

**Illinois Department of Human Services
Teen REACH
Policy and Procedures Manual**

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Program administration and reporting forms, individual files forms, and general program information and resources, are available through the Bureau of Youth Intervention Services, Teen REACH, at (217) 557-2109 and via the DHS Website at <http://ww.dhs.state.il.us/page.aspx?item=32394>.

Section 1.0 Introduction

1.1. Overview

The Teen REACH Policy and Procedures Manual is provided by the Illinois Department of Human Services (IDHS), Division of Family and Community Services, Bureau of Youth Intervention Services.

This manual contains policies and procedures required to deliver program services, collect data on participant outcomes and program performance, and provide submittal dates for the required reports and records. It is provided to supplement and compliment the contract and program standards.

This manual will be in effect as of July 1, 2013 for all Teen REACH providers and program sites. It is the role of IDHS staff to monitor and provide technical assistance to all providers in meeting the requirements of the program.

Teen REACH programs are delivered during out-of-school time which includes: before and after school, school holidays, week-ends and summers. Teen REACH integrates community efforts on behalf of children and youth, working through collaborations of local schools, faith-based organizations, businesses, human service providers, and Illinois Department of Human Services programs.

Teen REACH providers are required to participate in the formal evaluation of the program developed by the Department and must cooperate in the collection of data for this purpose.

The policies and procedures that providers are required to generate should be filed in Appendix Z at the back of this binder.

Section 2.0 Administration

2.1. eCornerstone

eCornerstone is an internet based application administered by IDHS and used by community providers to deliver IDHS funded services. The system, which incorporates ideas and recommendations of Teen REACH providers, is designed to enhance the effective delivery of services and reduce the reporting burden of programs.

Compliance with eCornerstone data collection procedures is required of all Teen REACH providers. See the current contract for specifics of required equipment necessary for optimal performance of the system.

Teen REACH program staff are required to have daily access to a personal computer with e-mail and internet access for eCornerstone data entry.

2.2. Community Services Agreement (CSA) for Teen REACH

The IDHS Community Services Agreement (CSA) is available at <http://www.dhs.state.il.us> (click on “for Providers” tab, click “Contracts, click “CSA Attachments and Program Manuals, and click “Youth Intervention Services”) ensure the lawful and responsible operation of IDHS programs. The Teen REACH Program Manual presents the stipulations particular to the operation of a Teen REACH program in addition to the CSA. The CSA between the provider and the Department serves as the major legal document obligating both parties to specific roles in the Teen REACH program.

Under the CSA, providers are held accountable for a variety of terms, conditions, and provisions. Adherence is critical to the Teen REACH program.

Any violation of compliance with the requirements of the CSA may be grounds for termination or suspension of the Agreement.

Any sub-contractor providing Teen REACH services must also meet all the conditions as set forth in these agreements.

2.3. Teen REACH Program Plan - Purpose

The Teen REACH Annual Program Plan is the blueprint for implementation that will ensure the achievement of specified outcomes. Teen REACH providers will work with IDHS staff to submit a Program Plan, as stated in the contract. The Program Plan will also provide the basis for assessing contractual and program compliance for Teen REACH providers. IDHS staff will use this document, in addition to the Teen REACH Program Standards Assessment Tool, and the PerMS Tool, to evaluate contractual and program compliance. Teen REACH providers are required to complete a program plan annually. It is critical that the program plan reflect the day-to-day operations of the program, as it will be used by Teen REACH staff, partners, and IDHS staff to assess on-going operations and performance of the program.

A. Program Plan Revisions

IDHS realizes that even the best plans can change over the course of the fiscal year. When a change occurs in an approved Program Plan altering the program profile, providers must notify the IDHS personnel as soon as the change is being planned.

Changes to the Program Plan will not be allowed in the following areas: program goals, participant outcome measures or decreasing the number of core services provided.

Changes in the Program Plan Spending Plan must be submitted in writing to IDHS and pre-approved by the Teen REACH Program Coordinator before implementation. Contract awards are based on the profile of the program and its match to a statewide plan for integration of services. (Changes in an individual

Teen REACH program can change the balance of services in a particular community. Any problems or concerns in meeting these contractual parameters should be discussed with IDHS staff, before changes are formulated and referred to the Teen REACH Program Coordinator for approval.)

B. Spending Plan

The provider must submit an annual program Spending Plan. All spending must be in accordance with a Spending Plan approved and on file at the Department.

All Teen REACH grant funds must be used for direct costs associated with the provision of program services. Indirect expenses are not allowed under this program.

Up to 20% of the Teen REACH funds may be used for administrative costs and services. Administration costs are those activities performed by staff and costs that are supportive of, and required for, the project for which there is no direct client contact. Examples include administrative and fiscal staff, clerical support, rent, utilities, and general office equipment.

Funds may not be used to supplant or duplicate existing services. If funds other than Teen REACH will be utilized to support the provision of Teen REACH services, (including in-kind); it will be necessary to detail those expenses and to demonstrate the proper utilization of such funds.

Programs are allowed to develop a sliding payment scale for participants. All fees must be used to support direct services for the youth and not to support administrative expenses. No youth is to be excluded based on his or her inability to pay.

The program funds may be used to cover reasonable transportation costs for program participants. Teen REACH programs will be required to keep a written plan for transporting youth in their files. This plan should have the approval of the agency's governing body and be available for review by the Department upon request.

C. Spending Plan Revisions

IDHS understands that a provider may have to increase or decrease expenditures in Spending Plan line items for a variety of reasons: staff vacancies, unexpected donation of goods and supplies, loss of partners, decreased use of funds by subcontractors; etc. Cumulative Spending Plan line item shifts of funds exceeding 10% of the Spending Plan line item or 5% of the total program award will require a Spending Plan revision and prior approval of IDHS. IDHS must receive the last and final Spending Plan revision no later than May 15 of the fiscal year. (See Appendices & Forms)

Per the Community Services Agreement, it is required that the provider notify IDHS Program staff of line item changes. It is further recommended that IDHS staff be notified as the revision is being planned. The IDHS staff can provide technical assistance that will aid in transition or in the development of an alternative plan. If any of the Spending Plan changes alter the information on the Program Profile, input from the Teen REACH Administrator and Policy/Procedures Coordinator will be required.

D. Field Trips and Educational Excursions

If a Teen REACH program coordinates an educational field trip or excursion for Teen REACH participants that is located 60 miles away or more from the Teen REACH site or out of state, and/or exceeds a Spending Plan of \$1,000, prior approval of IDHS is required. A Spending Plan justification must list the number of participants attending the field trip and the estimated expenses must be itemized.

E. Marketing Plan

Promoting the Teen REACH programs at the local level is the provider's responsibility. The goal of marketing is to make the program more visible, attract new participants, and engage volunteers and community partners and to raise awareness of positive youth development. Each Teen REACH program is required to develop a comprehensive, written marketing plan. A comprehensive plan will identify the target audience, goals, strategies, and timeline. To be effective, it will include a variety of strategies and delivery methods. The Marketing Plan must include:

- Hosting and arranging at least one community awareness event on an annual basis. The event should involve community leaders, parents and Teen REACH youth in an effort to promote the positive impact of the program and to create linkages to other agencies serving youth. Teen REACH programs are encouraged to participate in the national "Lights on After-School" Awareness Event. More information on this activity can be found at www.afterschoolalliance.org. All community awareness events should be described in the annual program plan.

Additional outreach strategies may include but are not limited to:

- Distribution of flyers to agencies, businesses, parents, schools, faith-based organizations and the community to increase participation.
- Parent newsletters listing events and opportunities to volunteer/participate.
- Teen REACH youth recruiting other youth through special events or incentive programs.
- Participation in school registrations and open houses.
- Presentations at teacher and parent meetings to recruit program participants.
- Hosting a site open house event to introduce families and community members to the Teen REACH program.
- Fostering partnerships with schools, regional offices of education, DCFS,

Probation, Health Department, Child and Adolescent Local Area Networks, Foster Care Alliance, faith-based agencies and other private agencies to promote referrals of youth who are having academic difficulties; truant, reside in a single-parent home; receive TANF; are latchkey children; have siblings who dropped out of school or are involved with the juvenile justice system, are victims of violent crimes, have parents who are incarcerated or are teen parents.

- Sending regular press releases and announcements to the media to increase Teen REACH public presence.
- Recording regular public service announcements on TV and radio- use youth and parents as spokespersons.
- Sending letters to all participants from the prior school year inviting them to return.
- Meeting with key members of school systems, including counselors, administrators and teachers to introduce the program and initiate lines of communication.
- Promotion of Teen REACH through business partnerships.
- Participation in community events, such as street fairs, parades and other events to promote Teen REACH.

2.4. Records - Purpose

In accordance with the Community Services Agreement, each provider shall maintain full and complete records of program operations in compliance with state records retention requirements. Records are defined as those documents that capture program activity, participant information and outcomes, and fiscal data.

Teen REACH providers shall comply with the Local Records Act which regulates the destruction and preservation of public records within the State of Illinois.

IDHS may require longer retention of records and/or submission of such records to the Department if the records cover a time period still open to audit.

Records to be retained include:

- All fiscal operations
- Source documentation for program reviews and audits
- School performance and attendance of participants, and other documents of participant outcomes
- Program participation of children and youth
- Equipment purchases
- Equipment Inventory list
- Others as required by IDHS

A. Records-Administrative

1. Financial Management System

Each Teen REACH provider must have an established financial management system which provides complete, separate, and accurate accountability of Teen REACH funds. The provider's accounting system must provide the following original documentation:

- Transactions;
- A chart of accounts;
- Ledgers for posting; and
- Complete accountability of all obligations, payment, and reimbursements.

The State Fiscal Year runs from July 1 through June 30.

2. Payment Method

Teen REACH utilizes the IDHS standard fiscal management system of payment. The provider shall provide summary documentation by line item of actual expenditures incurred for the purchase of goods and services necessary for conducting program activities. The Department will compare the amount of the payments made to date with the documented expenditures provided to the Department by the Provider.

In the event the documented services provided by the Provider do not justify the level of award being provided to the Provider, future payment may be withheld or reduced until such time as the services documentation provided by the Provider equals the amounts previously provided to the Provider. Failure of the Provider to provide timely documentation may result in a reduction to the total award. The third quarter EDF must show a 75% utilization of funds by March 30.

Providers can obtain the date in which their next prospective payment is released by the Illinois Office of the Comptroller. The IOC electronic mailing address is www.ioc.state.il.us.

3. Expenditure Documentation Forms (EDFs)

Expenditure Documentation Forms (EDF) are due to IDHS on a monthly basis. Reports are due 15 days following the last day of the prior month, with the last report, due on or before August 1 (see Appendices & Forms). Source documents for expenditures must be available for audit, and records of payment must allow for clear audit trails. To qualify for payment, an expenditure must:

- Be a documented Teen REACH expense.
- Be an approved Spending Planed line item.
- Be in compliance with state regulations.

Costs must be separated so that expenditures are charged to the fiscal year in which the obligation was incurred. Funds allocated for each year must be expended by June 30; they cannot be carried over to the new fiscal year that begins July 1.

It is also critical that the documents are kept on file for at least five fiscal years as these documents are subject to the Grants Recovery Act.

4. Consolidated Fiscal Reviews (CFRs)

IDHS requires annual financial reporting in the form of Consolidated Fiscal Reviews (CFRs) for providers receiving funding through IDHS programs. Providers must submit financial statements or reports that have been audited or reviewed by an independent certified public accountant. Providers should ensure that the certified public accountant receive a copy of the CFR and all attachments. The CFR will be sent to providers by the Bureau of Policy and Review/Office of Contract Administration. CFRs must be submitted according to the contract.

5. Equipment, Inventory and Recovery

Any item with an acquisition cost of \$100 or more and with a useful life of one year or more must have a tag and be listed on the Inventory Sheet. (see Appendices & Forms) Any equipment with an acquisition cost of \$500 or more and a useful life of 2 years or more must adhere to the requirements of the Community Services Agreement when it comes to transfer at the termination of the agreement. Any item costing \$1200 or more must be approved before purchase by the Teen REACH Program Coordinator.

Refer to the Spending Plan Attachment, Allowable Cost for Reimbursement under Grant Agreement (see Appendices & Forms).

6. Program Equipment Guidelines

Leasing of transportation is allowed on a case-by-case basis. The need to transport participants as a condition of program attendance must appear in the description of the community served by the program in the Annual Program Plan. Other sources of transportation (i.e., schools) should be explored before using Teen REACH funds.

Program equipment purchases must reflect the on-going activities of the program and be indicated in the Program Plan. For example, the Life Skills component uses an evidence-based program model that includes videotapes for discussion. Therefore, a TV-VCR would be an appropriate purchase.

Updating or adding modules to a provider's existing computer center is

allowed on a case-by-case basis. Opening a computer lab for participants solely for Teen REACH is discouraged, due to the expense and future maintenance. For computer usage, IDHS encourages Teen REACH programs to contact the participants' schools and other agencies to negotiate use of labs. Software may be purchased and shared with cooperating schools and agencies.

Purchase of sports equipment is allowed, as is the purchase of other leisure time supplies, such as board games, ping-pong, football, etc. Camping must appear as an on-going activity in the provider's overall youth program, if equipment is to be purchased. Such equipment requests will be considered on a case-by-case basis.

B. Reports - Programmatic

1. Participant Information and Data

Each Teen REACH Participant must have a hard copy file. As the participant continues in the program, the file should be cumulative.

2. Confidentiality

The following information relating to participants and their families shall be treated as confidential: names and addresses individually or by list, information contained in program reports and files, information about financial resources, information contained in notes or other documents obtained from or about the participants and their family, records from the school and other institutions. Information shall be kept confidential except in the following cases: with the parent's written consent and if the confidential character of the information is preserved.

