

- C. **Bible Classes**—Scriptural principles for living are taught in regular Bible classes. The Teen Challenge curriculum contains a course of study written specifically for persons with life-controlling problems and focuses on the development of Christian character.
- D. **Church Attendance**—Local church attendance for students on a regular basis is an important part of the discipleship program. In church, students are taught to become accountable to a local pastor. They learn to interact with a local congregation, give their first public testimony, and begin to develop a sense of belonging to a local church.

STUDENT RECORDS

The Teen Challenge student documentation consists of two primary documents:

- A. The *Monthly Student Evaluation* (Form 127) and discipleship plan.
- B. The *Student Chronological Record* (Form 126).

Monthly Student Evaluation

- A. **After the student's first fifteen days in the program, and at least every thirty days thereafter, the student's primary counselor shall complete the *Monthly Student Evaluation* (Form 127) and discipleship plan.** The evaluation will include statements concerning issues such as:

Attitude and motivation	Family issues
Medical problems	Educational progress
Commitment to the program	Relationships with staff and other students
Work related issues	Spiritual growth
- B. **After completing the evaluation section, the primary counselor will define specific goals for the student.** These may be reading materials, activities, counseling, etc. The resources necessary to complete the goals shall be identified, as well as the expected completion dates.
 - 1. Goals do not need to be changed every month. This is an evaluation of existing goals regarding the student's progress, and the goals may or may not need to be amended, deleted, or changed according to the student's progress.
 - 2. Goals should compliment the overall program structure of Teen Challenge.

TEEN CHALLENGE MONTHLY STUDENT EVALUATION (SAMPLE)

Student Eric Day Date: 1/10/01

Counselor Kevin Anderson

Student's Evaluation of Progress (Use back if necessary)

Eric states that this place is not helping him. Eric feels that the other students don't like him, and that he is ostracized.

When asked if Eric thinks he is different from last month's evaluation, he said that he is very encouraged about the family counseling, and that his wife is considering taking him back if he gets his sexual addiction under control.

Pastoral Counselor's Evaluation of Progress (Use back if necessary)

Eric's complaints about being ostracized are an excuse and a cop out because he is
Consciously choosing not to be involved with others in the program, and he feeds
on being isolated. Eric's family situation has greatly improved as they are seeing a real
Difference. Eric's chronological record indicates he has been free of disciplinary problems,
and that he has made a real effort in fulfilling his goals regarding his family.

One counselor logged in Eric's *Chronological Record* that Eric provided significant encouragement for a student who was considering leaving.

Specific Goals/Resources/Completion Date

1. Continue in the sexual identity groups/ on facility/indefinite
2. Enroll in Turning Point with wife /Highlands Church/April 7- Indefinite
3. Continue Family Counseling weekly, begin to meet with Eric and wife together

STUDENT CHRONOLOGICAL RECORD

A. A chronological record shall be maintained on each student enrolled in Teen Challenge.

1. Each chronological entry shall include the subject code(s), date, narrative or descriptive entry, initials of the person making the entry, and time of incident and/or time of entry if necessary.

Narrative entries shall include the minimum amount of information necessary to accurately record the incident or situation while safeguarding the facility's liability risk management.

2. The student's chronological record is the primary record of the student's stay in Teen Challenge. It is essential that it be updated regularly.
3. The purpose of the chronological entries is to record the student's activities and circumstances. Chronological entries should be made when, but not limited to, any time the student has:
 - a. A medical or dental complaint or need.
 - b. Appointments outside the facility.
 - c. Legal information.
 - d. Significant correspondence.
 - e. Counseling.
 - f. Discipline.
 - g. Family issues.
 - h. Administrative incidents.
 - i. Any significant incidents or information.

B. The primary counselor of each student shall enter an evaluative statement regarding the student's progress a minimum of once per week.

C. If a staff member has any questions regarding liability risk management relative to documentation or program operations, he shall ask for guidance from the Program Director.

TEEN CHALLENGE

STUDENT CHRONOLOGICAL RECORD (SAMPLE)

Chronological codes:

- L = Legal – Probation Officer, divorce, litigation, etc.
- C = Counseling - Any discussion with student which involves counseling.
- M = Medical (All issues related to physical health, including routine appointments).
- P = Progress - Primary counselors mandatory weekly entry.
- D = Program Infractions and discipline.
- F = Family - Items having to do with family.
- A = Administrative
- E = Educational
- O = Any other activity that deviates from the normal activities of the program.
- A = Administrative

Entries, such as medical appointments, restrictions, suicidal thoughts, threats, etc. shall be communicated to the appropriate personnel on a need-to-know basis. The counselor shall initial each entry.

