any questions they have.

After completing the Core Program, students with less than 18 months remaining will take *Returning Home*, a course focused on reentry. Students with more than 18 months remaining will take *What Is a Mentor?*, a one-to-many mentoring course that prepares them to continue studying God's Word in the **Growth Program** with an assigned one-on-one mentor.

Students who complete the Growth Program can apply for the **Advanced Program**, which offers seminary-level elective courses.



THINGS TO KEEP IN MIND

- **Your student may not be a Christian.** People of all faiths and backgrounds decide to take our courses to learn more about Christianity. Their responses to questions about what they believe or think may be very different from yours. Encourage them to continue studying and asking questions. Do your best to acknowledge their perspective, and then share the answer to the question based on your understanding of the Bible. Don't hesitate to contact us if you have questions or need help with a specific response!
- **What you have read and seen on TV regarding people in prison is probably not true.** Any preconceived notions you have about people in prison likely do not reflect their reality. Put those aside and do your best to keep an open mind while interacting with your students.
- **You will encounter a wide variety of educational backgrounds.** Many people in prison have had limited access to education, with some reading and writing at a third-grade level. You may notice spelling mistakes, rough sentence structure, or very brief answers. Please do not point these out or correct them. The most important thing is that your student understands the lesson content. This does not mean that people in prison are unintelligent—many are highly intelligent, and some have even earned advanced degrees. However, others may not have had the same educational opportunities due to life circumstances or past choices.
- **Maintain focus on the lesson content and what God is doing in your students' lives through His Word.** Please avoid politics and other divisive subjects. You may disagree with a student about something, but please simply encourage them to keep studying and reading the text. It is not your job to convince them of the truth. Let the Holy Spirit do His work, and do your best to show the student God's love.

MINISTRY-SPECIFIC GUIDELINES

We serve students in many different prison systems with varying rules and regulations. We have highlighted several guidelines that are consistent among facilities as well as several that are specific to Crossroads' ministry. We deeply desire to serve all students in all correctional facilities, and respecting these regulations will help ensure that we can continue to do so.

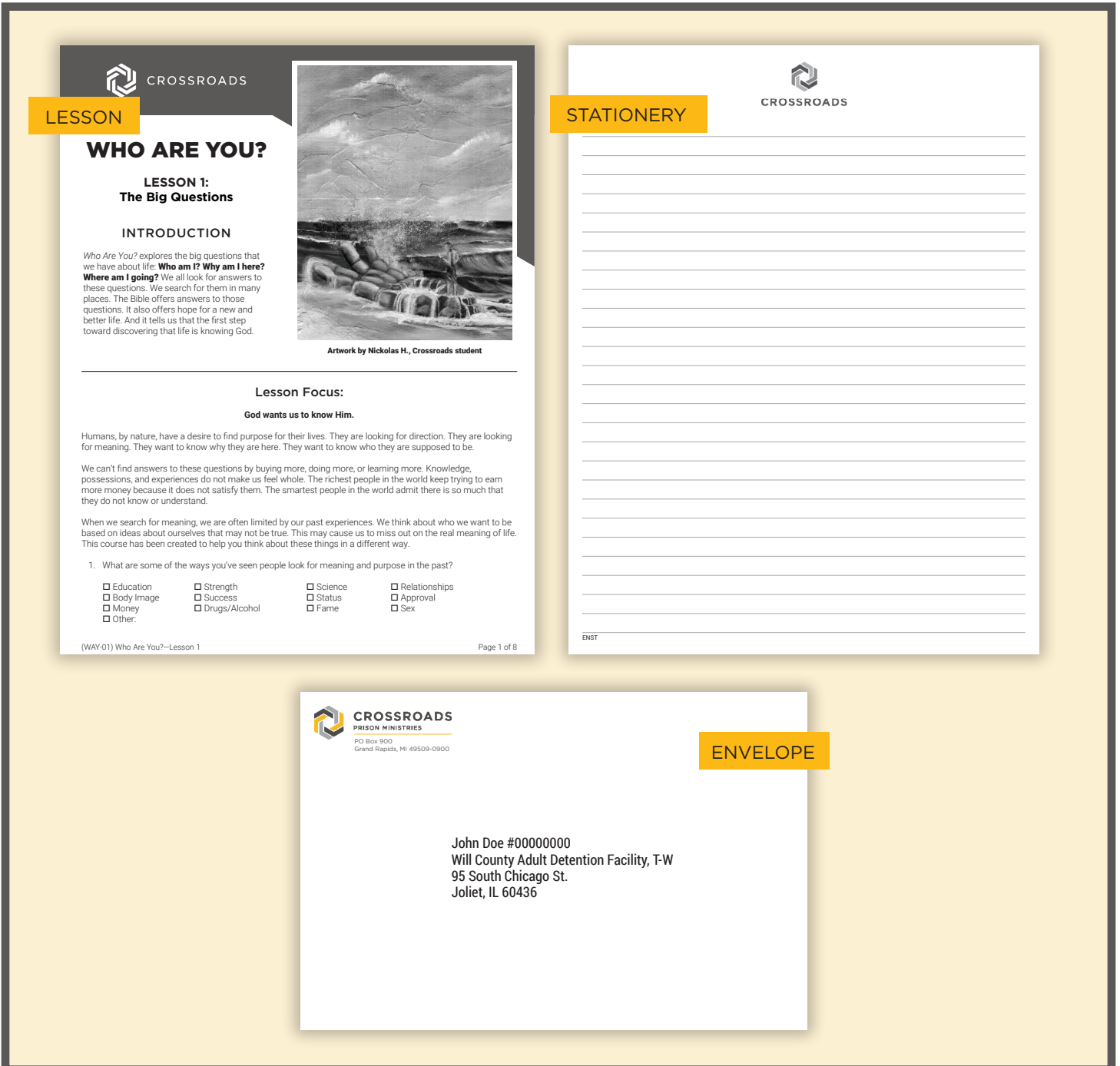
1. **Please do not send any materials not provided by Crossroads to your students. Also, please do not use any tape, correction fluid, markers, or highlighters on your letter or reviewed lessons.** When a prison mail room finds any extra items in a lesson, they may refuse to accept the lesson and return it to Crossroads, causing a delay in the lesson reaching the student.
2. **Please do not put greeting cards or note cards in a student's lesson.** Because prison mailing restrictions for cards change often, cards included with a lesson may cause the lesson itself to be rejected. If you would like to send a card to your one-on-one student, be sure to check your mentor portal account to verify the facility's restrictions first.
3. **Please use only your first name when communicating with students.** Do not use your last name or address in your communication. Remember to remove any inserts that include your personal information before sending the lesson to the student.