3. Release of Information

There must be a signed Release of Information Form (see Appendices & Forms) for each enrolled Teen REACH participant on file with the provider when communicating with a clinical or social service provider. Please note that for children 12 and over, their signature will be required when releasing information to clinical services, including mental health and family planning.

4. Written Program Consent Form

The Program Consent Form gives parental consent to participate in the activities of Teen REACH. The consent form shall include the name and relationship to the participant of the person signing the form, name and address of participant. The form must also include permission for: field trips; photography release; outcome measures; and medical release. There must be a signed Consent Form for each enrolled Teen REACH Participant with a valid signature, no more than 365 days old. (see Appendices & Forms)

5. eCornerstone Informed Consent

An eCornerstone Informed Consent Form must be completed and signed for each participant who is new in the program. If the form is not signed, basic demographic data entered into the system will not be shared with other programs. (see Appendices & Forms)

6. Academic Performance Data

Grade cards must be collected on enrolled Teen REACH participants, and kept on file. This information is recorded in eCornerstone.

C. Teen REACH Daily Sign-In Sheets

These sheets keep track of who attends on a daily basis. Sign-In sheets must be kept on file. It is imperative that the method of signing in results in an unduplicated count of enrolled participants.

D. Destruction of Records

After the record retention period expires, Teen REACH records containing participant data must be destroyed by incineration or shredding in accordance with the Local Records Act of the State of Illinois.

E. Reporting Requirements

All Teen REACH providers must meet the following reporting requirements:

- eCornerstone-data entered per guidelines provided.
- One Annual Program Plan – Due Date: Within 30 days of the execution of the Community Services Agreement, or an alternate deadline to be set by IDHS staff.
- One Annual Program Spending Plan.
- Monthly Expenditure Documentation Forms (EDF) - Due Date: 15 days after the prior month.
- Spending Plan and Program Revisions - Due no later than May 15th.
- Fiscal Year Closeout: Consolidated Fiscal Reviews.

Filing Documents with IDHS - All documents are to be sent to the following:

Illinois Department of Human Services
Attention: Teen REACH Program
815-823 E. Monroe St.
Springfield, IL 62701

Please note specifications, as some documents need to be sent to other IDHS offices as well.

Section 3.0 Program Operations

The Program Operations section specifies the standards and procedures for operating a high quality Teen REACH program. Program Operations addresses recommended qualifications for

personnel, volunteers, and interns, and introduces the Council on Accreditation (COA) standards for implementing a high quality after school program (<http://www.coanet.org>). Other agency protocols for health and safety are also addressed.

The Teen REACH Benchmarks and the Teen REACH Benchmarks Assessment Tool were developed to assess the degree to which programs are meeting their goals and providing quality, comprehensive services. (see Appendices & Forms) The Teen REACH Benchmarks will be used in the following ways:

- Provide Teen REACH programs with clearly identified practices and guideposts for increasing the quality of services they provide to youth and families.
- Provide IDHS staff with critical information to assess the quality of Teen REACH programs.
- Provide IDHS staff vital information to enhance the overall quality of the Teen REACH program.
- Assist the overall evaluation of Teen REACH by creating the ability to link program quality with youth outcomes.

3.1. Personnel, Volunteers, Intern - Purpose

All Teen REACH job descriptions must be included with the annual program plan and be on file with IDHS. A file must be made for each employee, containing at a minimum, his/her job description, resume, results of background check, and verification of training attended. A record of orientation and trainings attending including the web based eCornerstone reporting system, should be kept in the employee file.

A. Supervision and Accountability

At a minimum, a .5 FTE Teen REACH coordinator must be committed to the program. This is especially true of multi-agency sites and collaborations. While other staff can be PTE (Part Time Equivalent), it is critical that monitoring, training, and supervision time be scheduled on a regular basis.

B. Volunteers

Volunteers are defined as adults over 18 years old whose talents and time are given to the program, but who do not receive an hourly rate or salary. Volunteers can be recruited from faith based organizations, parents, local schools, local businesses, and the provider's board of directors.

C. Mentors

Adult mentors are considered volunteers, and should have the same information and structure as do other program volunteers.

D. Interns

Interns are individuals over the age of 16 whose role in the program is to assist staff while they are learning a specific aspect of the program. Each intern must have a file containing a basic job description, sign-in/sign-out sheets, documentation of an orientation to the Teen REACH program and its goals. Interns must meet at least monthly with the program director or direct supervisor about their work and any issues involving individual children. The program director must have the sign in sheet and name of the intern's supervising teacher.

E. Teen Employment

Paid student aide positions to assist adult group leaders should be treated as employees, complete with job descriptions; qualifications; supervision; evaluations; and time sheets. Employed teens are not considered as program participants, but should appear on the program plan, under staff. Teens may be employed at age 16 or more; those with a work permit can be employed at age 14 or 15. Local high schools can be instrumental in helping teens obtain this document.

1. Teen Supervision Requirement

Teen employees (group aides, teacher assistants, etc.) still in high school and/or under 18 years old cannot be used in place of adult employees, and **must** not be left alone with groups of younger children. Teen volunteers or interns must not be left unsupervised with younger participants.

3.2. Program Standards

A. COA Standards for Quality School-Age Care

COA Standards establishes program standards for assuring quality, holistic programming and identifies minimum standards to assure that programming takes place in a safe, clean, secure environment that is in good repair. Teen REACH sites are expected to adhere to these standards.

The standards indicate that policies and procedures be written and implemented to assure the safety and well-being of participants including standards for: Discipline and Conflict Resolution Among Participants and Emergency Procedures for Illness and Injury. These must be developed for each program site and appear in Appendix Z Customized Teen REACH Operations. (See Appendices & Forms)

COA Standards for Quality School-Age Care is available from:

Council on Accreditation
45 Broadway, 29th Floor
New York, NY 1006
<http://www.coanet.org>

B. Serving Snacks/Meals

Each day, Teen REACH programs must offer nutritious snacks to the participants. All food must be served in accordance with relevant local and state health standards for food preparation and handling and meet the standards of the Council on Accreditation. For more information, please refer to this organization's website, found at <http://www.coanet.org>.

While program funds may be used to purchase food, programs must demonstrate that they researched and applied for assistance through the food programs sponsored through the U.S. Department of Agriculture (USDA), found at <http://www.usda.gov>; the Illinois State Board of Education (ISBE), found at <http://www.isbe.state.il.us>; or through America's Second Harvest, found at <http://www.secondharvest.org>.

C. Dispensing Medication

Teen REACH programs are discouraged from administering over-the-counter medications to participants. If the Teen REACH program decides to handle and dispense prescription drugs, a protocol must be added and adhere to the Illinois Licensing Standards for Day Care Centers Section 407.360 Medications. The protocol must include:

- Prescription medication shall be accepted only in its original container.
- Prescription medications shall be labeled with the full pharmacy label.
- Medication shall be administered in a manner that protects the safety of the child.
- A specific staff person shall be designated to administer and properly document the dispensation of the medication each day.
- Prescription medication shall be administered as required by a physician, subject to the receipt of appropriate releases from parents which shall be on file and regularly updated. Prescription medication shall be used only for the child named on the label.
- The program site shall maintain a record of the dates, times administered, dosage, prescription number, and the name of the person administering the medication.
- Medications shall be safely stored.
- Medication containers shall have child-protection caps whenever possible.
- All medication, whether refrigerated or unrefrigerated, shall be kept in locked cabinets or other containers that are inaccessible to children and that are designated and used only for this purpose.
- Medications shall be kept in a well-lighted area.
- Medications shall be kept out of the reach of children.
- Medications shall not be kept in rooms where food is prepared or stored, unless refrigerated in a separate locked container.
- Medication shall not be used beyond the date of expiration.
- When a child no longer needs to receive medication, the unused portion or empty bottle shall be returned to the parent.
- Any topical products, such as sunscreen, or insect repellent, whether supplied by the parent or by the program site, shall be approved by the parent in writing prior to use by the child.

D. Head Lice

Each Teen REACH program site must have a protocol for addressing infestations of head lice in the Teen REACH population. The protocol must include:

- Frequency of regular head checks.
- Informing families of those affected with head lice.
- Referrals for treatment.
- Exclusion of those affected with head lice and program re-entry procedures.
- Informing all other families in the program about the infestation.

- Ensuring the cleanliness of the Teen REACH participants and decreasing incidents of shared hair grooming products and head gear.
- Parent education on head lice: identification, treatment of the children, and household extermination of head lice.
- Teen REACH funds cannot be used to purchase prescription or over-the-counter pediculocides to treat lice.

E. Asthma

Asthma and its management has become a critical feature for the health of young school age children and teens. Each Teen REACH program site is required to have a protocol that addresses asthmatic participants and the management of asthma. Protocols should include:

- Written Parental Consent form that identifies health issues that may keep a participant from fully participating in physical sports and recreation.
- Staff training on environmental triggers for asthma.
- Staff training on early signs of asthma episodes and appropriate interpersonal responses.
- All participants who are identified with asthma must have a written Asthma Action Plan before participating in the program. This action plan must include what to do in case of mild, moderate, and severe episodes, as well as who to call. These contacts should include: doctor, hospital, ambulance or paramedic service used, and family member.
- Agency protocol must also include what staff will do the intervention during an asthma episode.

3.3. Child Abuse/Neglect Reporting and Staff Screening

The following protocols must appear in the Teen REACH Policy and Procedures Manual, Appendix Z.

A. Mandated Reporting

Per the Child Abuse and Neglect Reporting Act of 1975, those adults working with children and youth under the age of 18 years old having reasonable cause to believe a child known to them in their professional or official capacity may be abused or neglected shall immediately report or cause a report to be made to the Illinois Department of Children and Family Services' (DCFS) Child Abuse Hotline (1-800-252-2873).

Mandated reporters include recreational program or facility personnel and human service personnel who work with children under the age of 18 years old.

B. Suspected Family Cases of Abuse or Neglect

All Teen REACH providers and program sites must have a written procedure for reporting suspected cases of abuse and neglect that take place outside the center.

- Informing parents of the provider's role as mandated reporter. This may be included in orientation packets and information to parents;
- Identifying the person(s) on staff who will be responsible for filing such

- reports and informing the parents;
- Identifying the roles and responsibilities of group workers and volunteers in reporting such cases;
- Documenting all such incidents in a child's file; and
- Identifying the person(s) responsible for following up on reports made to the DCFS Hotline and with the family.

C. Suspected Agency Cases of Abuse or Neglect

All Teen REACH providers and program sites must have a written procedure that covers expectations for the safe management of children and youth by staff and program volunteers, as well as handling cases of suspected abuse or neglect that may have occurred while the participant is on program site. The procedure must include:

- Supervision of staff in contact with children and youth;
- Clearly established norms of behavior for staff, especially training and procedures for handling children and youth with problem behaviors; and
- A method for identifying, documenting, and reporting suspected cases of abuse or neglect within the agency; interim plans for the employee and child(ren) involved in the report while such an investigation is occurring; disciplinary action for employees in such cases that are funded by DCFS.

D. Screening of Adults Working with Participants

Teen REACH providers must have written procedures for hiring and screening staff and volunteers who work with children ages 18 and under. Each program site must determine the level of background check that will be utilized for staff, volunteers, and interns over 18 years of age. Liability insurance should also cover adults working with children and youth.

E. Background Checks

Background checks are required for all program staff and volunteers who have one-on-one contact with children and youth. Funded programs are required to have a written protocol on file requiring background checks, as well as evidence of their completion.

F. Types of Background Checks and Screenings

The following resources are available to programs in establishing protocols for background checks and screening:

The Illinois State Police Department provides fingerprinting and Sexual Offender listing. Contact: www.isp.state.il.us.

CANTS, the child abuse and neglect tracking system determines whether an individual is currently alleged or has been indicated as a perpetrator of child abuse or neglect.

Illinois Department of Children and Family Service CANTS listings can be obtained through:

Processing Control Unit and Background Checks
Illinois Department of Children and Family Services
1-217-785-4010

Costs are an allowable expenditure.

3.4. Customized Teen REACH Operations

Each Teen REACH provider must customize this manual by adding the following information in Appendix Z:

- Organizational Chart
- Teen REACH Program Plan
- Teen REACH Spending Plan
- Job Descriptions (for each staff member, volunteer, intern)
- New Staff Orientation Agenda
- Individual Supervision Agenda
- Team Meeting Agendas
- Subcontract/School Agreements
- Subcontract Monitoring Process
- Agency Protocols
- Medical: Dispensing Medications; Asthma; Head Lice
- Discipline and Conflict Resolution Procedure
- Illness, Injury and Emergency Procedures
- Transportation Procedure and Criteria
- Staff Supervision of Arrival and Departure of Participants
- Visitor Policy: sign-In and Sign Out
- Hand Washing Procedures (Posted)
- Child Abuse and Neglect Reporting Act: Suspected Cases-External, Internal
- Staff Screening Procedure
- Teen REACH Advisory Board Rosters, Minutes and/or Agendas
- Enrollment and Termination Procedures
- eCornerstone Policies and Procedures
- Tracking Inventory
- Serving Snacks and Meals
- Internet Blocking Software for Youth Accessible PC's

Section 4.0 Program Structure - Purpose

Teen REACH is designed to offer opportunities for children and youth to engage in positive activities during out-of-school time. The Teen REACH program design must be developmentally appropriate for the age group served. Core service activities, physical layout of the program spaces, intensity of hands on assistance and supervision, and products must reflect the developmental stage of the children and youth being served.