Student: Eric Day **Date of Entry:** December 12, 2000

Code	Date	Entry
O	11-22-00	Eric is already talking about leaving. Assigned him a partner with Jody Reeves. <i>GHL (staff person's initials)</i>
C	11-22-00	10:40P.M. Eric won't go to bed. Complaining. Spoke with him and Calmed him down. Pulled Jody out so he could get some sleep. GHL
C	11-22-00	11:05 P.M. Eric was seen walking around in the parking lot by an intern. I explained to Eric that he was endangering his right to stay in TC. GHL
A	11-23-00	Eric was assigned George Lanks as primary counselor. GHL
M	12-28-00	Eric's VD test came back positive. Took him to Dr. Reggiss. Medication schedule in the facility log. TS

RECORDS MANAGEMENT

- A. Program Director's Responsibilities**—The Program Director shall be responsible for the accurate preparation, maintenance, confidentiality and safe storage of all student records. Either he or his designee (normally the Intake Coordinator) shall be responsible for:
1. Maintaining a central file of student records in which information and documents are maintained in a manner consistent with Teen Challenge policies.
 2. Keeping all student files up to date and verify that staff personnel are making dated and signed entries according to program policies.
 3. Assisting in establishing criteria for orienting and/or training staff personnel in the use of student records.
- B. Legibility of Records**—All entries in records shall be in written in ink and prepared at the time, or soon after the occurrence of the event being recorded. They shall be legible, dated, and signed by the staff person making the entry.
- C. Access to Student Records**—Access to student records shall be limited to staff personnel directly involved in providing services to the students. Staff personnel authorized to have access to student information and records are:
1. Executive Director
 2. Program Director
 3. Intake Coordinator
 4. Counselor
- D. Dissolution of Facility**—Prior to the dissolution of any facility, the Executive Director shall turn over all records to the Board of Directors.
- E. Storage of Records**—There shall be adequate physical space provided for the storage and handling of student records.
1. All file cabinets containing student records shall be locked and marked CONFIDENTIAL
 2. When student data is stored on magnetic tape, computer files, or other types of automated information systems, there shall be security measures in place that will prevent inadvertent or unauthorized access to data files.
- F. Contents of Student Records**—Each student's file shall contain:
1. Results of all examinations, tests, and other assessment information.
 2. Reports from referring sources.
 3. Discipleship plans.
 4. Medication records which show the monitoring of all medications administered. All Prescriptions shall identify the medication, the quantity, method, frequency of administration, and the prescribing physician.
 5. Records of referrals to outside resources and reports from the same, including the name of the resource and date signed by the person completing it or by the staff member receiving it.

6. Correspondence, including relevant letters and dated notations of telephone conversations.
7. Signed consent forms and information release forms.
8. Progress notes filed in chronological order including the date observations were made and the signature and staff title of the person making the entry.
9. Records of services provided shall be sufficiently detailed so a person not familiar with the program can identify the types of services the student has received.
10. Discharge summary and follow-up information, if any.

CONFIDENTIALITY See Addendum L (Confidentiality-USA Policy).

NOTE: In some countries, criminal penalties exist for violation of the federal confidentiality laws. All staff must be familiar with these laws.

MINORS: How Teen Challenge operates in dealing with minors varies according to the prevailing law, and it is the responsibility of each center to be familiar with those laws.

RESEARCH PERSONNEL: See Addendum K (Confidentiality of Records for Research Personnel-USA Policy).

WORK PROGRAM

The Teen Challenge work program is made up of general and vocational work.

A. General Work Program—The general work program is designed to develop desirable attitudes and promote the development of Christian character through supervised, part-time work activity.

1. All students shall be given work assignments while in the program.
2. In the general work program, Teen Challenge students do not receive wages since they receive total provision for their residence and care. Also they may receive training similar to that of a vocational school which benefits for the future. Their work helps produce income to sustain the facility and the work experience is essential in the development of Christian character.

