

Dormant Mentors

The system defines a Dormant Mentor as a Mentor who has not accepted Client Assignments or has gone unresponsive. There is no automation to determine this status, so it is a Administrator assigned status used to prevent the Client Assignment Team from assigning Clients to a Dormant Mentor.

Dormant Mentors will be listed in the Dashboard Dashlet. If a Dormant Mentor is ready to return, your Mentor Admin Team can change their status back toward Active through the same progression. If they are not returning, no action is required and the record remains as is.

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