4.1. Target Population

Teen REACH program services are provided for at-risk children and youth ages 6 to 17, or any subset within that age range. Accepted age group subsets are 6-10, 11-13, and 14-17. Because of the Department's priority on targeting services to youth ages 11-17, agencies serving both younger and older age groups must provide no more than 15% of their services to children ages 6 to 10 (i.e., at least 85% of their services to youth ages 11 to 17.) For agencies operating the program at multiple sites, these percentages apply to the total population served by the agency, across all sites, not the number at any individual program site.

The individual and/or family risk factors of youth targeted by the Teen REACH program may include but not be limited to the following:

- Youth lives in a single-parent household or with grandparents
- Youth resides in a household receiving TANF funds
- Youth experiences academic difficulties
- Youth has witnessed or been a victim of family violence
- Youth has siblings who dropped out of school
- Youth has siblings who are teen parents
- Youth has siblings who are involved in the juvenile justice system
- Youth has one or both parents who are incarcerated
- Youth receives services from DCFS or partner service delivery systems
- Youth is obese or otherwise nutritionally at risk
- Parent, and/or siblings involved with substance abuse or dependence

4.2. Participant Recruitment

To ensure that the Teen REACH program has a consistent level of participation, each agency must plan and implement a recruitment strategy, focusing on the target population.

4.3. Program Hours of Operation

Programs must be operational for 12 consecutive months (240 days per year, which is an average of 20 days per month).

Each program must operate a minimum of 720 hours per year, which is an average of 15 hours per week.

4.4. Community Collaboration

Working together, youth, families and community entities can design programs that are best suited to meet the needs of local youth and to connect out-of-school time programs with community resources. Community-based agencies, government, faith-based organizations, civic organizations, businesses, foundations, youth and their families, working together, can provide a wide range of resources to support high quality out-of-school time programs.

Successful applicants will have developed community partnerships, which, at a minimum, must include strong collaboration with the schools whose students will be attending Teen REACH program activities.

Additionally, youth and families can play a key role in the development of out-of-school time programming. Programs that include families and youth in the planning draw greater support in the long run and tend to be more culturally relevant. Parents should be involved in all phases of program development and implementation.

Teen REACH also encourages collaboration with other youth serving programs in the community.

4.5. Schools

Written letters of collaboration between the Teen REACH program and collaborating schools must be on file in the Teen REACH office. These agreements facilitate collection of data on academic achievement as well as coordination of homework assistance and tutoring efforts. Programs will be required to submit information about students' progress, based on grade reports and attendance and suspension records, to the Department. Copies of signed linkage agreements with every school where participants are attending must be on file indicating an acknowledgment of the schools' willingness to provide copies of the above information.

Please note that schools will need to obtain parental/guardian consent before school records can actually be submitted to the Teen REACH program.

4.6. Businesses and Community

IDHS encourages Teen REACH programs to collaborate with local businesses because they can support the target population and the program's activities. Linkage agreements may include mentoring or other volunteer work by employees, job shadowing, and vocational experiences.

4.7. Community Advisory Council

Programs must form and utilize a Community Advisory Council or board in conducting Teen REACH activities in order to integrate active partners who can devote time and resources to the program. Existing councils may be utilized if they properly represent the positive youth development concept of Teen REACH. The Community Advisory Council must include at least two youth who are current or former Teen REACH participants. The Advisory Council must meet, at a minimum, on a quarterly basis. Minutes, agendas and/or attendance lists must be maintained on file to evidence this activity.

Section 5.0 Overview of Core Services

Teen REACH provides the following prevention-focused core services:

- Improving educational performance
- Life Skills education
- Parental involvement
- Recreation, sports, and cultural and artistic activities
- Positive adult mentors
- Service Learning

5.1. Use of Evidence Based Program Models and Curricula

“Best practice” or “promising practice” programming models should be utilized if these models meet community needs and can be implemented. If adaptations are required to meet the unique needs of the community, it should be noted that any modifications to established program models may reduce the likelihood of achieving the predicted outcomes.

According to Western Region Center for the Application of Prevention Technologies (Western CAPT) three categories that best describe the effectiveness of program models, curricula, and strategies that have emerged in the field of prevention programs for youth are:

- **Best Practices:** Those strategies and programs deemed research-based by scientists and researchers at the National Institute for Drug Abuse (NIDA), the National Center for Substance Abuse Prevention (CSAP), National Office of Juvenile Justice and Delinquency Prevention (OJJDP); National Center for the Advancement of Prevention (NCAP); and/or the U.S. Department of Education (DOE). Substantial research and evaluation have shown these strategies and programs to be effective at preventing and/or delaying substance abuse and/or other risky behaviors.
- **Promising Practices:** For these programs and strategies, some quantitative data show positive outcomes in delaying substance abuse and/or other risky behaviors over a period of time. These studies, however, do not provide sufficient data to support generalized outcomes or program replication.
- **Unproven Practices:** Programs or strategies showing little quantitative data or mostly anecdotal data. These programs and strategies have not been formally replicated.

Teen REACH funds may be used to purchase training materials and attend special training sessions for the use of evidence-based program models at the Best and Promising Practices levels.

Teen REACH providers can consult several web sites for best practices in prevention (see Appendices & Forms). These sites give information on optimal conditions for program delivery, costs, and training required for implementation. Where the websites are not listed, the keywords for the internet are listed in the Best Practices Column of the specific core service.

5.2. Academic Assistance

GOAL: Improve academic performance.

Program Activities

Homework Help: At minimum, each Teen REACH program site is responsible for making time and resources available for children and adolescents to receive homework assistance. Volunteers may assist in this component.

Content-based tutoring: Individual tutoring for small groups of 2-3 children and youth experiencing difficulty in specific content areas such as math, reading, social studies, foreign language, science, etc. may be initiated through this component.

Skill-based tutoring: One-to-one instruction in basic skills in math and reading. These skills are taught as a direct lesson and not embedded in the daily course work of language arts or social studies. Skill-based tutorials can be implemented through computers, or with tutors who are generally teachers or teacher-aides.

Futuring: Allows the participants to develop a future plan for their education and training. Activities must include vocational explorations through job shadowing, mentorships, internships, volunteering, college visitation, and other avenues. Vocational evaluations, interest surveys and other assessments can also be used.

Best or Promising Practices

- Alpha Smarts
- Destinations 2.0
- Hooked on Phonics
- Read and Write Now
- Help a Child to Read
- Math Blasters
- The Princeton Review
- Leap Into Literacy
- Lego Engineering Academy
- Kaleidoscope
- Voyager Expanded Learning Program

- Effective Math Tutoring Strategies

Reporting/Documentation/Tools

Copies of report cards, attendance, and suspensions.

For Futuring: Vocational assessments; questionnaires; education and training; vocational explorations; mentoring; volunteer meetings.

5.3. Life Skills Education

GOAL: Adopt positive decision-making skills that discourage harmful risk-taking behavior.

Program Activities:

Program activities addressing the following topics are required during the course of the program year:

Alcohol, Tobacco, and Other Drugs: allows participants to increase knowledge of the dangers of substance use and abuse, develop skills for avoiding pressure to use substances, and to practice those skills.

General and Reproductive Health: prepares participants to understand how their body works, how to take care of themselves through good nutrition, exercise, hygiene, and basic first aid. For adolescents, addresses the physical changes of adolescence, abstinence and/or safe sex and contraception. For all children and youth, mental health and well-being need to be addressed: identifying emotions, anger management, depression and suicide. Activities must allow participants to increase knowledge, develop skills, and practice those skills within the program.

Violence Prevention: prepares the participants to identify and prevent interpersonal violence including family violence, sexual assault, youth violence, gang and gun violence, as well as hate crimes. Topics must include: conflict resolution, peer to peer and female-male relationships, cultural diversity, and community safety.

Best or Promising Practices

- Life Skills Training Program (Botvin)
- Project Northland
- I CAN Problem Solve
- Preparing for the Drug Free Years
- Project Alert
- Postponing Sexual Involvement (PSI)
- Reducing the Risk
- Behavioral Skill Training (HIV)
- Sex Can Wait

- Smart Girls
- Teen Talks
- Good Behavior Game
- Pathways: A Boy's Town Training Program
- Youth Peace
- Sister Net
- Second Step
- Conflict Resolution
- Self-Worth
- Peer Relationships
- Communication Skills
- Youth Helping Youth Succeed
- A Peer Mentor Curriculum For Drug and Violence Prevention
- Project Star/Midwestern Prevention Project
- Play for Peace
- Peace Builders
- Project Trust
- Be Proud! Be Responsible!
- G.R.E.A.T. (Gang Resistance Education and Training)
- Resolving Conflict Creatively Program (RCCP)
- CASASTART (Striving Together to Achieve Rewarding Tomorrows)
- Get Real About AIDS

A. Peer Influence

Peer influence programs are considered to be part of Life Skills. Peer influence programs encompass peer educator, mediator, activist, or leadership programs. Peer influence programs are topic oriented: prevention education about substances, STDs, pregnancy, violence or community organizing. Program curricula/materials used must be evidence-based. Peer influence participants must receive a tangible benefit from their involvement: specific skills, knowledge, sense of group, and stipends or incentives (if the Spending Plan allows). Peer influence program participants count as part of the program's participant numbers, and as part of Life Skills.

Reporting/Documentation/Tools

Calendar of topics for life skills; scored pre-post test, as indicated by the program models; group logs and sign-in sheets.

For Peer Influence: Job descriptions for mentors which include work expectations and commitment, sign-in and sign-out sheets, satisfaction surveys from the participants.

5.4. Parental Involvement

GOAL: Provide opportunities for parents and guardians to strengthen communication and community involvement.

Program Activities:

Parent Support Groups
Parent Education
Parent Advisory Committees
Grandparents Raising Grandchildren Groups
Regularly Scheduled Family Events
Seasonal Celebrations
Parent Orientation Nights
Regular newsletters
Monthly Calendar of Events

Best or Promising Practices

- Ages 6-10: Preparing for the Drug Free Years
- Strengthening Families Program
- Families and School Together (FAST)
- Strengthening Families Program for Parents and Youth 10-14
- Ages 0-18: NICASA Parent Project
- Effective Black Parenting Ages 2-12
- Strengthening Multi-Ethnic Families and Communities Ages 3-18
- Families Who Care
- Creating Lasting Connections

Reporting/Documentation/Tools

Calendar of topics for parents; scored pre-post test, as indicated by the program models; group logs and sign-in sheets.

5.5. Positive Adult Mentors

GOAL: Provide opportunities for improving social interaction and building skills through mentoring relationships.

Program Activities:

Positive adult mentors provide opportunities for participants to develop and maintain positive, sustained relationships with adults through mentoring and other programs that emphasize one-on-one interactions.

Best or Promising Practices

- “Understanding Mentoring Relationships” by Search Institute
- Across Ages
- “Mentoring Works!” by the National Mentoring Partnership

Reporting/Documentation/Tools

Annual participant and parent surveys

5.6. Sports, Recreation, Cultural and Artistic Activities

GOAL: Provide opportunities for learning, building, and demonstrating positive social skills through sports and recreation.

Program Activities

Team sports

Physical fitness programs that include goal setting, nutrition information, and skill building

Individual sports that promote concentration; stamina, strength, and skill building

Interest clubs; such as arts, crafts, photography, cooking, etc.

Cultural groups such as folkloric dance; cultural activities such as field trips to museums

Best or Promising Practices

“Project First Choice” by the Illinois National Guard

President’s Council on Physical Fitness

“New Games”

Reporting/Documentation/Tools

Team rosters, sign-in sheets, group attendance logs, group or team calendar, pre and post tests, and products.

5.7. Service Learning

GOAL: Provide opportunities to connect classroom lessons with meaningful service to the community.

Research indicates that when children, teens, and adults have an investment in their communities, they are more likely to stay, care for the environment, and be less tolerant toward crime and vandalism. Volunteering in the community is important for children and teens. It is essential for their development that such services offer more than a one-time event or activity. Service learning is a teaching and learning strategy that integrates meaningful community service with instruction and reflection to enrich the learning experience, teach civic responsibility, and strengthen communities.

Service learning combines service objectives with learning objectives with the intent that the activity changes both the recipient and the provider of the service. This is accomplished by combining service tasks with structured opportunities that link the task to self-reflection, self-discovery, and the acquisition and comprehension of values, skills, and knowledge content.

Service learning can be defined through the following criteria set by AmeriCorps and the National and Community Service Act of 1990:

- **Active Participation:** for younger children, projects that have quick, tangible results

and physical action. For older youth, activities that promote relationships with those they are serving and allow for active roles in the planning, researching, and implementation of the project.

- **Meeting Real Community Needs:** Partnerships such as adopting a program or a cause.
- **Fostering Civic Responsibility:** Projects that enable children and teens to see their contributions to the common good in their community. Fosters a sense of caring for others (as adapted from the National and Community Service Act of 1990).
- **Integration of Educational Objectives:** Service Learning projects are integrated into the educational components of the participant's program. Extends learning beyond the classroom and into the community.
- **Structured Reflection:** A structured time set aside to discuss the project, its progress, its success, and the lessons learned from the experience.

For example: if youth collect trash out of an urban streambed, they are providing a service to the community as volunteers; a service that is highly valued and important. When youth collect trash from an urban streambed, then analyze what they found and possible sources so they can share the results with residents of the neighborhood along with suggestions for reducing pollution, they are engaging in service-learning. In the service-learning example, the youth are providing an important service to the community AND, at the same time, learning about water quality and laboratory analysis, developing an understanding of pollution issues, learning to interpret science issues to the public, and practicing communications skills by speaking to residents. They may also reflect on their personal and career interests in science, the environment, public policy or other related areas. Thus, we see that service-learning combines SERVICE with LEARNING in intentional ways.