By Participating in the Work Experience Program, the Student Should:

1. Learn to assume responsibility.
2. Gain knowledge and attitudes necessary for successful job performances.
3. Acquire good work habits.
4. Learn how to get along with fellow workers and employers.
5. Develop personality and poise.
6. Learn the relationship between job production and wages.
7. Broaden their knowledge of occupational work and working conditions.
8. Develop a sense of self-worth, pride, self-confidence, and security.

B. Vocational Work Program—Vocational work experience provides specific occupational training and preparation for selected careers.

Along with the character building goals of the general work program, the vocational program is designed to teach the student basic skills in selected trades. Students choose or are placed in a variety of workshops where they receive practical experience and training in such areas as carpentry, welding, mechanics, gardening, ceramics, printing, etc.

Students usually receive only basic training in a trade, however those who show aptitude and interest often pursue additional training which may develop into a productive career.

At graduation, the students are issued a certificate that documents the hours they have spent in vocational training. This contributes to the building of their self-esteem and pride in accomplishing established goals, and documents their training for a future employer.

STUDENT RIGHTS

- A. Student Rights Policies**—A student rights policy shall be set forth in written form. It shall be written in clear, simple language, appropriate to the student population. The written policy shall prohibit the abuse, neglect, and exploitation of students. Times of fasting may be suggested by the ministry, however students shall not be forced or coerced to fast.
- B. Applicant Acceptance of Student Rights**—Before entering the program each applicant shall sign the *Student Entrance Agreement* (Form 112), accepting the policy and procedures governing student rights as set forth in the Student Manual.
- C. Student Rights Violations Reporting**—There shall be a written procedure that ensures compliance with the following:
1. Any staff member or volunteer who has any knowledge of an alleged incident involving acts or omissions which may constitute abuse, neglect, or exploitation shall make an immediate verbal report to the Executive Director or his designee.
 2. Any alleged incident of abuse shall be handled in accordance with state and/or local laws. Mandatory reporting of alleged abuse is normally required by law.
 3. The staff member or volunteer involved shall submit a written incident report to the Executive Director within 24 hours, who shall inform the Board of Directors.
- D. Student Grievance Rights**
1. Students shall have the right to seek remedy for any grievance. They shall submit the grievance in writing and shall have assistance in writing it if they are unable to read or write. The method for filing a complaint is:
 - a. Students may grieve directly to any staff member.
 - b. Students or persons acting on their behalf shall provide the Program Director with a written narrative report describing the grievance.
 2. The grievance shall be investigated and documented within 24 hours (72 hours on weekends) and there shall be a decision rendered within 7 days.

3. There shall be documentation in the facility's records of the receipt, investigation, and any action taken regarding the grievance.
4. Some of the following types of behavior shall be cause for a student or person on the student's behalf to file a grievance with the Program Director:
 - a. Physical abuse of one student by another.
 - b. Violation of student rights by staff personnel.
 - c. Physical abuse of a student by staff personnel.
 - d. Inappropriate sexual behavior by staff personnel.

STUDENT DISCIPLINE

A. Authority, Responsibility, and Procedures for Student Discipline—The Program Director or his designee shall be responsible for student discipline.

1. A student who is found to be in violation of stated program policies and procedures as set forth in the Student Manual and other applicable written rules and regulations, shall be notified of his unacceptable conduct by the staff personnel who observes or discovers such behavior.
2. Disciplinary action taken against a student shall be recorded in his *Student Chronological Record* (Form 126) and a *Violation of Program Rules Report* (Form 125).
3. Staff personnel are authorized to take appropriate disciplinary action in emergency situations.
4. Every attempt shall be made to express to the student that discipline is not a response in anger or getting even, but rather an action of love and understanding, designed to assist the student in developing a new and constructive life-style.

B. Prohibited Student Discipline—Forms of discipline prohibited are:

1. Any act or threat of physical punishment to a student.
2. Any act or threat to seclude a student in a locked room.
3. Any act or threat to withhold shelter, regular meals, clothing, or aids to physical functioning.
4. Any act or threat of authorizing one student to discipline another student.
5. Corporal discipline shall be prohibited. In the case of adolescents, it shall be administered only with the consent of the legal guardian of the student and in compliance with existing laws.
6. Students shall not be subjected to any harsh, cruel or excessive discipline.
7. Discipline shall not be used for the convenience of the staff. It shall be administered in a just and equitable manner. Circumstances that may lead to the immediate discharge of a student shall be clearly defined.

C. Acceptable Student Discipline—At the discretion of the Program Director or his designee, forms of discipline sanctioned by Teen Challenge are: