

ADAMS COUNTY HEALTH DEPARTMENT
Teen REACH

SUB-CONTRACTOR MONITORING PROCESS

1. At least 1x per month the Adams County Youth Development Coordinator will do an informal observation at each site.
2. Each Site Coordinator will participate in a self study as established by the Adams County Teen REACH program. Based on this self study and the informal observations, an ongoing program improvement plan will be developed.
3. An annual compliance check will be completed by a representative of the Adams County Health Department and will include review of all required documentation, including 50% of participant files. A report detailing findings, recommendations, plans and timelines will be developed related to areas of non-compliance.

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PROGRAM EXPECTATIONS

Sites will:

provide structured, supervised programming Monday through Friday and on holidays. Sites will, at a minimum, participate in the Saturday Special events, and may choose to participate in additional weekend activities.

maintain a ratio of one screened staff or volunteer per 20 youth. **A ratio of 1:12 is preferred.** Two adults, with at least one being staff, will be on site at all times.

comply with all expectations of the Teen REACH program including implementation of the core areas: Academic Enrichment, Life Skills, Mentoring, Recreation and Parent Involvement.

provide a nutritious snack within two hours of beginning the program during after school programming, and between meals during full day programming.

encourage parents to visit and/or to be involved in the Teen REACH program.

adhere to all policies and procedures as outlined in the IDHS and Adams County Teen REACH Manual.

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EXPECTATIONS OF STAFF

Staff are role models for the program participants. As such, they are expected to demonstrate positive work habits, social behavior and problem solving skills. Guidelines include, but are not limited to:

- Direct interaction with youth during program hours.
- Limit socialization with other staff, volunteers, visitors during program hours.
- Wear appropriate attire.
- Follow program rules as they apply to staff.
- Maintain confidentiality of program participants and families.
- Refrain from taking personal calls, using cell phones or smoking in view of the participants.
- Eat and drink the same snacks and meals as participants or have refreshments in a separate break area.

Staff will honor the boundaries of the professional relationship and will not engage in any activities outside the program with any participant, except when a previous relationship has been established. Previous relationships will be documented in the participant file.

Staff Training:

New staff will be oriented to the program through training and observation. An orientation checklist identifies all areas to be included in the orientation and should be completed within 45 days of hire, and placed in the employee file.

All Teen REACH staff must have annual training in the following: CPR/First Aid, Mandated Reporter and Positive Discipline.

All staff working with Teen REACH must document a minimum of ten hours of continuing education related to after school programming, youth development or other related activities. The Adams County Teen REACH program will make training opportunities available to staff several times through out the year.

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VOLUNTEERS

Each site is encouraged to recruit community members and parents to volunteer as mentors, tutors and program assistants. Programs will also coordinate with local colleges to provide internship opportunities for students. Volunteers and interns will be directly supervised by staff at all times unless they have completed the minimum background screening required of staff and an orientation to the Teen REACH program.

Volunteer Registration-Each potential volunteer will complete a Registration Form. Volunteers to be used in place of staff will also complete the Authorization for Background Check.

All volunteers will sign in and out on the form provided for that purpose.

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CONFIDENTIALITY POLICY

All information collected on Teen REACH participants and families will be treated as confidential. Parental consent will be obtained to share information with the school and other community service providers.

Guidelines:

- Within the Teen REACH program, information will be shared on a “need to know basis only”.
- Staff will not identify program participants by name or identifying information to other site staff, unless the youth is dually attending or will be at a combined activity where the shared information is required to maintain safety or provide adequate services.
- Only the Site Coordinator, Youth Development Coordinator or designee will access data from the participants file, or eCornerstone data system.
- All staff and volunteers will refrain from discussing individual youth or families in front of other youth, family members and/or providers.
- Staff will provide information as necessary to the Youth Development Coordinator to assess and refer youth for special services.

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ALCOHOL/ DRUGS/TOBACCO

Youth bringing alcohol, drugs or tobacco to any Teen REACH activity will be removed from the group immediately. The item will be confiscated and the parent will be contacted. In the event that an illegal substance is found, law enforcement officials will be contacted. Site staff will contact the Youth Development Coordinator or their site administrator as soon as possible.

Staff will complete an incident report form within 48 hours.

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WEAPONS

Weapons of any kind are not permitted at Teen REACH sites or during Teen REACH events. Failure to abide by this policy may result in suspension or expulsion from the program. Site staff will contact the parents; inform the site administrator and/or the Teen REACH Coordinator as soon as possible.

Staff will complete an incident report form within 48 hours

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LANGUAGE/BEHAVIOR

Vulgar language, gestures, music and reading materials are not appropriate in Teen REACH. Staff will encourage the use of appropriate language and behaviors and work with youth to make changes. The following options may result from **continued** inappropriate choices:

- ◆ Contact parent
- ◆ Suspended for the day
- ◆ Written goal plan
- ◆ Loss of privileges including outside activities such as swimming etc.

Staff will complete an incident report form within 48 hours.

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VIOLENCE, THREATS

Any violent actions or threats will be dealt with immediately. Depending on the severity of the action, youth may be suspended for the day or until a contract can be established, or discharged from the program. Each situation will be staffed with the Teen REACH coordinator, service providers, and the parent to determine the most appropriate course of action. Criminal behavior will be reported to law enforcement officials.

Staff will complete an incident report form within 48 hours.

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YOUTH BOARD

Each site will establish a youth board by October 1st of each program year, consisting of at least four participants, that meets at a minimum of quarterly. The goal of the youth board is to have input into programming. A staff member will be responsible for facilitating the youth board. Minutes will be kept of all youth board meetings.

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ACADEMIC DATA COLLECTION

All sites will be responsible for collecting grade reports each quarter entering information in the eCornerstone data system.

The site coordinator will send a copy of the signed parental release to the school. If, within two weeks of the end of the reporting period, the school has not returned the students report, the site coordinator will call the school and request the data. The response will be documented in the youth's folder.

All report cards, progress reports and other educational information will be filed in the participant file.

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FIELD TRIP PROCEDURE

Field trips within Adams County are considered a part of the regular programming activities and do not require prior approval of the Youth Development Coordinator. All other trips must follow the procedure listed below.

At least three weeks prior to field trips the site coordinator will submit a written request to the Youth Development Coordinator. For trips of 100 miles or more, or outside the state of Illinois the Youth Development Coordinator will make the request to DHS Teen REACH administrative personnel as required in IDHS Policy and Procedure.

For all field trips outside Adams County a permission slip, using the template provided, will be sent home for parents to sign. NO participant will be permitted to attend without a signed permission slip.

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RECRUITMENT PLAN

1. Site staff will distribute recruitment materials at the beginning of each school year during school registration events.
2. Each site will host an open house event to introduce families and community members to the Teen REACH program.
3. The Youth Development Coordinator will send a letter to all participants of the NYSP program introducing them to Teen REACH and inviting them to attend.
4. Site staff will send letters to all participants from the prior school year inviting them to return.
5. The Youth Development Coordinator will meet with key members of school systems, including counselors, administrators and teachers, in Adams County to introduce the program and initiate lines of communication.
6. The Youth Development Coordinator and Teen REACH staff will work together to implement an ongoing PR campaign to increase community awareness and draw new participants into the program.
7. When a referral is not appropriate for Teen REACH the Youth Development Coordinator will work with other community programs to identify a suitable activity/program for the youth.
8. The Youth Development Coordinator and site staff will provide information to all participants regarding the summer program options and encourage participants to enroll.

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TEEN REACH MARKETING PLAN

GOALS:

1. To increase name recognition of Teen REACH in Adams County.
2. To maintain and/or increase participation of targeted youth in Adams County.
3. To increase volunteer mentor participation in the Teen REACH program.