Service learning is not:

- An episodic volunteer program
- An add-on to an existing school or college curriculum
- Logging a set number of community service hours in order to graduate
- Compensatory service assigned as a form of punishment by the courts or by school administrators
- Only for high school or college students
- One-sided: benefiting only students or only the community

Youth participating in Teen REACH programs must be given the opportunity to participate in a minimum of one service learning activity per fiscal year. Information and resources for service learning opportunities can be found on the National Service-Learning Clearinghouse website at <http://www.servicelearning.org>.

Section 6.0 Technical Assistance - Purpose

The Teen REACH program is under the auspices of the Bureau of Youth Intervention Services. A vital part of the IDHS mission is to work in partnership with communities. Thus, IDHS has designated key staff to offer technical assistance to Teen REACH providers on an on-going basis:

6.1. Teen REACH Program Staff:

Teen REACH program staff creates the design and fundamental principles of the program, establish program guidelines for operations and performance standards, develop specific training for program content, collect and analyze program performance and participant outcome data. Program Staff serve as a resource to Community Services Support Consultants and providers in the planning, implementation, assessment and evaluation of the program. (See Appendices & Forms)

6.2. Community Support Services Consultant:

Community Support Services Consultant works to maximize local resources, and service integration, and quality service delivery. Each Teen REACH provider is assigned a CSSC, who will work collaboratively with Teen REACH program staff, using their input to optimize program implementation. (See Appendices & Forms)

6.3. Regional Meetings

Bureau of Youth Intervention Services and Regional Meetings offer an additional forum for technical assistance. Each program is required to send a representative to attend these meetings. Programs will be held responsible for information disseminated at Bureau meetings.

6.4. Training Opportunities

Training and Technical Assistance - Programs must agree to receive consultation and technical assistance from authorized representatives of the Department. The program and collaborating partners will be required to be in attendance at site visits by Department staff. Programs will be required to attend regular meetings and specific trainings as required by the Department and should plan accordingly. It is anticipated that this will include several regional meetings, approximately two trainings, and one (overnight) statewide conference.

Training opportunities for Teen REACH program staff and program directors will be offered by the Department of Human Services, through the following entities:

- A. Prevention First:** Funded by IDHS, Prevention First provides prevention training, consultation and information services relative to alcohol, tobacco, and other drug (ATOD) use. The trainings offered furthers professional development in the area of prevention, and courses offer pre-approved continuing education units through the state's certification board. Prevention First's Lura Lynn Ryan Lending Library makes more than 10,000 prevention titles available to communities across Illinois. (www.prevention.org)

- B. Youth Network Council (YNC):** From its inception in 1972, YNC has been supporting local youth serving organizations and enhancing their capacity through a multifaceted program of training; technical assistance; information dissemination; public education; state regional, national, and international networking; service brokerage; policy development; legislative advocacy; exposure to myriad opportunities which are not otherwise available at the local level. (www.youthnetworkcouncil.org)
- C. Illinois After-school for Children and Teens Now Coalition (ACT NOW):** ACT NOW was created to serve as a vehicle for individuals, organizations, and systems to work together to ensure that all young people in Illinois have access to quality, affordable after-school programs; and provide quality afterschool programs that includes networking and network coordination advocacy, technical assistance/training, evaluation, and research. (www.voices4kids.org)
- D. eCornerstone Web Teen REACH:** A link is provided on the eCornerstone website (www.ecstone.dhs.state.il.us) connecting providers to a web-based training on use of eCornerstone for Teen REACH programs.

Section 7.0 Program Monitoring and Evaluation

Providers will be required to participate in the formal evaluation of the program developed by IDHS, and must cooperate in the collection of data for this purpose.

Programs will be required to administer parent and youth surveys, in the format provided by the IDHS.

All providers will be subject to a Standards Assessment Review and the PerMS Review.
(See Appendices & Forms)

Additional requirements such as the Performance Improvement Plan (See Appendices & Forms) and Program Audits will be determined by IDHS staff.

IDHS program staff and Community Service Support Consultants ensure that all IDHS programs are implemented in a consistent manner across the state. CSSCs provide on-going technical assistance, support and monitoring of IDHS funded programs.

7.1. Performance Indicators

Teen REACH programs' performance on the standards listed below will be assessed utilizing data gathered from the eCornerstone system, the projected numbers provided by the agency in their application, and the total Teen REACH grant amount.

Proposed vs. Actual Average Daily Attendance

This performance indicator considers the approved projected Average Daily Attendance as compared to the Actual Average Daily Attendance, by site and by agency.

The goal is 100%.

Proposed vs. Actual - Average Youth Attendance Hours

This performance indicator considers the approved projected Average Youth Attendance Hours as compared to the Actual Average Youth Attendance Hours, by site and by agency.

The goal is 100%.

Cost per Youth per Hour - Average

This performance indicator considers the Grant Amount and the Youth Attendance Hours recorded for the time period.

The goal is \$4.50 or less.

Actual Population Served

This performance indicator monitors the requirement to serve a minimum of 85% youth ages 11 to 17. Age of the youth will be based on their DOB.

The goal is 85% or more youth are aged 11 to 17 years.

Days Open - Average

To ensure providers are on track to meet the required 240 total # of Days open, we will track, on a quarterly basis, the average number of days open per week (DO).

The goal is 5.0 days per week or more.

Program Dosage-Average # of Days

Because regular attendance in quality after-school programs is the best predictor of positive outcomes for school-aged youth, we will track, on a quarterly basis, the percentage of days attended per week by youth.

The goal is 100% of youth will attend 5.0 days or more per week.

7.2. Program Audits

If deemed necessary, a program audit by the Office of Contracts Administration will be conducted where a formal review of program and fiscal documentation will be reviewed.

Section 8.0 Glossary of Terms**A**

Agreement: a written contract or subcontract.

Allowable costs: those costs which can be charged to the Teen REACH contract by the provider.

Anecdotal data: program data that is descriptive and not qualitative.

Annual IDHS Program Spending Plan: annual Spending Plan submitted by the provider to IDHS for Teen REACH.

Annual Program Plan: annual program plan submitted by the provider to IDHS for Teen REACH.

ATOD: Alcohol, Tobacco, and Other Drugs.

B

Best practice: In prevention services, this term is used to denote program models or curricula that have an evaluation of the highest quality, using an experimental design with a randomized sample. Each best practice has been replicated by an independent investigator other than the program developer. Outcome data from relevant research studies show clear evidence of program effectiveness. Another term for best practice is evidence-based program model.

Bureau of Youth Intervention Services: offers prevention, diversion, intervention, and treatment services, targeting youth to support families in crisis, prevention juvenile delinquency, and divert youth at risk of involvement in the child welfare, juvenile justice or corrections system.

C

Center for Prevention Research and Development (CPRD): A research unit within the University of Illinois Institute for Government and Public Affairs works on a contractual basis to help organizations with program development, evaluation, needs assessment and policy recommendation.

Community Support Services Consultant (CSSC): IDHS staff assigned regionally to provide technical assistance, assessment and monitoring of local providers.

Consolidated Fiscal Review (CRF): End of the year fiscal summary submitted annually after the fourth quarter and year-end close out.

Core service: one of the six essential activities of the Teen REACH program: academic assistance, life skills, sports and recreation, mentoring, parental involvement and service learning.

Cost reimbursement basis: payments to providers based on the actual program costs.

Council on Accreditation: promotes quality service standards for after school care of school age children and youth.

D

Documentation: written forms that track and demonstrate the participant profile and outcome data; staff activity; program performance.

Duties: tasks and responsibilities.

E

e-Cornerstone: web based data collection system used by IDHS for youth service programs including Teen REACH.

Evaluation: determination through use of program data, the effectiveness of the program's performance and the participant impact.

Evidence-based Program Model: *see best practice.*

EDF: IDHS forms used to document fiscal expenditures of the Teen REACH grant.

F

Fee-for-service contract: payments for providers that are based on a fixed set of cost for each program activity or service unit.

Full time equivalent (FTE): a person employed full time by a Teen REACH provider. The number of hours that constitute full time is defined by the provider by may range from 35-40 hours per week.

G

Gender-based programs: program models that are designed to serve either girls or boys; not a co-ed grouping.

Goal: general statement of purpose or direction: over-arching arms of a program.

I

Illinois After-school for Children and Teens Now Coalition (ACT NOW): ACT NOW was created to serve as a vehicle for individuals, organizations, and systems to work together to ensure that all young people in Illinois have access to quality, affordable after-school programs; and provide quality afterschool programs that includes networking and network coordination advocacy, technical assistance/training, evaluation, and research.

Illinois Department of Human Services - a state agency assisting Illinois residents to be self-sufficient and independent.

Illinois School Age Child Care Network-A statewide membership organization and affiliate of the National AfterSchool Association, with the goal of providing professional supporting quality improvements in after school settings through professional development, technical assistance, advocacy, education and promotion of holistic, developmentally appropriate practices.

Implementation monitoring: a function in which program outputs, participant outcomes, program activity data, and supporting documentation is reviewed on a regular basis.

Indirect rates: a fixed amount set by a provider to meet the costs of general operations.

Interns: students at the high school or college level who work in a program as part of their school or course requirements.

L

Linkage agreement: a written agreement between a Teen REACH program, and an organization acknowledging that communication and support given between two organizations is established.

Letters of collaboration: written letters agencies, schools, organizations acknowledging and confirming their commitment and support given toward a Teen REACH program.

M

Mandated reporter: professionals who work with children in the course of their professional duties. Mandated reporters are required to report suspected child abuse or neglect.

Mentors: adults willing to share time and interests with Teen REACH participants.

MOST (Making the Most of Out of School Time): MOST, a program of Action for Children, believes in empowering communities to create out-of-school time programs that work. They employ a holistic approach to address out-of-school programs focusing service offerings in professional development, community outreach and program improvement.

N

National Institute on Out-of-School-Time (NIOST): formerly the SACC Project, the Institute was developed to implement consistent standards of care for children in after school programs.

O

Out-of-school time: before school, after school, (primarily weekday hours from 3:00 p.m. through 7:00 p.m.) week-ends, school holidays and school vacations when adult supervision is limited.

Outcome: A measurable change in knowledge, attitude, skill, or behavior as a result of program activity.

Outcome evaluation: documents the results of program, the changes in individuals and organizations.

Older youth: IDHS will give priority to agencies providing services to youth ages 11-17. Agencies serving both younger and older age groups must provide no more than 30% of their services to children ages 6 to 10.

P

Part time equivalent (PTE): staff who work less than full time at an agency.

Participant: any child, youth, parent, or care giver who participates in a Teen REACH program participant outcome.

Partner: a community agency, institution, or service that cooperates with a Teen REACH provider in the delivery of core or other support services, but does not receive Teen REACH funds.

Peer influence: program models that allow youth to gain knowledge, experience, and expertise that they then share with peers.

Performance measurement review process (PerMS): assessment utilizing data gathered from the e-Cornerstone system, the projected numbers provided by the agency in their application, and the total Teen REACH grant amount.

Planning: a detailed method worked out beforehand to implement a daily activity or core service.

Prevention First, Inc.: an agency that maintains a library, a clearinghouse, and conducts trainings and conferences focused on ATOD prevention funded by IDHS.

Process evaluation: examines the way a program is implemented and keeps a program on track to realize its objectives.

Program assessment: a method used to assess a provider's progress in meeting fiscal program obligations and performance.

Provider: the local agency that is awarded the Community Services Agreement for delivery of services for the Teen REACH program.

Program incentives: small item or program event that is used as a reward to encourage program attendance or academic achievement.

Program performance: stated products of the Teen REACH program by the provider: numbers served, number of groups or program sites; number of sessions; etc.

Program outcome: a measurable result of a program on a participant.

Program site: location where a comprehensive Teen REACH program is offered. A program site has staff, all core services, participants, and regular program hours.

Prospective payment: standard fiscal management system used by IDHS.

Process evaluation: examines the way a program is implemented and keeps a program on track to realize its objectives.

Q

Qualitative data: data that is more subjective; based on observation and description, rather than a measurement.

Quantitative data: data that is objective; based on a measurement against standard or stated outputs.

S

Service Learning: community service is an important aspect of the Teen REACH design, and youth participating in Teen REACH programs must be given the opportunity to participate in a minimum of one service learning activity per fiscal year.

Special education: federally mandated testing and services for children and teens experiencing significant delays in development or school performance.

Spend down: utilization of funds throughout the fiscal year.

Spending Plan and program revisions: changes made to the Teen REACH Annual Spending Plan or Program Plan during the course of a fiscal year. Revisions must be approved before implementation.

Subcontractor: an organization or individual who is paid by a provider to provide services to the Teen REACH program.

Summary Expenditure Documentation Forms: see EDF.

T

Technical assistance: assistance offered by the IDHS Community Services Support Consultant and Teen REACH Program Staff to providers to ensure implementation of the Teen REACH program standards and policies.

Y

Youth Network Council: supports local youth serving organizations and enhances their capacity through a multifaceted program of training; technical assistance; information dissemination; public education; state, regional, national, and international networking; service brokerage; policy development; legislative advocacy; exposure to myriad of opportunities which are not otherwise available at the local level.