- 4. If a student asks for a parole recommendation letter, please contact the Crossroads office about this request.** For students in the one-to-many mentoring courses, you will not have enough information to advocate for them effectively, so Crossroads will take care of their request. If you have students in the Growth and Advanced Programs, Crossroads will ask for your input.
- 5. Use caution when responding to student requests.** If a student requests that you contact family, friends, or victims on their behalf, please do not do so. Direct any financial or legal requests to Crossroads. Your role is to encourage and disciple your students as you work through the lessons with them. Getting involved with these types of requests can hinder this role. Simply respond to them by stating, "I am not allowed to do this."
- 6. Please do not contact a correctional facility for any reason.** If you have any concerns about your student's well-being, please contact the Crossroads office.
- 7. If your student speaks negatively about the prison system, please offer encouragement rather than engaging in negative discussion.** The environment in prison breeds negativity and can be oppressive. Over time, this can weigh heavily on students, and they will occasionally express this in some way. Please encourage the student, keeping in mind that we don't have control over what the student is experiencing.
- 8. Please avoid controversial topics.** It's not uncommon for students to share political and theological views that are very different from yours. We ask that you avoid engaging in debates or "correcting" their opinions. Try to keep your letters and comments focused on discussing the lesson content and providing encouragement.
- 9. Never ask your students about their crimes or look them up online.** None of us would want to be identified constantly by the worst thing we ever did or the lowest point in our life. Some students, however, may choose to tell you about their past. If they do, please respond graciously and remember that "all have sinned and fall short of the glory of God" (Romans 3:23). God does not let our sin define who we are in His eyes once we have decided to follow Jesus. Show that same grace to your students. As the Bible says, "Love covers over a multitude of sins" (1 Peter 4:8). Let love prevail.
- 10. Do not include letters from family or friends** when sending a reviewed lesson and your letter back to a student. The encouragement letter you send to your student must be written by the mentor who has been assigned to the student.
- 11. Do not call, email, or plan to meet any Crossroads students in person.** Mentors need to communicate with students through the Crossroads program. Do not communicate with students outside of Crossroads.

THE LESSON PACKET

After a student has completed a lesson, they mail it back to the Crossroads office. When we receive it, we put it in a new envelope along with several other documents and then mail the package to a mentor. We refer to this package as a **lesson packet**.

You will typically find the following items in your lesson packet:



The packet will include a student's lesson for you to review, a sheet of Crossroads stationery for your response letter, and a pre-addressed envelope to return the reviewed lesson and letter. Occasionally, you may also find additional items for the student, such as an "I Have Moved" form or a student enrollment card (see next page).

Each lesson packet may also contain one or two informational notes for YOU, the mentor. They will be clearly marked that they are for mentors only. Please do not send these to students.

These mentor notes are easy to leave in a lesson accidentally, especially when there are multiple inserts in the packet. However, they include information that is important for you to read and might confuse the student if they were to receive the note.

Some students' lessons require special handling, and a note may be included in your packet to provide more details. **Please be sure to double-check each item in your lesson packet and remove anything that is for mentors only before you send the lesson to the student.**

Already a student?
Has God used this program to encourage you? **Pass this form along** to a friend in your facility so they can enroll too!

Want to join?
Fill out the attached enrollment form and mail it to us today!

About Crossroads
The Crossroads mentorship program connects you with mentors who help you study the Bible. They will write to you, answer your questions, share their own faith journeys, and help you understand how God is speaking to you through His Word.
You'll receive Bible study lessons by mail. Crossroads' courses are designed to help you grow in your faith and learn how to follow Jesus.

Name: _____
ID #: _____
Date of Birth: _____
Gender: _____
Referred by: _____
Institution: _____
Street or PO Box: _____
City: _____ State: _____ ZIP: _____
☐ Prefiero el curso en español.

STUDENT COMMITMENT
I will finish each lesson I receive in a timely manner and, with the help of my mentors, I will complete each course that I start. I agree that Crossroads may use anything I submit, such as my picture, testimony, writings, or artwork, for promotional purposes or to further its mission, with the understanding that Crossroads will credit the work using my first name only (unless I give my express permission to use my full name).

Student Signature: _____ Date: _____
When you have completed this form, please return it to Crossroads. We will send your first Bible study lesson to you.

I HAVE MOVED!

Please keep this sheet in your Bible. If you move or do not hear from us within six weeks, please let us know.

Name: _____ ID# (if applicable): _____
☐ I have not heard from Crossroads in six weeks.
☐ I have moved to another facility or house. I have written my new address below.
☐ I have been paroled or released. I have written my new address below. (Please do not give us this address until you are living there.)
☐ I have changed my name. (Please fill out the OLD section below with your former name and the NEW section with your new name.)

My OLD information was:
FIRST _____ LAST _____
TOP (if applicable) _____
INSTITUTION (if applicable) _____ HOUSING (if applicable) _____
STREET ADDRESS _____
CITY _____ STATE _____ ZIP _____

My NEW information is:
FIRST _____ LAST _____
TOP (if applicable) _____
INSTITUTION (if applicable) _____ HOUSING (if applicable) _____
STREET ADDRESS _____
CITY _____ STATE _____ ZIP _____

Send to: Crossroads | PO Box 900 | Grand Rapids, MI 49509-0900

CROSSROADS
PRISON MINISTRIES

NOTE FOR MENTOR:

Dear Mentor,

The student who completed this lesson is in a facility that only allows photocopied documents. The enclosed lesson is a photocopy of the original.

As a result of the copying process, the pages of the lesson may be out of order, upside down or otherwise altered. Some pages may also be missing. Please review the lesson to the best of your ability. Also, please avoid writing comments to the student about any issues you noticed related to the copying process.

If you have any questions, please feel free to email mentor@cpministries.org or call (800) 668-2450.

Please remove this note before sending the lesson to the student. Thank you!

MENTOR NOTE is Staff

MNPL

Students will often ask for help with a range of issues and concerns. We attempt to address these questions before sending a lesson to a mentor. When you see **"Thanks, Crossroads"** stamped next to a student's question in a lesson, or a **"Dear Student"** note included in the packet, this means that we have addressed it through the main office. If it does not appear that the office caught or addressed the issue, please let us know. Feel free to call or email us if you have a question about a student's request or if you are not sure how to respond.