Section 9.0 Appendices & Forms

- **Teen REACH Benchmarks and Benchmarks Assessment Tool**
 - Visit <http://www.dhs.state.il.us/page.aspx?item=33037>
- **Teen REACH EDCF Instructions & Form**
 - Visit <http://www.dhs.state.il.us/page.aspx?item=66172>
- **Teen REACH Equipment Inventory Instructions & Form**
 - Visit <http://www.dhs.state.il.us/page.aspx?item=33100>
- **Teen REACH Spending Plan Revision Instructions & Form**
 - Visit <http://www.dhs.state.il.us/page.aspx?item=66763>
- **Teen REACH Appendix Z**
 - Teen REACH Marketing Plan – Visit <http://www.dhs.state.il.us/page.aspx?item=46034>
 - Iroquois-Kankakee ROE - Attached

Forms Attached include:

- Equipment Inventory Form
- Release of Information Form
- Written Consent Form
- Spending Plan Revision Form

Teen REACH EQUIPMENT INVENTORY

Agency Inventory Number	Description	Manufacturer's Serial or Model Number	Vendor Purchased From	Acquisition Date	Unit Cost	Location	Condition of Property

Authorized Agency Signature: _____ Date: _____

Teen REACH Release of Information

(Your agency logo here)

**Teen REACH Parental Consent Form
General Information**

Name: _____

Address: _____ City: _____

State _____ Zip Code: _____

Date of Birth: ___/___/___ Age: _____ SSN (optional): _____ - _____ - _____

Grade: _____

School Name: _____

Address: _____

Phone: _____

Teacher: _____ Room Number: _____

Release of Information:

As the legal parent/guardian of _____, I authorize the School District and/or the educational institute my child attends to release the following information to this Teen REACH site on a quarterly basis: grade point average, photocopies of report cards, school attendance rates, grade achievement information and graduation information.

Parent/Guardian Signature Date

Home Phone Number: _____ - _____ - _____ Work Number: _____ - _____ - _____

Teen REACH Written Consent Form

(OPTIONAL USE: If using agency generated forms - Teen REACH program must ensure these elements are covered.)

(Your agency logo here)

Teen REACH Parental Consent Form General Information

Name: _____

Address: _____

City: _____ State _____ Zip Code: _____

Date of Birth: ___/___/___ Age: _____ SSN (optional): _____ - _____ - _____

Student School ID#: _____

Field Trips: I understand that the Teen REACH program will be planning some field trips throughout the course of my child's participation. I _____ will allow my child, _____ to go on field trips with the Teen REACH program, and its staff. My child and I fully understand that all Teen REACH rules apply, even on trips. I also understand that all field trips will also have another, more detailed, permission slip, providing information concerning the exact logistics of each trip.

Photography Release: As the legal parent/guardian of _____, I authorize the Illinois Department of Human Services and the local Teen REACH program operators to photograph my child for means of publication purposes. Photos might be used in various brochures and publications describing and promoting the program in a positive way. In no way will the photos be used in any illegal misrepresentation of my child.

Outcome Measurement Consent: I, _____, give permission to the Illinois Department of Human Services and its designees to collect and record data on my child, _____, this data gathering may include, but is not restricted to the following:

- Surveys and/or interviews about his/her knowledge, attitudes, skills, and behaviors in regards to risk-taking behaviors and habits, education and educational resources, positive relationships, career choices, connection to community, and overall satisfaction with the Teen REACH program.
- Academic and school department data from report cards and other school reports. These will be collected twice per school year.

I understand that the purpose of these surveys and interviews is to document the impact of the Teen REACH program on its participants, and to identify areas for improvement. I also understand that this

Teen REACH Spending Plan Revision Forms
Illinois Department of Human Services
Division of Family and Community Services/Bureau of Youth Intervention Services
Teen REACH Spending Plan Revision Form

Date Submitted: _____

Grantee: _____

Submitted by: _____

Total Grant Amount: _____

Total Spending to Date (per Expenditure Documentation Form - EDFs)

Line Item (Category)	Current spending plan	Amount changed (variance + or -)	Amended spending plan
Personal Services			
Contractual Services			
Supplies			
Travel			
Equipment			
Total			

Brief explanation of reallocation: Indicate justification for any variance in the line items above. Clearly state what is being decreased, why, and where the funds will be moved to, and why. For equipment purchases, describe equipment purchased and its intended use in Teen REACH. Itemize each cost.

For the grantee:

Department approval:

Submitted by

Approved by

Date submitted

Date approved

Iroquois-Kankakee ROE Teen REACH POLICY & PROCEDURE MANUAL

- 1) **Anti-Bullying Policy (2 pages)**
- 2) **Asthma Policy (2 pages)**
- 3) **Child Abuse/Neglect Reporting Policy (2 pages)**
- 4) **Competence of Program Personnel Policy**
- 5) **Complaints/Grievances**
- 6) **Confidentiality of Information Policy**
- 7) **eCornerstone Policy (2 pages)**
- 8) **Emergency Contacts Policy**
- 9) **Equal Opportunity Policy Statement**
- 10) **Family Communication**
- 11) **Fiscal Management**
- 12) **Hand Washing Policy**
- 13) **Head Lice Policy**
- 14) **Injury Policy**
- 15) **Intake & Termination Procedures**
- 16) **Internet Blocking Software for Youth Accessible PCs**
- 17) **Inventory Tracking**
- 18) **Liability Insurance**
- 19) **Medication Administration Policy**
- 20) **New Staff Orientation Policy**
- 21) **Employee - Receipt of Documents Form**
- 22) **Parental Consent for Participation – Field Trips/Activities**
- 23) **Positive Discipline and Conflict Resolution Policy (2 pages)**
- 24) **Program Compliance (Sub-Contractors)**
- 25) **Program Evaluation (2 pages)**
- 26) **Recruitment Strategy Policy (2 pages)**
- 27) **Retention and Destruction of Teen Reach Records/Documents**
- 28) **Screening & Background Checks of Staff, Volunteers and Interns**
- 29) **Sick Child Policy (2 pages)**
- 30) **Sign-in and Sign-out Policy**
- 31) **Snacks and Nutrition**
- 32) **Staff Communication (2 pages)**
- 33) **Staff Supervision Arrival/Departure of Participants**
- 34) **Staff Training**
- 35) **Transportation**
- 36) **Parental Consent For Transportation Form**
- 37) **Volunteers**

April 30, 2013



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Original Issue Date: 09/26/02
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Next Review Date: 09/26/13
Document Number: TR AB 02-VO1

POLICY INFORMATION

Subject:

Anti-bullying Policy

Philosophy:

The Iroquois-Kankakee ROE Teen REACH program views bullying as an extremely serious form of anti-social behavior and operates a continuous anti-bullying campaign through all Teen REACH staff and volunteers, life skill classes and workshops. All Teen REACH enrollees are made clearly aware that such social behavior must not be instigated or tolerated.

Every complaint of bullying will be taken seriously. Bullying may take a variety of forms such as: physical and verbal, psychological and emotional abuse. It may also include comments of a racial or sexual nature.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Programs that bullying will not be tolerated in the program and that all incidents of bullying will be dealt with immediately.

Procedure:

1. All Teen REACH staff/volunteers will follow these guidelines if a youth complains of being bullied:
 - Listen to the complainant
 - Reassure the youth that action will be taken to stop the bullying (Staff will refer the matter to the site Supervisor or other designee if appropriate).
 - Tell the youth what action will be taken. Direct the youth to "Tell every time" so that further action may be taken if the initial action fails.
 - Set clear limits with the offender.

2. How parents will be involved in the anti-bullying process:
 - The Program Director or lead staff will verbally notify the child's parent/guardian if a pattern of bullying is noted.
 - As needed, the staff will discuss with the parent/guardian the child's behavior. If an unacceptable behavior occurs during the program or a behavior is uncharacteristic of the child, a behavior report will be completed, signed by the parent/guardian, and a copy will be retained in the child's file.

POLICY INFORMATION

Procedure (con't):

- The director may request a formal conference with parent/guardian.
 - If deemed necessary, the parent may be asked to pick up the child from the program and/or remove the child for the next program day(s).
 - Any parent whose child is subjected to bullying should report the incident to a member of the program staff.
3. How youth will be involved in the process:
- All youth will be aware of the program guidelines and the clear expectations about behavior.
 - The atmosphere of the program will encourage support and respect for others.
 - All school age children will have reasonable opportunity to resolve their own conflicts.
4. **DISCHARGE**: Any child who, after attempts have been made to reduce or change the bullying behavior, demonstrates the inability to benefit from the type of program offered by the Teen REACH site, or whose presence is detrimental to the group shall be discharged from the Teen REACH program.

I have read and understand the Teen REACH anti-bullying policy.

Signature _____

Parent/Guardian

Date _____



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09/23/06, 09/23/07, 09/23/08, 09/23/09, 09/23/10,
09/23/11, 09/23/12
Next Review: 09/23/13
Document Number: TR AST 02-VO1

POLICY INFORMATION

Subject:

Youth who suffer from asthma in the Iroquois-Kankakee ROE Teen REACH Program.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program to ensure that all youth enrolled in the program suffering from asthma feel secure and are encouraged to participate in all activities, notwithstanding any restrictions imposed by their condition.

Asthma is the most common chronic disease of childhood. It is a disease which when mild causes cough, breathlessness during exertion and sometimes wheezing. At its most severe, resistance to airflow might be enough to threaten life.

Procedure:

1. At the time of enrollment of youth in a Teen REACH program, parents/guardians will be required to provide the program with information about any medications taken by their child, including asthma medications.
2. In relation to asthma, parents/guardians will be asked to provide the following information:
 - the extent to which their child suffers from asthma
 - treatments required
 - what causes/triggers the asthma
 - the ability of the child to self administer sprays and written permission from the parent/guardian to do so.
 - Notification to the program of any change in their child's condition/medication
 -
3. The parent/guardian will be responsible to send asthma medication with their child to the program including asthma sprays to ensure that asthmatic youth will have access to asthma sprays at all times especially prior to or during physical activity. The parents are to instruct their child on the dosage and the proper way to take their medication.

POLICY INFORMATION

Procedure (continued):

4. Children will have access to their asthma sprays at all times in the program
5. A list of asthma sufferers will be kept on file at each site to ensure that all Teen REACH staff are aware of whom the youth with asthma are in the program.
6. Staff will be given information about asthma and how to recognize asthma attacks. Each staff person will be made aware of his or her responsibility in the case of a participant suffering an asthma attack during Teen REACH activities.
7. As a measure of safety, asthma sufferers will be excluded from rigorous physical activities if they do not have their asthma spray with them. Youth are to be encouraged to keep their inhalants with them during exercise and other activities.
Physical activity is a trigger in 80% of asthmatic children.
8. If a youth suffers an asthma attack and their spray does not appear to ease the situation or if the spray is emptied or lost, a Teen REACH staff member will remain with the youth to comfort them and breathe with them. Parents and medical personnel will be contacted if necessary. (Refer to Sick Child Policy)
9. Program staff will complete an incident report if a participant has an asthma attack during an activity. The original report will be placed in the participants file and a copy will be sent to the parent /guardians in addition to the initial contact (see #8 above).
10. Those youth with asthma going on a Teen REACH field trip must have parental/guardian consent and must take their inhalers with them on the field trip, or other outside activities. Accompanying staff will be made aware of the youth with asthma.
11. Parents / guardians will be made aware of the asthma policy at the time of their child's enrollment in the Teen REACH program.



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08/28/11, 08/28/12
Next Review: 08/28/13
Document Number: TR CA 02-VO1

POLICY INFORMATION

Subject:

Child Abuse/Neglect Reporting Policy.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all Teen REACH staff are mandated reporters and are to follow the guidelines of the Child Abuse and Neglect Reporting Act of 1975.

A. Procedure for Suspected Family Cases of Abuse or Neglect:

1. All staff working in the Teen REACH program will be provided training about abuse, copies of The Abused and Neglected Child Reporting Act and a Manual for Mandated Reporters. Each staff person will be made aware of his or her responsibility as a mandated reporter during the orientation process and is required to sign acknowledgment of Mandated Reporter status.
2. All mandated reporters are to call the Child Abuse Hotline **1- 800-252-2873** when they have reasonable cause to suspect a child has been abused or neglected. (Report to immediate supervisor of the Teen REACH program) A copy of the State of Illinois Department of Children and Family Services **Written Confirmation of Suspected Abuse/Neglected Report: Mandated Reporters** shall be placed in the participant's file (see attached forms).
3. Follow the guidelines in the Manual for Mandated Reporters regarding information to report to the Hotline.
4. All parents/guardians will be informed of the Teen REACH staff's responsibility as a Mandated Reporter at the time of their child's admittance into the program. This information will also be included in the Parent handbook or orientation packet.
5. All Teen REACH staff will sign the form indicating they have reviewed the Abused and Neglected Child Reporting Act and the Manual for Mandated Reporters and are aware of their role as a Mandated reporter.

POLICY INFORMATION

B. Procedure For Suspected Agency Cases of Abuse or Neglect:

1. All Kankakee Country Teen REACH programs are to provide safe management of children and youth by staff and volunteers.
 - a.) All staff and volunteers working in the Teen REACH program will be provided training on clearly established norms of behavior for staff and how to handle children and youth with problem behaviors. (Refer to TR CR 02-V01; Positive Discipline and Conflict Resolution) All staff and volunteers will be required to sign an acknowledgement of their role as a Mandated Reporter at hire and annually.
 - b.) All staff and volunteers will be instructed in the method for identifying and reporting suspected abuse or neglect within the agency. A report is to be made through the Child Abuse Hotline **1-800-252-2873** when there is reasonable cause to suspect a child has been abused or neglected. This must always be reported to the Program supervisor, the Director of Youth Opportunities and to IDHS. A copy of the report shall be placed in the participant's file. A report will also be filed with the local law enforcement agency per Department of Children and Family Services (DCFS) guidelines.
 - c.) When a report involves an employee; that employee will not have any direct contact with children in the program until the report has been fully investigated by DCFS.
 - d.) Parents and guardians of the child(ren) will be notified by the Program supervisor or designee of the report of suspected abuse to DCFS.
 - e.) Disciplinary action including termination of the employee will occur if the report is founded by DCFS. All required agencies will be notified.

C. Follow-up on internal and external Suspected Child Abuse & Neglect:

1. In all cases of suspected abuse or neglect (either internal or external) the Director of Youth Opportunities or designee, will follow up on reports made to the DCFS Hotline, other involved agencies and with the family.



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08/28/11, 08/28/12
Next Review: 08/28/13
Document Number: TR CP 02 VO1

POLICY INFORMATION

Subject:

Competence of Program Personnel.

Policy:

It is the policy of **Kankakee County** Teen REACH Program that in order to ensure the proficiency and competency of staff, that each employee will be hired for a specific job description. All staff will complete orientation on hire and an annual competence assessment process.

Procedure:

1. Each employee will be informed of and then be responsible for their roles and responsibilities.
2. Specific requirements:
 - a.) Completion of new hire orientation (see TR OR 02-VO1).
 - b.) Completion of program specific training.
 - c.) Attend training(s) as available to improve job performance.
 - d.) Complete annual review and sign-off of job responsibilities.



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Next Review Date: 03/25/2013
Document Number: TR CG 02-VO1

POLICY INFORMATION

Subject:

Complaints/Grievance

Policy:

A youth or a parent/guardian of a youth enrolled in the **Iroquois-Kankakee ROE** Teen REACH Program may address their concerns/complaints with the individual Program Director/coordinator of each site without fear of reprisal or limitations to future service/programs. They are assured of a reasonable response to their request. A grievance is a formal written or verbal complaint filed when an issue cannot be resolved promptly by the program staff. When a grievance is filed, it requires a written response from the Teen Reach Program Director or the Director of Youth Opportunities.

Procedure:

- A.) All youth enrolled in the Teen REACH program have the right to quality, considerate, and respectful interactions with the Teen REACH staff and volunteers.
- B.) All youth and their parents/guardians have the right to bring concerns, problems or complaints to the attention of the Teen REACH program for resolution. Parents/guardians will be made aware of the complaint/grievance policy and procedures at the time of their child's enrollment in the Teen REACH program.
- C.) Each Teen REACH program shall have a mechanism for handling complaints within that program.
- D.) The Program Director/coordinator will:
 - 1.) Investigate the concern/complaint through communication with the appropriate staff members.
 - 2.) Communicate to the youth/family member the progress and/or resolution of their concern.
 - 3.) Report all significant complaints to the Director of Youth Opportunities.

POLICY INFORMATION

Procedure For Complaints/Grievances (Cont):

E.) If the youth or parent/guardian wishes to file a grievance, the Teen REACH staff will contact the Program Director/coordinator.

F.) All complaints will be investigated and resolved in a timely manner. If the grievance is severe in nature; the Program Director/coordinator will review the grievance with the Director of Youth Opportunities.

G.) Youth and family/guardian confidentiality and privacy will be respected.

H.) Presentation of a complaint will not alter the youth's current or future access to the program.

I.) Documentation of all pertinent complaints as well as outcomes and date resolved will be maintained in the Program Director/coordinators files.

J.) Grievance Process:

1.) The youth or family/guardian can file a grievance verbally or in writing with the Teen REACH Program Director/coordinator or the Director of Youth Opportunities (815-936-4633, 189 East Court Street, Suite 403, Kankakee, Illinois 60901.

2.) Youth or families/guardians have the right to file a grievance with the Illinois Department of Human Services (IDHS), Division of Family and Community Services/ Bureau of Youth Intervention Services. 823 East Monroe St. Springfield, Il.62701. 217-557-2943 or main number 1-800-843-6154.

3.) Members of the Youth Opportunities Committee will review the grievance. The youth, family/guardian may be invited to attend the meeting to review the grievance with committee members.

4.) The resolution/recommendation of this committee will be submitted in writing to the youth's family within 5 working days, and include the name of the Director of Youth Opportunities, the steps taken on behalf of the youth or family/guardian to investigate the grievance, the results of the grievance process and the date of completion. The results of the grievance will be communicated to the youth and /or family /guardian in a language they understand, either orally or in writing.



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08/05, 08/06, 08/07, 08/09, 8/10, 8/11, 8/12
Next Review: 08/28/13

Document Number: TR CON 02-VO1

POLICY INFORMATION

Subject:

Confidentiality of Information.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all information related to Teen REACH participants provided to the Teen REACH Program will be kept in the strictest confidence unless written permission is given for the information to be released.

Procedure:

1. All Teen REACH staff will receive training on confidentiality of information. The following information relating to participants and their families shall be treated as confidential: names and addresses individually or by list, information contained in program files and reports, information about financial resources, information contained in notes or other documents obtained from or about the participants and their family, records from schools and other institutions.
2. Confidential information will **only** be released with the express written consent of the parent/guardian. For children 12 and over, their signature will also be required when releasing information to clinical services, including mental health and family planning. Confidential information may be released to other agencies only if the confidential character of the information is preserved.
3. Each enrolled participant must have a signed Release of Information Form (see Illinois Department of Human Services Teen REACH Policy and Procedures Manual Appendix) on file with the program.
4. All information will be kept in a non-public place.



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10/09, 10/10, 10/11, 10/12
Next Review Date: 10/15/13

Document Number: TR EC 04 VO1

POLICY INFORMATION

Subject:

eCornerstone Policy

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that each site comply with eCornerstone data collection procedures required of all Teen REACH providers. The local procedures will be reviewed annually and updated as necessary.

Procedure:

1. The Director of Youth Opportunities will serve as the eCornerstone Liaison and Security Coordinator. A second Security Coordinator & eCornerstone Liaison will be designated to carry out the responsibilities in the absence of the Security Coordinator. The Security Coordinator will:

- designate / activate agency workers and terminate workers following cessation of employment. Workers will be terminated from the eCornerstone system within one day of cessation of employment for security reasons.
- reset user passwords

The eCornerstone Liaison will:

- serve as local resource to assist with the implementation of the system
- assume primary operational responsibility related to eCornerstone implementation
- act as the primary point of contact with the Cornerstone Call Center
- disseminate information received from IDHS and eCornerstone

2. All Teen REACH staff entering data into eCornerstone will be required to participate in at least one annual eCornerstone training.

3. All Teen REACH data will be entered into eCornerstone at a Teen REACH site/office. All Teen REACH staff entering data are to log off the eCornerstone system whenever leaving the work station.

POLICY INFORMATION

Procedure (continued):

4. Teen REACH data (at a minimum) to be entered into eCornerstone includes participant demographics (included required information) at intake, program enrollment, attendance and academic information.
5. Attendance data will be entered as soon as possible after a scheduled event but no later than 30 days past the event.
6. Academic data will be entered into eCornerstone for enrolled participants each grading period.
7. An eCornerstone Informed Consent Form will be discussed with the parent/guardian at the time of enrollment of a new participant into the Teen REACH program. If the form is not signed, basic demographic data entered into the system will not be shared with other programs.
8. Teen REACH participants will be terminated from eCornerstone following the I-KAN ROE Teen REACH termination Policy & Procedure.



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07/06, 07/07, 07/09, 07/10, 07/11, 07/12
Next Review: 07/19/2013

Document Number: TR EC 02-VO1

POLICY INFORMATION

Subject:

Emergency Contacts.

Policy:

It is the policy of the **Kankakee County** Teen REACH Program that each program must have a means of contacting the parent, guardian or other designated person in case of illness, injury or other emergency.

Procedure:

1. Parents/guardians will provide emergency contact numbers when enrolling their child in the program.
2. Alternative means of contacting parents/guardians are to be provided if there is no telephone.
3. Parents/guardians will be informed of next step's to be taken by Teen REACH staff if parents/guardians cannot be reached by procedure 1 and 2.
4. Refer to Policy TR IN 02 VO1; All participants in the Teen REACH program are required to have a signed medical release by the parent or guardian in their file -giving permission for transportation and any emergency medical care that is performed by a medical professional, if necessary.



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09/07, 09/09, 09/10, 09/11, 09/12
Next Review: 09/26/13
Document Number: TR EO 02-VO1

POLICY INFORMATION

Subject:

Equal opportunity policy statement.

Policy:

The Iroquois- Kankakee ROE Teen REACH program recognizes their commitment both to its members and to the wider community. It is the policy of the **Iroquois-Kankakee ROE Teen REACH Program** that the promotion of self-respect and respect for others will be utilized in all programs to foster all individual's abilities.

Principles:

1. The right of Equal Opportunity for each individual brings with it the responsibility of each individual to respect the rights of others.
2. The needs of one individual are not identical with those of another and staff and youth enrolled in the Kankakee County Teen REACH programs have the responsibility to recognize the individual's needs and to respond positively to them.



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Next Review Date: 08/01/2013
Document Number: TR FC 02-VO1

POLICY INFORMATION

Subject:

Family Communication

Policy:

The I-KAN ROE Teen REACH strives to maintain positive and open communication between all parties involved in the program. Families will be made aware of appropriate communication avenues and procedures. Staff are required to maintain confidentiality at all times.

Procedure:

- Staff will create a comfortable and supportive environment for families and strive for open and good relations with parents/guardians.
- Enrollment forms request information about medical history, and parental authority for collection, photography and observation in the program.
- Staff will be available for parent enquiries, feedback or information when children are brought to or picked up from the program.
- Parents are also given the opportunity to communicate with staff via phone, e-mail and parent meetings.
- Parent information on Teen REACH policy and procedures are provided in parent handbooks, at the time of enrollment and/or pre-enrollment interview with the Program Coordinator.
- The program will also communicate to the families through phone calls, letters, newsletters, and parent meetings.
- Feedback from families will be discussed in staff meetings and staff will identify appropriate actions in response to family needs.
- Complaints can be made to the Coordinator or Director (see **Complaints/ Grievance TR CG 02-VO1**)



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Next Review Date: 07/28/2013
Document Number: TR FM 02-VO1

POLICY INFORMATION

Subject:

Fiscal Management

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program that the financial management system provides a complete, separate, and accurate accountability of Teen REACH funds.

Procedure:

1. All Teen REACH expenditure documentation requires an attached original receipt, invoice or purchase order.
5. The Teen REACH subcontractor activities are monitored to ensure that the grant award is used for the authorized purposes of the Illinois Department of Human Services (IDHS) approved Budget and that the approved performance goals in the Program Plan are achieved.
6. A Claim for Payment Form will be completed /authorized by the Teen REACH Director for each itemized expenditure and submitted to the fiscal agent bookkeeper (Iroquois- Kankakee Regional Office of Education).
7. The Iroquois-Kankakee Regional Office of Education bookkeeper maintains the Teen REACH financial transactions and ledgers, writes checks and submits Budget vs. Expenditure reports to the Director at least monthly and with each transaction. The bookkeeper provides documentation of expenditures to the Director for the completion of the IDHS Expenditure Documentation Form.
8. Checks are signed/authorized by the Iroquois- Kankakee Regional Office of Education Superintendent of Schools.
9. An annual independent audit is conducted on the Teen REACH account.
10. Copies of all transactions, including authorization for payment are kept on file in the Regional Office of Education and the Teen REACH office.



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Next Review: 07/28/13
Document Number: TR HW 02-VO1

POLICY INFORMATION

Subject:

Hand washing.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all staff and youth in the program will wash their hands routinely and frequently with soap and water.

Procedure:

1. Staff will be instructed in the proper hand washing techniques at the time of hire and at yearly renewal.
2. Hand washing information will be posted in the bathrooms and kitchen areas for staff and participants.
3. Youth will be instructed and encouraged to use good hand washing techniques.
4. Key times for staff and youth to wash their hands include:

In the bathroom.

- After using the toilet.
- After helping a child at the toilet.
- Whenever hands come in contact with body fluids, including vomit, saliva, and runny noses.

In the kitchen.

- Before fixing or eating food.
- After touching raw meat, poultry, fish or eggs.
- Before and after meals and snacks.



Current Status: Issued
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Next Review: 07/28/13
Document Number: TR HW 02-VO1

POLICY INFORMATION

Subject:

Hand washing.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all staff and youth in the program will wash their hands routinely and frequently with soap and water.

Procedure:

1. Staff will be instructed in the proper hand washing techniques at the time of hire and at yearly renewal.
5. Hand washing information will be posted in the bathrooms and kitchen areas for staff and participants.
6. Youth will be instructed and encouraged to use good hand washing techniques.
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In the kitchen.

- Before fixing or eating food.
- After touching raw meat, poultry, fish or eggs.
- Before and after meals and snacks.



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08/05, 08/06, 08/07, 08/09, 08/10, 08/11,
08/12
Next Review: 08/28/13
Document Number: TR HL 02-VO1

POLICY INFORMATION

Subject:

Head Lice

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all youth in the program are to be observed for signs of head lice to prevent further outbreaks caused by close contact with others.

Procedure:

1. Staff will be given training in recognizing Head Lice. Some common symptoms:
 - Intense itching on the scalp.
 - Lice on scalp and clothing.
 - Eggs on hair shaft.
2. Staff will observe for signs of head lice. Head lice most often infect the scalp hair and are easiest to see at the nape of the neck and over the ears. Small eggs (nits) can be seen on the hair shafts.
3. Parents or guardians of participant will be immediately notified to pick up their child if head lice is suspected.
4. All other parents/guardians of participants will be notified of suspected head lice.
5. All areas/items used by infected child will be disinfected (typically washed in hot, soapy water) to prevent further infestation. The areas and the furniture will be thoroughly vacuumed.
6. The child will be allowed to return to the program with a written doctor's order.
7. Information on Head Lice prevention will be given to parents/guardians.



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Reviewed: 12/17/02, 2//03, 12/04, 12/05,
12/06, 12/07, 12/08, 12/09, 12/10, 12/11, 12/12
Next Review Date: 12/17/13
Document Number: TR IN 02 VO1

POLICY INFORMATION

Subject:

Injury.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that any accident or injury involving a Teen REACH participant be entered into the participant's file and reported to the parent and / or guardian and to the Illinois Department of Human Services (IDHS).