Artwork by Norris B., Crossroads student

have you tried to do to change your life in the past? Did it work? Why or why not?
we tried and succeeded in changing my attitude the way I looked at things and putting everything in God's hands. It has helped me, helps me stay in love and hopeful.

tells us that we can change. It tells us that God wants direction and a greater purpose for our lives. We have known who God is and who God wants us to be. We gain by following Jesus. If we choose to do those things, in change and we can make a positive difference in Jesus said it this way.

comes only to steal and kill and destroy. I have come so to have life. I want them to have it in the fullest possible in 12:10)

do you think Jesus meant when He said that He wants those who follow Him to have life in the fullest way?
wants us to be happy and find life in Him, not in things in heaven

Thanks, Crossroads

Notes/Questions

REQUESTS FOR RESOURCES

Dear Student,

We received your request for an item we are currently unable to provide (envelopes, study Bibles, concordances, money, calendars, additional books, etc.).

We wish we were able to help each student with all of his/her needs. We are looking for ways to better care for and equip our students, but it may be some time before we can provide the item you requested for every student. In some instances, it may not be possible.

We recommend that you ask your chaplain for help if you are looking for a study Bible or concordance.

Thank you for your patience and understanding. Please pray with us as we seek ways to expand our ability to serve you.

— Crossroads Staff

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MENTOR RESPONSIBILITIES

When you receive a new lesson packet from Crossroads, you are responsible for completing the following four tasks **within one week** of receiving the packet:

- 
- 1** Reviewing the lesson
 - 2** Writing a letter
 - 3** Reporting the student's progress
 - 4** Mailing the lesson and letter



1 Reviewing the lesson

The objective of reviewing lessons is to help any student, no matter where they are on their faith journey, to find their next step toward deeper faith in Christ.

Lessons should be reviewed and mailed within one week of receipt. Mail takes quite a long time to get from students to Crossroads and then to you—generally about two weeks. It will take about another week to be processed through the postal service and the prison or jail's mailroom.

Here are the basic steps for reviewing lesson packets:

Pray

Pray before you begin. Ask the Holy Spirit to guide you and to give you the responses you need to encourage and guide your student.

Read

Read through the lesson and the student's responses.

Compare

Use the course answer key to check fact-based answers.

If you find a mistake or an incomplete answer, write the correct answer for fill-in-the-blank and multiple-choice questions, or write a note to help your student find the correct answer.

Please do not use letter grades, check marks, or stars, correct students' spelling or grammar, or write the number of errors you have found. Although it is important to let students know when they have missed a concept and provide helpful feedback, we want to make sure that our focus is on helping students learn more about God's Word and ensuring that they feel encouraged to continue even if they are struggling.

If you find that the student's answers to the fill-in-the-blank questions are similar, but not identical, to the answer key, this may be an indication that they are using a version of the Bible that does not correspond with the lesson material. **In those instances, please do not correct their answers.** The most important thing is that the student understands the concept, and finding the best fit from a different translation still demonstrates this.

If you want to figure out what version of the Bible a student is using, websites like **biblegateway.com** can help. You can use their platform to compare versions by entering the Bible verse citation in the search field.

We provide free NIV Bibles for our students upon request, if allowed by the student's facility. If it seems your student does not have a Bible, please email us at mentor@cpministries.org or call the office at 800-668-2450.

How to Interact With and Respond to Students

Before reviewing the answer key, focus on your student's answers and consider how you might have responded to each question. This approach will help both you and your student get more out of the study. The answer keys are provided as a reference and can offer suggestions, but they are meant to serve as an additional voice in the conversation—not the final word.

If your student misunderstands a concept, view it as a chance to engage with them. Gently guide them by pointing out where they might find the answer, sharing your perspective, and including Bible verses from your own study. If their response doesn't align with your beliefs or lacks a biblical foundation, respectfully acknowledge their thoughts before offering your own understanding.

Celebrate what your student gets right. If they seem unsure, help them explore the concept more deeply. If they're confident, use the opportunity to take the conversation further. You may even find that students teach you something—many have rich life experiences and unique insights. If a student's comment helps you grow, let them know!

Please write a note or comment on every page of the lesson. (Avoid cursive and use only black or blue ink.) This shows your student that you've thoughtfully reviewed their work. Many students are deeply encouraged by this feedback. If you're unsure what to write, a simple word of encouragement or affirmation can mean a lot (see page 30 for ideas). Students often include questions throughout the lesson—your reply may be the only one they receive. Do your best to respond, and reach out to Crossroads at mentor@cpministries.org if you need help. We typically respond within one to two business days.

Some courses include “conversation boxes” designed for mentor-student interaction. Students may fill the entire space (since extra paper can be costly), but if room is available, feel free to write your responses there.

Be sure to mention in your letter or the lesson that you're praying for your student—especially if they've shared a specific request. This is deeply meaningful to them. If you don't receive a lesson during a holiday or scheduled break, consider using that time to pray for your students and the ministry.

Scripture includes many examples of prayers for God's people (see page 32 for a few you can include in your letters). You're welcome to use your own favorite verses too.

Be sure to use a blue or black ink pen when writing corrections and suggestions (and when writing letters and notes to your students). Many facilities ban the use of other colors of ink, and red ink often reminds students of negative school experiences.

The inclusion of personal letters is what sets Crossroads apart from other correspondence prison ministries. We want to make learning about the Bible more relational. For many men and women in prison, the letters you write are the only way they can study with other believers and may be the only connection they have to life outside prison. This is why we ask you to write a **full-page, individualized letter** with every lesson.

Please approach the process humbly. Pray before you write. Ask God to direct your words and to help you write the words your student needs. Your letters do not have to be perfect—just be sincere. And don't worry if it feels strange at first. Most of us are out of practice when it comes to writing letters, but it gets easier over time.

Use a blue or black ink pen to write your letters. **Please avoid writing in cursive**; print or type your letters instead. Many students did not learn cursive in school, so they have trouble reading it.

Please keep your letters focused on discussing the lesson content and providing encouragement; avoid engaging in debates about political or theological views that may differ from your own.

If you need help thinking of what to write or need some inspiration, you can follow the suggestions in the outline provided below:

A. Briefly introduce yourself.

- Who are you? What is your first name? What type of work do you do? *
- How did you become a Christian?
- Why did you decide to become a Crossroads mentor?

B. Reflect on the lesson content.

- What do the passages in the lesson mean to you? What is God telling you through them?
- How would you apply the lesson topic to your life?
- How has a passage/story/truth in the lesson changed your life in the past?
- Is there a related story, teaching, or sermon that comes to mind?
- Are there other Bible passages that relate to the lesson and would provide further wisdom or encouragement for the student? (See page 32 for a list of encouraging Bible verses suggested by other Crossroads students.)

C. Encourage and engage the student.

- Respond to their questions and prayer requests.
- Write encouraging comments about their work.
- Compliment the student on completing the lesson. Prison is not an easy place to find the time or space to complete studies or to focus on reading.
- Share a favorite Bible passage. Let the student know why it means so much to you.
- Let the student know you are praying for their requests.

D. Remind the student that God loves them.

- Write a short prayer for the student based on their requests and/or the lesson topic.
- Write a blessing for the student (see Numbers 6:24–26 for an example).
- Share a verse that describes God's love for them.
- Write some song/hymn lyrics that describe God's love for them.

E. Sign the letter.

- For the one-to-many mentoring lessons, use your first name only, followed by **"your mentor for this lesson."** We ask you to do this so students know you will not be continuing to correspond with them.
- For one-on-one mentoring lessons, use your first name only.

*** Please do not share specific details** like your last name, where you live, the name of the company you work for, etc.

Reporting the student's progress

There are three different ways to submit progress reports to Crossroads:

The mentor portal is the most efficient way to report a student's progress. Please refer to page 34 for directions on how to activate your mentor portal account. After your account is activated, you can go to **cpministries.org** and click on "REPORT STUDENT PROGRESS" in the top right corner of the web page to log in and submit your reports.

You may also report a student's progress by calling the Crossroads office at **(800) 668-2450** and following the prompts.

SAMPLE REPORT:

▶ Lesson ID#	123456
▶ Student's first and last name	John Doe
▶ Course and lesson number	<i>Who Are You?</i> , Lesson 2
▶ How did the student do in the lesson?	The student needed extra guidance
▶ Your first and last name	Fred Smith

You may find the lesson ID and course number near the student's address. The location may vary depending on the format of the lesson. (Note: This is not the same as the student's ID number.) Crossroads uses the lesson ID to track each lesson.

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Assessing the student's progress

We ask you to help us assess student progress for several reasons:

- To indicate that the mentor has received, completed, and mailed back the lesson
- For staff to observe if the student is understanding the curriculum or needing extra guidance consistently
- To give recommendations to parole boards, potential employers, and judges regarding the student's effort

Please use the criteria below to help you assess how the student did on the lesson.

The student demonstrated a good understanding of the lesson

- The student completed the required parts of the lesson and answered every question
- The student understood the questions and answered them accurately

The student needed extra guidance

- The student left questions unanswered
- The student's answers were incomplete or unrelated to the questions
- The student was unable to answer many of the questions or answered many inaccurately

You can submit curriculum feedback on our website or by contacting mentor@cpministries.org.

If a student expresses suicidal thoughts, please call the office at (800) 668-2450, ext. 4010, as soon as possible and wait to mail the student's lesson until you have spoken with a staff member.

Lesson logs:

Please keep a record of each student's progress in the **lesson logs** we provide for you in case we have questions about a specific report. We have provided several pages of lesson logs to get you started (see page 39). Once you have filled the lesson logs in this handbook, you can download and print additional logs from our website.

IF YOU DON'T REPORT YOUR STUDENTS' PROGRESS

If you don't report your students' progress for six consecutive weeks, you will be placed **on hold**. We do this because sometimes a mentor is unable to continue reviewing lessons but is also unable to let us know about their changed status. In those situations, if we were to continue to send lessons to that mentor, students' lessons could get lost or drastically delayed.

When we put you on hold, we will try to contact you using the latest contact information you have provided. If you find that you are not receiving lessons and have not heard from us, or if you feel that you may have been placed on hold in error, please contact us.



Mailing the lesson and letter

After you have reported your student's progress to Crossroads, gather the lesson, your letter and anything else that goes to the student and place them all in the pre-addressed envelope. Remember to remove any material that is for mentors only. If you did not receive a pre-addressed envelope with your lesson packet, please contact our office at mentor@cpministries.org.

Lesson packets range in weight, but a standard lesson requires the 2-ounce postage rate. We recommend purchasing 2-ounce stamps from your local post office. A lesson that includes several additional inserts (notes from Crossroads to a student, additional pages to your letter, etc.) may require the 3-ounce postage rate.

You can have a lesson packet weighed at the nearest post office if you are unsure of how much postage to use. Or, if you don't want to worry about weighing the envelope, you can use two "Forever" stamps, which will usually provide enough postage.

CONTACTING THE CROSSROADS OFFICE

Scheduling time off from reviewing lessons

When you need to take a break from reviewing lessons for any reason, such as an illness or a vacation, you will need to place yourself on hold. You will need to do this at least **one week ahead of time** to ensure that you don't receive any lessons when you are not available to review them. You can place yourself on hold via the mentor portal (see page 36). If you need to be on hold for more than six months, please contact the Crossroads office directly.

Questions?

Please feel free to contact us at any time with questions or concerns.

Email: mentor@cpministries.org

Phone: (800) 668-2450, ext. 4010

Website: cpministries.org

Training Website: courses-cpministries.org

Mentor Portal: crossroads.microsoftcrmportals.com

You can also access the mentor portal through our website by clicking "Report Student Progress" in the top right hand corner of our main website.

When sending an email or leaving a voicemail, be sure to use your first and last name as they appear on the mailing label on your lesson packets. If your mailing label is incorrect, please let us know!



ONE-TO-MANY MENTORING GUIDE

Group Mentoring

As a one-to-many (Tier 1) mentor, you are part of a team of mentors who extend hope and encouragement to Crossroads students all over the country. You will receive a lesson from a different student each week.

Group mentoring gives students a variety of voices that speak grace and truth into their lives. It also gives mentors the opportunity to meet a variety of people.

Approach to One-to-Many Mentoring

Because you interact with a different student each week, you only have one chance to encourage each student. So we urge you to make it count!