Procedure:

- 1) All participants in the Teen REACH program are required to have a signed medical release by the parent or guardian in their file - giving permission for transportation and any emergency medical care that will be performed by a medical professional if necessary.
- 2) The Teen REACH program provides an environment that protects and enhances the health of the participants.
- 3) Participants are closely supervised to maintain safety.
- 4) Any accident or injury requiring professional medical care, death or other emergency involving a participant shall:
 - a. Be documented in the participant's file and orally reported immediately to the participant's parent or guardian.
 - b. Be reported to the Illinois Department of Human Services.
 - c. If the Teen REACH program is unable to contact the parent / guardian or IDHS immediately, this information shall be documented in the participant's file.
 - d. Oral reports to IDHS shall be confirmed in writing within two (2) business days after the occurrence.

April 30, 2013



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Reviewed: 8/28/02, 08/28/03, 08/28/04,
08/28/2005, 08/28/06, 08/07, 08/09, 08/10,
08/11, 08/12
Next Review: 08/28/2013
Document Number: TR IT 02-VO1

POLICY INFORMATION

Subject:

Intake and Termination Procedures.

Policy:

It is the policy of **Iroquois-Kankakee ROE** Teen REACH Programs that participants will be enrolled in the program, as they enter the program and terminated when they leave/exit the program or for non-attendance.

Procedure:

1. During the first quarter in which a participant is enrolled, they are considered a "new enrollee". After that, a participant is considered ongoing.
2. A written and signed Program Consent Form giving parental/guardian consent for each enrolled youth to participate in the activities of the Teen REACH program including permission for: field trips, photography release; outcome measures; and medical release will be obtained at the time of enrollment and kept on file.
3. The participating youth will be entered into the eCornerstone data system.
4. Enrollment status will be extended from one fiscal year to the next.
5. A participant may be dismissed from the program if their behavior becomes physically, mentally or emotionally threatening to self, staff, other children or parents.
6. A participant may also be dismissed/terminated from the program after an absence of one (1) month.
7. Participants and families will be contacted and follow-up will be made when unexpected or chronic absences occur.
8. When a participant returns to the program after being terminated, the participant will be re-enrolled and entered into the eCornerstone data system.



Current Status: Issued
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08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR IBPC 03-VO1

POLICY INFORMATION

Subject:

Internet Blocking Software for youth accessible PCs.

Policy:

It is the policy of the **Iroquois-Kankakee ROE Teen REACH** that all PCs used by youth in a non-supervised program area will have internet blocking software installed to protect the youth from harmful Internet content.

Procedure:

1. Each program will install internet blocking software on computers used by youth in the program.
2. Program staff will provide supervision of youth computer usage.



Current Status: Issued
Original Issue Date: 08/28/04
Reviewed: 08/28/05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR IT 04 VO1

POLICY INFORMATION

Subject: Equipment Inventory and Tracking

Policy:

It is the policy of the **Iroquois-Kankakee Regional Office of Education** Teen REACH Program that an inventory record will be kept on file of any item costing \$100 or more with a useful life of one year or more. The inventory record for these items will be kept on file for three years.

Procedure:

1. The inventory record is cumulative and updated annually.
2. Equipment items purchased for the I-KAN ROE Teen REACH program costing \$100 or more with a useful life of one year or more is inventoried and tagged.
3. The items costing \$100 or more with a useful life of one year or more will be documented on a regularly updated inventory record. Items that do not meet this standard will not be included on the inventory form. The inventory record will include:
 - A description of the item.
 - Inventory identification (I.D.) Number. This can be a manufacturer's serial number or other I.D. number, but it must be permanently affixed to the item.
 - Acquisition date and cost.
 - From whom purchased
 - Location and condition of the item.
4. If a site discontinues Teen REACH services or chooses to dispose of an inventoried item purchased with Teen REACH funds the item reverts back to the Iroquois-Kankakee Regional Office of Education.
5. Inventoried items with an acquisition cost of \$500 or more and a useful life of two years or more, purchased in whole with IDHS funds, may be transferred to the Department, if requested, in order to adhere to the requirements of the Community Services Agreement, upon termination of the Community Services agreement. No property can be disposed of without prior written authorization of the Illinois Department of Human Services.



Current Status: Issued
Original Issue Date: 08/28/01
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08//05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013

Document Number: TR LI 01-VO1

POLICY INFORMATION

Subject:

Liability Insurance.

Policy:

It is the policy of the **Iroquois-Kankakee ROE Teen REACH** Program that Teen REACH sites carry liability insurance in addition to the Iroquois-Kankakee Regional Office of Education liability insurance.

Procedure:

1. Teen REACH sites will ensure coverage of all Teen REACH related activities and events. Sites will provide documentation of insurance coverage.
2. Additional liability coverage will be obtained by the Iroquois-Kankakee Regional Office of Education Teen REACH for special events such as Lights on After School.



Current Status: Issued
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Next Review Date: 08/28/2013
Document Number: TR MED 01-VO1

POLICY INFORMATION

Subject:

Medication Administration in the Teen REACH Program.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that medications are **not** to be administered by the Teen REACH Staff.

Procedure:

1. If youth in the Teen REACH program are prescribed medications by their physicians:
 - a.) The parents will be responsible to send the medication with their child to the program.
 - b.) The parents are to inform the Teen REACH Staff that their child is taking prescription medication or over-the-counter drugs.
 - c.) The parents are to instruct their child on the dosage and the proper time to take their medication.



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Review Date: 08/28/02, /03, 08/04, 08/05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR OR 02-VO1

POLICY INFORMATION

Subject:

New Staff Orientation.

Policy:

It is the policy of the **Kankakee County Teen REACH** Program that an orientation will be provided to all staff at each program.

Procedure:

3. The Program Director/Coordinator will schedule orientation.
4. The Director will organize the new employee's schedule of observation and classroom time.
5. All new employees must sign off on asthma policy, mandated reporting, hand washing, positive discipline and conflict resolution, confidentiality and other required policies.
6. Review of Teen REACH program goals, operations and policy and procedures.
7. The Director/Coordinator will assess the need for further orientation after a 2-week orientation. Recommendations may be made for further training.

April 30, 2013



EMPLOYEE RECEIPT OF DOCUMENTS

I have received the following documents and understand that it is my responsibility to review the contents applying to my position as an employee of the following Teen REACH site:

_____ **Community Resource Center**

_____ **Garden of Prayer Youth Center**

-
- 1.) A MANUAL FOR MANDATED REPORTERS
 - 2.) ABUSED AND NEGLECTED CHILD REPORTING ACT
 - 3.) ASTHMA POLICY
 - 4.) CONFIDENTIALITY GUIDELINES
 - 5.) POSITIVE DISCIPLINE AND CONFLICT RESOLUTION

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

April 30, 2013



**Iroquois-Kankakee ROE
Parental Consent for Participation
Field Trip /Activities**

Event _____

Date _____

Location _____

To whom it may concern:

I hereby give permission for my child, to participate in the _____
_____. I also give permission to provide transportation and for any
emergency medical care that will be performed by a licensed physician if
necessary. I agree to be liable and to pay for all costs and expenses that
might incur in connection with such medical or dental services that were
rendered.

Upon returning to town, my child should be brought to _____

Please check one – This is / is not our home.

Parent / Guardian Signature: _____ Date: _____



Current Status: Issued
Original Issue Date: 07/28/01
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Next Review: 07/19/2013
Document Number: TR CR 02-VO1

POLICY INFORMATION

Subject:

Positive Discipline and Conflict Resolution.

Philosophy:

Discipline is the on-going process of helping children to develop self-control in order that they may manage their own behavior in socially approved and acceptable ways.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Programs that positive discipline and conflict resolution will be utilized to assist the participants to resolve their own conflicts and manage their own behavior.

Procedure:

1. How staff will implement Discipline:
 - Avoid problems by offering an organized, stimulating program.
 - Reinforce positive behaviors.
 - Model appropriate behavior.
 - Redirect to a more acceptable behavior.
 - Set clear limits.
 - Offer choices.
 - Ignore negative behavior (when appropriate).
 - Acknowledge good behavior.
 - Use "time-outs" or removal of youth from the area, for short period of time (one minute per age of child).
 - Include the youth in the resolution of conflict.

2. The following discipline techniques are **PROHIBITED**:
 - Physical punishment.
 - Screaming at participants..
 - Ridiculing a youth or the youth's family.
 - Blaming, teasing, insulting, name calling or threatening the youth with punishment.
 - Withholding food.
 - Withholding of affection or positive attention.

POLICY INFORMATION

Procedure (con't):

3. How parents will be involved in guidance process:
 - A director or lead staff will verbally notify the youth's parent/guardian if a pattern of unacceptable behavior is noted.
 - As needed, the staff will discuss with the parent/guardian the youth's behavior.
If an unacceptable behavior occurs during the program or a behavior is uncharacteristic of the youth, a behavior report will be completed, signed by the parent/guardian, and a copy will be retained in the youth's file.
 - The director may request a formal conference with parent/guardian.
 - If deemed necessary, the parent may be asked to pick up the youth from the program and/or remove the youth for the next program day.

4. How youth will be involved in the process:
 - Youth will be aware of the program guidelines. They will be reminded of the guidelines throughout the day.
 - Older youth will be involved in creating the program rules and in the peer mediation process to find a solution that works for all.
 - All school age youth will have reasonable opportunity to resolve their own conflicts.

5. **DISCHARGE:** Any youth who, after attempts have been made to meet the youth's individual needs, demonstrates the inability to benefit from the type of program offered by the Teen REACH site, or whose presence is detrimental to the group shall be discharged from the Teen REACH program.

NO CHILD WILL BE SUBJECTED TO, UNDER ANY CIRCUMSTANCES, ANY FORM OF CORPORAL PUNISHMENT, WHICH INCLUDES HITTING, SPANKING, SWATTING, BEATING, SHAKING, PINCHING AND OTHER MEASURES INTENDED TO INDUCE PHYSICAL PAIN OR FEAR. THE STAFF WILL NEVER USE ABUSIVE OR PROFANE LANGUAGE OR DEPRIVE CHILDREN OF FOOD, REST OR USE OF RESTROOMS.

I have read and understand the Teen REACH guidance and discipline policies.

Signature _____ Parent/Guardian Date _____



Current Status: Issued
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Reviewed: 07/15/02, 07/15/04, 07/15/05, 07/15/06, 07/07,07/08. 07/09, 07/10, 07/11, 07/12
Revised: 07/15/03
Next Review Date: 07/15/13

POLICY INFORMATION

Subject:

Program Compliance (Subcontractors)

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that the program site subcontractor will provide required contracted services and agree to act in accordance with all state and federal statues and administrative rules applicable to the provision of Illinois Department of Human Services (IDHS) Teen REACH services.

Procedure:

1. A formal written signed agreement that follows state and federal statues and administrative rules is made between the Iroquois-Kankakee Regional Office of Education (I-KAN ROE) and Teen REACH subcontractors each award year. Documentation of the award name and number and award year are included in the Teen REACH Agreement Attachment.
11. The subcontractor is advised in the written agreement of requirements imposed on them by state and federal statues, laws and regulations and **all** the provisions of the grant agreement which includes scope of services, reporting requirements, quality assurance and expenditure documentation.
12. The Teen REACH subcontractor activities are monitored to ensure that the grant award is used for the authorized purposes of the Illinois Department of Human Services (IDHS) approved Budget (refer to **Fiscal Management: Document Number: TR FM 02-VO1**) and that the approved performance goals in the Program Plan are achieved. Performance goals are monitored through eCornerstone other reports as required by IDHS Teen REACH.
13. The Subcontractor will annually submit an independent audit report and/or supplemental revenue and expense report to the I-KAN ROE as outlined in the Agreement to enable the I-KAN ROE to perform fiscal monitoring, to account for the usage of funds paid to the Subcontractor under the Agreement and ensure appropriate timely corrective action and adjustment of records(if indicated).
14. The Subcontractor will permit the I-KAN ROE access to its records of service delivery and financial statements as necessary to assure that services are being provided in a manner consistent with the requirements of the Agreement.



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Next Review Date: 07/14/2013
Document Number: TR PE 02-VO1

POLICY INFORMATION

Subject:

Program Evaluation and Program Improvement

Policy:

Evaluation Philosophy

Evaluation has several purposes, including: ongoing program improvement, measuring program effectiveness, program sustainability, marketing, and identifying areas for professional development.

Procedure:

A. Evaluation Planning

1. Evaluation is part of Teen REACH program planning and management. Evaluation is not a separate function.
2. Evaluation should be planned and purposeful.
3. Evaluation planning is part of initial program planning and can help ensure that needs, outcomes and activities are related in a way that ensures program outcomes are met.
4. Key program leadership need to clearly support program evaluation
5. Realistic expectations should be established for what an evaluation will produce based on the type/level of evaluation, resources available for evaluation, and the developmental stage of the program.

B. Evaluation Implementation – How to Conduct an Evaluation

1. Evaluation should include the systematic collection of data.
2. Programs should have a clear theory of change. This can be illustrated in a logic model or as realistic goals and the intermediate steps to reach them.
3. Evaluation is not a one-time event. Evaluation is an ongoing process that should be used to continuously enhance the quality of programs.

C. Evaluation Utilization

1. Evaluation findings need to be communicated to stakeholders in a timely manner and in an appropriate format to be useful in decision-making.

POLICY INFORMATION

Evaluation Utilization (Cont):

2. In order for evaluation to be successful it must be used for continuous program improvement. Teen REACH programs will make changes based on data that is collected.