Here are a few tips as you get started:

- **Pray before writing your letter.** Open your heart to the Holy Spirit's guidance as you put pen to paper.
- **Lead with love and connection.** You might feel the urge to get straight to the point and share godly wisdom or the Gospel message with them. But we encourage you to begin by connecting with them. Tell your student about yourself and your journey. Compliment them or celebrate something you see in them. This opens up space for you to share wisdom or guidance later in the letter if you choose.
- **Don't be afraid to ask your student questions.** While you won't be able to read their responses, their next mentor will—and this can provide valuable insight that helps the next mentor offer more specific encouragement and support.
- **Be sure to let your student know that they won't be able to reply directly to you.** Encourage them to include their response to any questions in their next lesson, so it reaches the next mentor. They may also want to reflect on the question privately and consider starting a personal journal as a way to continue their conversation with God.
- **Pray for your student.** One of the most powerful things you can do in your letter is to write a prayer of blessing over your student. If your student shared prayer requests, name those requests specifically in your prayer.

Building Trust

Sometimes mentors get frustrated when their students don't share openly about their lives or answer questions completely. Something to keep in mind is that it often takes time to earn a student's trust. When they begin the program, many students are hesitant to share their thoughts, opinions, and personal stories. But as they learn that Crossroads mentors can be trusted, they begin to open up. You may find people in prison to be the most refreshingly honest and authentic people you've ever encountered.

Here are some ways we can build trust with students as an organization:

- **Return lessons to students promptly.** When students receive their lessons back quickly, they also receive the message that they are important and haven't been forgotten.
- **Open up about your life.** Relationships are reciprocal. If you share honestly and openly about your life journey with your student, they might be more likely to show vulnerability to their next mentor.
- **Use your student's name.** When someone is sentenced to prison, they are stripped of their identity. They are no longer known by their name but by their prison ID number. So when you use your student's name in your letter, you are helping to restore their dignity and humanity. Try to refer to a student by name multiple times in your letter.

Your Mentoring Matters

Sometimes mentors wonder whether students are really growing in their walk with Christ. They may notice that a student isn't grasping biblical concepts or that they seem spiritually immature.

Keep in mind that each student is at a different stage in their journey. Some are wise and well versed in theology. Others are brand-new to the faith or wrestle with doubts. Others aren't quite comfortable opening up about their spiritual life yet. That's okay. Your job is to meet them where they are and give them encouragement and love.

Mentors can also grow discouraged because they aren't sure whether their letters are making a difference. We can tell you—without a doubt—that your mentoring matters. Many people in prison have very little contact with the outside world, so your presence through pen and paper is powerful!

Encouraging words will stay with your student for a long time—maybe for the rest of their life. Students will often return to your letters over and over again as a source of encouragement. They may also share your letters with others around them. Many incarcerated men and women don't have contact with the outside world, so letters are often passed among a student's circle of friends. Your letter might provide encouragement to multiple people beyond your student!

Next Step

After you have reviewed at least four lessons, we encourage you to consider mentoring a one-on-one student in the Growth Program. You can continue receiving lessons from different students in the Core Program, but you will also be paired with a student in the Growth Program whom you will commit to journey alongside throughout their time in this program.

If you would like to learn more about one-on-one mentoring, please reach out to the mentor support team at mentor@cpministries.org or (800) 668-2450, ext. 4010.

ONE-ON-ONE MENTORING GUIDE

Dear Mentor,

As I look back on my life, I am reminded of difference-makers who came alongside me to guide, challenge, and encourage me. These men and women took time out of their lives to invest in me, changing the course of my life. I struggled with trusting others and sharing my thoughts and feelings. Yet these men and women didn't let those things get in the way—they just continued to show me love and remind me who I really was.

My one-on-one mentor was one of these people. Throughout our journey together, she built trust by steadfastly visiting me when others couldn't, guiding me through the Crossroads lessons and encouraging me with the letters she wrote. She challenged me as we studied together, and over time, the Bible came alive to me. My mentor helped me understand Scripture and strengthen my relationship with Jesus. She often reminded me that my past needed to stay in the past because I had been set free through Jesus Christ.

"Therefore, if anyone is in Christ, the new creation has come: The old has gone, the new is here!" (2 Corinthians 5:17).

As you begin this journey with your student, no one but the Lord knows where the path may lead. Your only responsibilities as your student's mentor are to be available and faithful—and then let the Holy Spirit take it from there. I pray that both you and your student will be challenged, encouraged, and filled with hope.

In Christ,



Douglas Cupery
Director of Church Engagement

THE GROWTH PROGRAM

The biggest difference between the Core Program (Tier 1) and the Growth Program (Tier 2) mentoring is that in the Growth Program, a mentor stays with the same student for the length of an entire course or longer. This allows the potential for you and your student to build a strong friendship and watch as God works in both of your lives.

In some cases, a student and a mentor will stay together for years, studying all the remaining Bible studies together. Friendships sometimes grow into family-like bonds. Some students say that they think of their mentor as a parent or grandparent.

We have found that it is in one-on-one mentoring relationships where the most profound transformations take place—for both the students and the mentors. One of the relationships in the Bible that most clearly demonstrates this is that of Paul and Timothy.

Through a close friendship, cultivated in part through letter writing, Timothy and Paul became faithful disciples of Jesus and pillars in God's Kingdom.

In the introduction to his first letter to Timothy, Paul referred to his young disciple as his “true son in the faith.” In Philippians, Paul said he had “no one else like him.” When a student and mentor exchange letters regularly, they can develop close, familial friendships over the months and years, just like the one Paul and Timothy shared.

If you find yourself in a one-on-one mentoring relationship with a student who is not responding through letters, don't be discouraged. Continue to offer encouragement and be open with your student. It can be difficult for some students to open up to someone they don't know—especially if they've experienced broken trust in past relationships. Be patient, and remember that your role as a mentor is to be a consistent, caring presence in your student's life.

One-on-one mentoring is a long-term commitment, so we ask that you consider it prayerfully before undertaking this journey with a student. When you are ready, please contact the mentor support team at mentor@cpministries.org or (800) 668-2450, ext. 4010.

Asking Good Questions

Throughout His ministry, Jesus asked many questions: “Do you want to get well?” (John 5:6); “What do you want me to do for you?” (Mark 10:36); “Why did you doubt?” (Matthew 14:31); “Why are you so afraid?” (Matthew 8:26); “Who do you say I am?” (Matthew 16:15).

If we want to mentor the way Jesus did, we would do well to model His compassionate curiosity by asking questions that go beyond small talk. You might start with questions about who your student is as a person. What are their hobbies, passions, dreams?

As you get to know your student, you can begin to ask deeper questions about their fears, insecurities, and doubts. You might have the opportunity to ask questions that challenge their thinking.

You may be tempted to write your letters as monologues, but we encourage you to turn them into dialogues by asking good questions!

Mutual Growth

As a Crossroads mentor, it's important not to see yourself as "above" your student. Rather, you should take the posture of simply being *with* your student. In Matthew 25, Jesus doesn't call us to "fix" people in prison but to visit them. You are joining them on a journey as you grow closer to Jesus together.

With this posture of humility and mutuality, you will be free to simply enjoy a new friendship. The pressure is off! You don't need to feel the responsibility to "change" them or teach them everything they need to know about God. But as you enter into a friendship that's centered on Scripture and guided by the Spirit, you will notice God working in both of your lives. As you seek to truly know someone else and allow yourself to be truly known, you and your student will open yourselves to the relational and loving heart of God.

This all sounds great, right? But how do you do that? Mutuality starts with you. Be the first to share details about your life—the good, the bad, and the ugly. Share your testimony. Share stories about your family and your job. Share your fears and failures, difficulties and doubts. Share what makes you tick—your passions, dreams, and curiosities. Share the things that drive you nuts and the things that make you come alive.

When you show vulnerability, you provide an example for your student to do the same. Although it may take time to gain their trust, it is when they express what's on their heart that you might learn and grow the most.

Visiting Jesus

Many mentors say that reading letters from people in prison brings them closer to God. Reading stories of God at work in prison is encouraging and inspiring. And those who have eyes to see and ears to hear are invited into something even greater: meeting Jesus Himself.

"Whatever you did for one of the least of these brothers and sisters of mine, you did for me," Jesus declared (Matthew 25:40). One of the examples He gave was visiting those in prison. When you "visit" people in prison through your letters, you are meeting with Jesus.

By spending time with men and women in prison, you are in the presence of people Jesus loved spending time with. Maybe Jesus enjoyed the company of people on the margins because they were the only ones who were truly honest with Him. They were open about their brokenness, and that allowed Jesus to provide healing.

People in prison are often refreshingly honest about the ugly parts of their lives. They've experienced enough pain and failure that they no longer feel the need to hide from it. The gift of visiting those on the margins is learning how to be honest about our fears, shortcomings, and sins. It's only in this posture of humility and honesty that we can fully receive the presence, love, and healing of Jesus.

Writing between Lessons

If you haven't heard from your one-on-one student in the Growth Program in six weeks, we encourage you to check in with them by sending a card or a letter. Discouragement, depression, or apathy can attack even the most faithful students in a dark prison environment. Your letter can call them back into relationship and back into Scripture. You can also bless your student by sending letters or cards on holidays and their birthday. (Be sure to check your mentor portal account to verify facility restrictions before sending a card).

Disagreeing Well

If a student shares a political viewpoint you don't agree with, there's no need to respond with your personal beliefs. In today's climate, these topics can be highly charged, and our goal is to avoid creating any sense of division. We encourage mentors to gently steer the conversation back to the Bible and the lesson material. Remind your student of the hope we have in Christ.

It's best to keep your conversations focused on Scripture and on how you see God at work in each other's lives.

Tough Questions

As you interact with your Growth Program student, you will probably encounter some tough questions. Whether it's a deep theological question, a moral dilemma, or an indication of depression or trauma, you might feel unprepared to respond.

We encourage you to seek counsel from your pastor or a spiritual leader in your life. If they are unable to help you, don't hesitate to reach out to our mentor support team at mentor@cpministries.org.

Most importantly, remember that it's not your responsibility to have an answer to every question. Your role is to be *with* your student and *for* your student, no matter what they are going through.

THE ADVANCED PROGRAM

What Is the Advanced Program?

God calls us to ministry wherever we are. That is true inside and outside prison. The Advanced Program (Tier 3) provides students with in-depth theological study materials and tools to help them become spiritual leaders in their communities. The Advanced Program courses are seminary-level discussions of hermeneutics (how to interpret the Bible) and systematic theology.

Students who complete and excel in the Growth Program are invited to participate in the Advanced Program of the mentorship program.

Mentors are invited to apply to mentor students in the Advanced Program after having reviewed at least four Core Program lessons. While there are no specific education or training requirements to become a one-on-one mentor in the Advanced Program, we recommend previewing some of the lessons on our website to help you make your decision. The Advanced Program is a long-term commitment, so we ask that you consider it prayerfully before undertaking this journey with a student. If you would like to apply, please contact the mentor support team at mentor@cpministries.org or (800) 668-2450, ext. 4010.

How Is It Different?

The lessons are significantly longer than those in previous programs, include more essay questions, and require at least three to five hours of work for a student to complete. Mentors are provided answer keys to help guide and assist students when they do not understand a topic. It takes most mentors one to two hours to review each lesson.

Because of the length and difficulty of the lessons, it generally takes students longer to complete and mail them. Most mentors with students in the Advanced Program receive lessons from their students once every six weeks.

Journeying with a one-on-one student from the Growth Program to the Advanced Program

The Advanced Program is offered to students upon completion of the Growth Program and by recommendation of their mentor. If a mentor would like to continue in their relationship with their student at this level, the mentor needs to fill out an application to be approved. If a mentor chooses not to continue with their student into the Advanced Program, the student is paired with a new mentor as they transition into these courses.

If your student is reassigned to a new mentor in the Advanced Program, please do not continue to correspond with that student. It is important for the new mentor to step into this role and begin a new relationship with them.

A decorative graphic consisting of a cluster of yellow-outlined hexagons. The hexagons are arranged in a honeycomb-like pattern, with some hexagons missing to create a jagged, organic shape. The pattern is located in the top right and bottom right corners of the page, framing the central text.

ADDITIONAL RESOURCES

ENCOURAGING WORDS AND PHRASES FOR LESSONS AND LETTERS

Students appreciate feedback on the work they've done and cherish encouraging letters from their mentors. This list of words and phrases can be used in lessons and letters.

- God loves you.
- I am curious what you think about _____.
- I appreciate all your hard work.
- Your ideas are creative.
- You've made me think about things in a new way.
- I have also struggled with _____.
- I love the way you _____.
- My favorite thing you wrote was _____.
- You can change your mind.
- You can learn from your mistakes.
- You can ask for help.
- I can tell that you are learning.
- You did a really good job on this.
- I can tell you really care about _____.
- I have faith in you.
- Keep up the good work.
- You can say no if you need to.
- Your choices matter.
- Your words are powerful.
- Your actions are powerful.
- Your story has the power to change other people's lives.
- It may be difficult, but you can choose how you react to things.
- You are more than your emotions.
- You are kind.
- Growing is hard work.
- I believe you.
- I believe in you.
- You are valuable.
- You made an interesting point.
- When you make a mistake, God still loves you.
- You are important.
- Your ideas matter.
- You can make a difference in someone's life.
- I enjoy your comments.
- I'm glad you're part of this program.
- I'm proud of you.
- Excellent.
- Thanks for helping me understand _____.
- I'm grateful God put you in my life.
- You are loved.

ENCOURAGING BIBLE VERSES

We asked Crossroads students which Bible verses have been the most encouraging to them during their time in prison. The list below includes the most frequently suggested verses. In cases where students suggested a long passage, only the first verse is provided.

We have provided these verses as they are found in the NIRV Bible, as this version is the easiest to read and understand, but please feel free to share different versions with your students.

God's Love:

God so loved the world that he gave his one and only Son. Anyone who believes in him will not die but will have eternal life. God did not send his Son into the world to judge the world. He sent his Son to save the world through him.
– John 3:16–17

But here is how God has shown his love for us. While we were still sinners, Christ died for us.
– Romans 5:8

Trusting God:

The Lord is my shepherd. He gives me everything I need. – Psalm 23

Trust in the Lord with all your heart. Do not depend on your own understanding. In all your ways obey him. Then he will make your paths smooth and straight. – Proverbs 3:5–6

"I know the plans I have for you," announces the Lord. "I want you to enjoy success. I do not plan to harm you. I will give you hope for the years to come." – Jeremiah 29:11

Don't be controlled by love for money. Be happy with what you have. God has said, "I will never leave you. I will never desert you."
– Hebrews 13:5

Ask, and it will be given to you. Search, and you will find. Knock, and the door will be opened to you.
– Matthew 7:7–8

Finding Strength:

Jesus looked at them and said, "With people, this is impossible. But not with God. All things are possible with God." – Mark 10:27

No! In all these things we are more than winners! We owe it all to Christ, who has loved us.
– Romans 8:37–39

Finally, let the Lord make you strong. Depend on his mighty power. – Ephesians 6:10–18

I can do all this by the power of Christ. He gives me strength. – Philippians 4:13

That's because everyone who is a child of God has won the battle over the world. Our faith has won the battle for us. – 1 John 5:4

Grace:

Everyone has sinned. No one measures up to God's glory. – Romans 3:23–25

Those who belong to Christ Jesus are no longer under God's judgment. – Romans 8:1

When anyone lives in Christ, the new creation has come. The old is gone! The new is here!
– 2 Corinthians 5:17

Loving Others:

If you do not judge other people, then you will not be judged. If you do not find others guilty, then you will not be found guilty. Forgive, and you will be forgiven. – Luke 6:37–38

I give you a new command. Love one another. You must love one another, just as I have loved you.
– John 13:34–35

PRAYERS FROM SCRIPTURE

Below is a short list of prayers found in Scripture that have been reworded for you to use in your letters to students and as you pray for your students. This is not a comprehensive list. Please feel free to use these or create your own based on other Scripture passages.

Ephesians 1:17–19

Father God, I ask You, the Father of our Lord Jesus Christ, to give _____ wisdom to see clearly and truly understand who Christ is and all that Christ has done for him/her. I pray that the eyes of _____'s heart may be enlightened so that he/she may know the hope to which You have called them, the riches of Your glorious inheritance in Your holy people and Your incomparably great power for us who believe in You. Amen.

Ephesians 3:14–19

Almighty Father, out of Your glorious and unlimited resources, I ask that You give _____ the mighty inner strength of Your Holy Spirit. I pray that Christ will be more and more at home in _____'s heart, living with him/her as he/she trusts in You. May _____ build roots that grow deep into the soil of Your marvelous love. May he/she be able to feel and understand, as all God's children should, how long, how wide, how high and how deep Your love really is, and to experience this love for him/herself, though Your love is so great that we will never see the end of it or fully know or understand it. Fill _____ with Your love. Amen.

Philippians 1:9–11

Father God, I pray that _____'s love may abound more and more in knowledge and depth of insight, so that he/she may be able to discern what is best and may be pure and blameless for the day of Christ, filled with the fruit of righteousness that comes through Jesus Christ, to Your glory and praise. Amen.

Colossians 1:9–12

Dear Heavenly Father, I pray that You will give _____ the wisdom and understanding that the Spirit gives. I pray that _____ will be able to lead a life that is worthy of You, Lord. I pray that _____ will please You in every way and that he/she would bear fruit in every good thing he/she does. I pray that _____ will grow to know You better. I pray that _____ will be very strong, in keeping with Your glorious power. I pray that _____ will be patient and never give up. I pray that _____ will give thanks with joy to You, our Father, because You have made him/her fit to have what You will give to all Your holy people: a share in the kingdom of light. Amen.

SUGGESTIONS FOR DEALING WITH INCOMPLETE OR INCORRECT RESPONSES

SCENARIO 1: *The student wrote something misguided or even false about a Bible passage.*

We do not want to discourage the student in the difficult task of studying Scripture, but we do want to encourage and teach right understanding. If the student wrote, “When I get to heaven, all of the evil will be weighed against the love I showed to God and people,” you could respond, “Remember that Christ died for our sins so that we wouldn’t have to be judged or weighed.” You could also reference an appropriate verse or passage (e.g., “2 Corinthians 5:21 says that God had Christ, who had no sin, take our place for us, so that in Christ we might become perfectly righteous in God’s eyes”).

SCENARIO 2: *The student summarized only part of the passages, or the student wrote something true about God, but it was not relevant to the passages/question.*

This is great! It shows that they are learning about the faith and are also learning to read and meditate on Scripture. God uses Scripture to speak to different people in different ways, so be supportive of what your student is hearing from the Holy Spirit. To provide additional guidance, you can write something like, “That’s true! These passages also teach us that God watches over us.”