3. Unexpected results, especially negative findings, are not to be feared by program staff and should be considered by staff and funders as part of the continuous improvement process.

Capacity to do Evaluation

1. All stakeholders have a role in evaluation, including participants and all levels of program staff.

2. Program personnel need to have basic program evaluation skills. Technical assistance and/or resources should be available to programs to ensure staff members have these skills.

3. Teen REACH coordinators will determine the resources needed for evaluation.

Continuous Improvement

1. Teen REACH will celebrate and share any positive results in evaluation with stakeholders.

2. Stakeholders will be involved in deciding what changes need to be made as a result of the evaluation.



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Next Review Date: 07/20/2013
Document Number: TR RC 02-VO1

POLICY INFORMATION

Subject:

Recruitment Strategy.

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program to plan, develop and implement a recruitment strategy that will be reviewed and updated annually.

Procedure:

1. There are two major strategies of recruitment:
 - a.) Outreach: Distribution of Teen REACH fliers to parents, schools and communities to increase participation along with site quarterly newsletters listing events to volunteer/participate. Attending and speaking at: public meetings, to church groups, and parent-teacher organizations. Teen REACH staff will be present at school registrations and open houses to recruit program participants. Representatives from the Teen REACH programs will participate in community events, such as street fairs, parades and other events that may attract the notice of local press. Program open houses and seasonal celebrations will also be utilized as marketing tools.
 - b.) Referrals:
 - 1.) Children age 6-17 may be referred. The goal is to attract youth who may be at high risk and meet the required target population (see Target Population Teen REACH Policy and Procedures Manuals).
 - 2.) The Director and program coordinators will foster a partnership with schools, I-KAN Attendance Assistance Program, DCFS, Juvenile Probation, Health Department, churches and other agencies to promote referrals of youth who are having academic difficulties; reside in a single-parent home; receive TANF; are latchkey children; have siblings who dropped out of school or are involved with the juvenile justice system or are teen parents.

April 30, 2013

POLICY INFORMATION

Subject:

Recruitment Strategy.

- 3.) Develop a marketing packet including business cards for each site. Send press releases/news stories at least once per month to the media highlighting program activities/accomplishments, to positively market the programs. The Media Specialist from Pledge for Life Partnership will serve as a resource and assist in developing press releases.
- 4.) Host an annual community(ies) awareness event; including **Lights On After School** that involves parents, program youth, school officials and public officials.
- 5.) Teen REACH staff will maintain membership and participate in C&A LAN #26, Juvenile Officers Association, Youth Opportunities Committee, Hispanic Partnership , NAACP and Foster Parents Alliance to market Teen REACH, identify at-risk youth and increase referrals.



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Revised: 08/28/05
Next Review Date: 08/28/2013
Document Number: TR MD 04-VO1

POLICY INFORMATION

Subject: Retention and Destruction of Teen REACH records/documents

Policy:

It is the policy of **Iroquois-Kankakee ROE** Teen REACH Programs that all Teen REACH related files, records and documents will be maintained for a period of five fiscal years following the completion of the contract period.

Procedure:

1. a.) Teen REACH files, records and documents relating to a Teen REACH contract period will be maintained for a period of five (5) fiscal years following the completion of the contract period in the Iroquois-Kankakee Regional Office of Education's office at Suite 403, County Administrative Building, 189 East Court Street, Kankakee, Illinois, 60901.

b.) All Teen REACH participant data at the individual sites will be maintained in a secure area at the site for a period of five (5) fiscal years following the completion of the contract period.

2. After the record retention period of five (5) fiscal years expires, Teen REACH records containing participant data will be destroyed by incineration or shredding in accordance with the Local Records Act of the State of Illinois.



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07/12
Next Review Date: 07/20/2013
Document Number: TR SBC 02 VO1

POLICY INFORMATION

Subject:

Screening and Background Checks of Staff, Volunteers and Interns

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program that all staff and adult volunteers and interns who have one-on-one contact with children and youth in the programs must have a background check completed and the result of each background check placed in their personnel file at the Teen REACH program site.

Procedure:

3. Each applicant must submit a written application, a disclosure statement and references. Each applicant is required to give written consent for the Teen REACH program to obtain Illinois State Police criminal background checks and a DCFS CANTS report (No person will be hired or allowed to serve in the capacity of a volunteer or intern without this written consent).
4. Each applicant for a Teen REACH position is hired through a comprehensive personal interview.
5. The results of the Illinois State Police Criminal Background check and the DCFS CANTS reports will be kept in the employee, volunteer or intern file at the Teen REACH program.



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10/05, 10/06, 10/07, 10/09, 10/10, 10/11, 10/12
Next Review Date: 10/02/2013
Document Number: TR SC 02-VO1

POLICY INFORMATION

Subject:

Sick Child Policy.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that in order to maintain a healthy environment for all children served in the Teen REACH program, staff are not permitted to care for children who are ill.

Procedure:

1. If a youth has a temperature of 100 degrees or more and has one of the symptoms listed below, he or she should not be brought to the Teen REACH programs.
 - a.) Fine blisters on the face, scalp or body indicating the possibility of Chicken Pox.
 - b.) Two or more bowel movements that are atypical for the child indicating the possibility of infectious diarrhea.
 - c.) Swollen glands at the back of the neck indicating the possibility of German measles.
 - d.) A blotchy rash on the stomach and back or a fine red rash over the body indicating the possibility of measles or scarlet fever.
 - e.) Swelling over the jaw or in front of the ear indicating the possibility of infectious pink eye.
 - f.) Very sore throat as indicated by refusing food and drink suggesting the possibility of streptococcal infection. Heavy mouth odor may be present.
 - g.) Listless, lethargic behavior, lack of appetite, refusal to eat or drink, extreme irritability or behavior which is clearly unusual for particular child indicating the likelihood of an oncoming illness.
 - h.) Repeated vomiting (two or more times).
 - i.) Any significant change in the child's behavior.
 - j.) Any combination of the symptoms listed above.
 - k.) Body or head lice. The child will be isolated until parents/guardians can make arrangements to pick up the child. (see TR HL 02 VO1)

POLICY INFORMATION

Procedure (con't):

2. If youth's temperature is 100.5 degrees or more, but no other symptoms are indicated, parent/guardian will be asked to pick up their child.
 - a.) If the temperature and/or symptoms occur after the youth is left at the program, he or she will be isolated from the other youth in a quiet, supervised location until pick up by parent/guardian can be arranged.
 - b.) The youth will not be permitted to return to the Teen REACH program for at least 24 hours to allow the opportunity for any medication to begin working. The youth needs to remain at home until the UNMEDICATED temperature has returned to normal or the youth has seen a physician and has been cleared to return. A physician's signed "authorization to return" form may be required before the youth is permitted to return.
3. If a youth is sent home for sickness or illness, he/she must remain away from the Teen REACH program for a minimum of 24 hours in order to assure adequate recovery and/or response to any prescribed medication.



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Revised: 02/27/06
Next Review Date: 02/27/2013
Document Number: TR SISO 02-VO1

POLICY INFORMATION

Subject:

Sign-in and Sign-out policy.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Programs that all participants and visitors sign-in and out of the program.

Procedure:

1. **Each participant and authorized visitor will sign-in and out of the program. The sheet requires the date, time-in and out, name of visitor and activity. A volunteer activity can include (but is not limited to):**
 - Visiting
 - Volunteering
 - Tutoring
 - Observing
2. Only authorized persons (those identified in writing) will be allowed to pick up a participant from the program. The program staff will refuse to release a participant to any person, whether related or unrelated to the child, who has not been authorized, in writing, by the parent or guardian to receive their child.
3. One of the following procedures will be observed during departure:
 - a. Parents or approved pick up people will sign out youth.
 - b. Youth with parental permission will be allowed to leave the program on their own. Staff will establish a system where the youth check themselves out with a staff person and the staff person will check that the youth signed out and initial the attendance sheet.
 - c. When sites provide transportation, staff will assure that all youth participating for the day are on the bus or have approved alternative transportation arranged.



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POLICY INFORMATION

Subject:

Snacks and nutrition in the Teen REACH Program.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that nutrition and snacks are provided to all Teen REACH program participants each day that the program is in operation.

Procedure:

1. Snacks and nutrition will be served at a regularly scheduled time each day that the program is in operation.
2. All snacks are served in accordance with relevant and local health standards and follow the ISBE guidelines and include but are not limited to: juice, fruit, vegetables, cheese, peanut butter, whole grain bread, cereal, milk, crackers, graham crackers, pretzels, granola bars and yogurt.
3. The amount and type of snacks and nutrition offered is appropriate for the age and size of participants.
4. Drinking water is readily available at all times.



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Next Review Date: 08/01/2013
Document Number: TR SC 02-VO1

POLICY INFORMATION

Subject:

Staff Communication

Policy:

Good communication is essential in any organization. It is the policy of the **Iroquois-Kankakee ROE** that all staff have the opportunity to the exchange of information and to be encouraged to be involved in frank and honest communication with the objective of improving outcomes of the Teen REACH youth and of the environment of the Teen REACH program in general.

Purpose:

The purpose of the Communication Policy is to:

- provide a framework for effective communication
- raise awareness of the importance of effective communication within the after school context
- promote understanding between and co-operative team work of participants
- encourage active participation of staff in communication
- streamline communication by encouraging the use of direct and appropriate channels
- facilitate effective communication while recognizing the limitations of time and resources

Outcomes:

The specific outcomes will be that:

- staff feel that they communicate effectively for the benefit of the youth
- information is accessible
- information is received and understood by those for whom it is intended
- an appropriate response occurs
- there is an adequate understanding of the Teen REACH programs.

POLICY INFORMATION

Procedure:

1. Both structured and unstructured opportunities for face to face verbal communication will be provided and are an important feature of the program. Unstructured opportunities may include one-on-one verbal communication related to specific issues concerning individual youth or program administration.

2. Staff communication opportunities will utilize staff meetings, e-mail, memos, Program logs and other opportunities identified by the staff.



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Document Number: TR SPAD 02-VO1

POLICY INFORMATION

Subject:

Staff Supervision Arrival/Departure of Participants

Policy:

It is the policy of **Kankakee County** Teen REACH Programs that all participants will be monitored by adult program staff at arrival and departure and throughout the program schedule.

Procedure:

3. Staff will be present at the time of arrival and departure to sign participants in and out of the program and to monitor the participants throughout the program schedule.
4. Only Authorized persons (those identified in writing) will be allowed to pick up a participant from the program. The program staff will refuse to release a child to any person, whether related or unrelated to the child, who has not been authorized, in writing, by the parent or guardian to receive the child.



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POLICY INFORMATION

Subject:

Staff Training

Policy:

Professional development and staff training are essential in helping staff create a healthier environment for children, increases the skills staff need to increase self-awareness, sustain healthy relationships, and improve group dynamics to reach the objective of improving outcomes of the Teen REACH youth and of the environment of the Teen REACH program in general.

Procedure:

- 1. New staff will be oriented to the program through training and observation. (see TR OR 02-VO1 New Staff Orientation).**
- 2. All Teen REACH staff must have annual training in the following: CPR/First Aid, Mandated Reporter and Conflict Resolution/Positive Discipline.**
- 3. All staff working with Teen REACH must document a minimum of ten hours of continuing education or equivalent related to after school programming, youth development or other related activities. Training opportunities will be made available to staff several times through out the year.**



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POLICY INFORMATION

Subject:

Transportation.

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program that any arrangements for transportation must have a signed transportation consent form from the parents/guardians on file at the program site.

Procedure:

1. In those sites that include transportation to and from the programs a signed transportation consent form from the parent/guardian must be present in the participant's file.
 - a.) All participants will be picked up and returned to their home. No participant will be allowed to leave the program without a signed consent form from the parent/guardian.
 - b.) All persons designated as drivers are required to have a valid driver's license on file and a background check on file.
 - c.) During inclement weather, the Program Director or designee will make a decision based on participant safety about cancellation of the afterschool program and transportation. All reasonable efforts will be made to notify participants and families.
2. In those sites that do not provide transportation, all arrangements for transportation to and from the program are the responsibility of the parent/guardian.
3. Transportation will be provided for field trips only with a written consent from the parent/guardian, which includes permission for emergency medical care.



Iroquois-Kankakee ROE Teen REACH Parental Consent for Transportation

To whom it may concern:

I hereby give permission for my child, _____, to be transported to and from the _____ Teen REACH program. I also give permission to provide transportation and for any emergency medical care that will be performed by a licensed physician if necessary. I agree to be liable and to pay for all costs and expenses that might incur in connection with such medical or dental services that were rendered.

Upon returning home, my child should be brought to _____
Please check one – This is / is not our home.

Parent / Guardian Signature: _____ Date: _____

April 30, 2013



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POLICY INFORMATION

Subject:

Volunteers.

Policy:

It is the policy of **Kankakee County** Teen REACH Programs that volunteers whose duties require contact with children on a regularly scheduled basis, shall meet the same personnel qualifications required of other staff.

Volunteers are defined as adults 18 years of age or older whose talents and time are given to the program but do not receive an hourly rate or salary.

Procedure:

- a.) Each volunteer will have an individual file containing the following information:
 1. A basic job description.
 2. Sign-in and sign-out sheets.
 3. Signed and completed orientation to the Teen REACH program.
 4. A background check that includes a criminal background check and a DCFS CANTS report.
- b.) Volunteers used to replace or supplement staff, shall comply with the background check requirements.
- c.) Volunteers may serve in any capacity for which they are qualified.
- d.) Volunteers will meet at least once per month with the Teen REACH program director or immediate supervisor for supervising purposes.
- e.) When a volunteer fills a required staff position, the volunteer shall meet all standards that apply to an employed person in that position.