SCENARIO 3: *The student did not provide a personal response about how the passages make a difference in their life.*

Many students struggle with answering personally. The best way to help them is to lead by example. In other words, try to answer specifically from your own experience, using “I” instead of more general words. For example, if the passages are about rejoicing, instead of writing “Christians should always have a positive and joyful attitude,” try saying, “When I’m tempted to complain, I think of something I am thankful for.” Alternatively, ask specific questions to guide the student. If the passages are about witnessing, you might ask, “Do you have a friend who doesn’t know Christ? Could you ask if that person wants to join you study the Bible this week?”

SCENARIO 4: *The student skipped parts of the question.*

In your letter, encourage the student to try to answer each question even if they are not sure of the right answer. Remind the student that completing the work is for their benefit. The focus is on trying to learn more about God, but, like riding a bike or driving a car, it can be challenging at first, and even “pros” still crash sometimes. The Holy Spirit will guide us and help us as we continue to study and try to understand. The reason we study together is because no individual person has all of the answers. Please note that students are required to complete their lessons in full in order to receive a certificate of achievement for each course.

HOW TO USE THE MENTOR PORTAL

The Crossroads mentor portal is an online tool that allows you to report student progress directly to Crossroads and update your personal information as needed. You will receive an email invitation to set up your mentor portal account after completing the mentor training. Using the portal is the most efficient way to report your students' progress.

GETTING STARTED

After you complete the mentor training, you will receive an email from Crossroads titled "Mentor portal invitation." The email will include a link. When you click the link, you will be taken to a web page with your invitation code supplied for you. Simply click the blue "Register" button and you will be taken to a page where you can create a username and password.

From: Mentor <mentor@cpministries.org>

Sent: Tuesday, July 14, 2026 11:35 AM

To: Fred Smith <fsmith@fsmith.org>

Subject: Mentor portal invitation

Hello mentor,

NOTE: If you can't find the email in your inbox, don't forget to check your junk or spam mail. If you still can't find it, please call the office.

You have been invited to our mentor reporting portal. Please read and follow the directions below to create your new account.

1. Before you click the link to activate your portal account, take a few minutes to review this video that will walk you through how to use the portal: <https://www.youtube.com/watch?v=fXNwA98JwRE&feature=youtu.be>. The first minute and a half will explain how to set up your account.
2. Now click on this new link to activate your account
<https://crossroads.microsoftcrmportals.com/Register?returnurl=%2f&invitation=xxxxxxxxxxxxxx>
3. When you arrive at the invitation code webpage, please do NOT check the "I have an existing account" box. Click "Register." This will take you to a new page where you will register.
4. To complete registration, you will need to type in your email and create a username and password. Be sure to WRITE DOWN AND SAVE your username and password. You will need it each time you log in to the portal.
5. Once you have written down your username and password for future use, please click on "Register."

Sincerely,
Crossroads

Be sure to write your username and password in a safe place, because you will need to use it every time you log in to the portal. If you forget your password, you can use the "Forgot Your Password?" link on the login page. When you click the link, you will receive instructions for resetting your password. The email will also include your correct username. Please note that your mentor portal username and password may be different from the login credentials you use for the training website, so be sure to write them down and keep them in a safe place.

REPORTING STUDENT PROGRESS

Lesson ID	Lesson	Student	Gender	Sent to Mentor	Reporting Status
436399	Who Are You L1	Eric Leatherwood	Male	1/28/2025	Awaiting Report

Reporting status: Once you have submitted a progress report, the reporting status will change to "Report Received."

Every lesson has a lesson ID number. You will find the lesson ID number under the course name of your student's lesson (see page 18). **Click on the corresponding lesson ID number to report your student's progress for that lesson.**

MY ONE-ON-ONE STUDENTS

One-on-one mentors will find a list of their active students on this page. It will include each student's current mailing address and date of birth. You can see more information by clicking on a student's name.

Full Name	DOB	Institution	Student Status	Tier
Michael Watson	1/9/1967	Franklin Correctional Facility	Active	Tier 3

NOTE: If you only review Tier 1 lessons, you will not see a list of students here.

HOLD LESSONS

To ensure that you do not receive any lessons when you are not available to review them, please use this form to place yourself on hold whenever it is necessary. For the date to stop sending lessons, please select the date that is one week **before** you need your lessons held. For example, if you will be gone from August 2–August 10, you would select **July 26** as the date to stop sending lessons and August 10 as the date to resume receiving lessons. Remember to enter the reason you are taking time off by selecting an option from the drop-down menu.

Please stop sending lessons on: *



Mentor Status

On hold

I can resume receiving lessons after: *



Reason *



If it is too late for you to provide one week's notice, you must contact the mentor support team at mentor@cpministries.org instead of filling out the form on the mentor portal.

NOTE: Make sure to click the blue "Submit" button at the bottom of the page to submit your time off notice.

MY PROFILE

On this page in the portal, you can update your contact information and change your password.

CHANGE PASSWORD

In order to change your password, simply click the “Change Password” box on the left side of the “My Profile” page. Enter your old password, then set your new password and click the blue “Change Password” button.

Username	fsmith123
* Old Password	
* New Password	
* Confirm Password	
	Change Password



UPDATING YOUR CONTACT INFORMATION

Use the form to fill out the correct information. It will be updated automatically in our new database! Be sure to click the blue “Update” button at the very bottom of the page to save any changes you make.

First Name *

Home Phone

Last Name *

Mobile Phone

E-mail

Mentor Status

NOTE: When you first access your portal account, check to make sure your information is correct.

Edit Address?

1 Select an address to update

Select

2 Enter your updated address:

Search for address

3 If you have an apartment or suite number, please add that information in the blank box under "Apt, Suite, etc."

4 Which Address should we send mail to? *

Address 1

Current Mailing Address:

Be sure to select the address to which you would like your lessons sent right now.

Address 1

Street

Apt, Suite, etc.

City

State

Zip

Delete an Address?



Select

Address 2

Street

Apt, Suite, etc.

City

State

Zip

Address 3

Street

Apt, Suite, etc.

City

State

Zip

NOTE: Make sure to click the blue "Save Changes" button at the top of the page to save your changes in the database.

Addresses 2 & 3: Use these address boxes to add alternative addresses to which Crossroads can send your lessons when you are away from your primary address.

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LESSON LOG



You can download and print additional lesson logs from our website.

Lesson ID#	Student name	Course & lesson number	How did the student do in this lesson?		Prayer requests from the student	Report submitted?
			They demonstrated a good understanding of the lesson.	They needed extra guidance.		
123456	John Doe	Who Are You? 3	✓		John asked for prayer for his family.	✓

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CROSSROADS

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