OBJECTIVES:

1. To promote Teen REACH through free TV, radio, and local newspaper.
2. To distribute promotional materials to individuals, businesses, agencies, congregations, parents, youth.
3. To promote Teen REACH through business partnerships.

PROMOTION HIGHLIGHTS:

1. Send regular press releases to TV, radio, and newspapers.
2. Record regular public service announcements on TV and radio- use youth and parents as spokespersons.
3. Send regular public service information to cable access station (channel 14).
4. Send story articles to school papers
5. Create flyers to post in schools, grocery store, bowling alleys, agencies, etc.
6. Create information packets for teachers and PTA's.
7. Look for business partners to include Teen REACH in programs and sponsor ads.
8. Work with AT&T Cable on any MTV youth promotions.
9. Update promotional materials as needed.
10. Create information packets for referral sources and youth agencies

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MEDICAL

Dispensing Medication:

All sites with adhere to the medication policy as stated in this manual, (section 3.3). Adams County Teen REACH will provide orientation and annual training for staff on the policy including storage, administration of medications and documentation using the Medication Log.

Asthma:

Teen REACH will permit the self administration of asthma medication provided the parents or guardian provide written authorization and a written statement from a qualified medical person that states the name and purpose of the medication, the prescribed dosage, times and circumstances under which the medication is to be administered.

Head Lice:

Teen REACH requires that youth be lice and nit free to participate in the program. Youth identified with either lice or nits will be removed from the group until a parent or emergency contact can pick them up. Staff will provide basic education to parents and youth on methods of lice control. Prior to being readmitted to the program youth will be checked to assure that they are lice/nit free.

During periods of lice outbreaks parent information, including identification, treatment of youth and household extermination, will be distributed to all families involved in the program. Group education will be provided to youth on methods of lice control including proper grooming practices. Regular head checks of all participants will take place until the outbreak is under control.

If a family is without means to access appropriate treatment, staff will refer them to appropriate agencies within the community.

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DISCIPLINE AND CONFLICT RESOLUTION PROCEDURE

Each staff will be oriented to Love and Logic Discipline techniques that include empathy, giving youth choices, and natural consequences. Staff will encourage and support youth in making positive choices and solving their own problems.

In addition, staff will enforce the rules of Teen REACH and the site. When a youth's behavior becomes disruptive to the extent that it threatens safety or the perception of safety within the site they may be dismissed from participation for the day.

A behavior contract will be developed with youth who are having problems conforming to the rules in Teen REACH. Parents will be included in development of the contract. The contract will outline specifically what is expected of the youth and what the consequence is for failure to comply. All staff and volunteers should be advised of the contents of the contract. Site coordinators will staff behavior contracts with the Teen REACH Coordinator to determine if a referral for counseling or advocacy is appropriate.

If it becomes necessary to exclude a youth from the program a letter to the parent will confirm the dismissal, the reason and any recommendations for referral.

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ILLNESS/INJURY AND EMERGENCY PROCEDURE

When a youth is running a fever, vomiting or is injured, the parent or emergency contact will be contacted to arrange for the youth to leave the program. If it is not possible to contact a parent or the emergency contact, the youth will be removed from the group, and made as comfortable as possible until someone can be reached or, if necessary, will be transported to the closest facility for medical attention. Staff will closely monitor the youth at all times until a parent or emergency contact arrives.

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TRANSPORTATION

No site will transport unregistered youth. Each site will determine the level of transportation provided.

Subcontractors are discouraged from allowing staff to transport participants in their personal vehicles. Sub contractors that choose to allow staff to transport youth in their own vehicle will develop written guidelines and include them with their annual contract. At a minimum, they will have proof of insurance on file and a current copy of the driver's record.

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VISITOR SIGN IN

Anyone other than staff, a parent picking up a child, or a youth participant, must sign in on the VISITOR SIGN IN sheet provided. The sheet requires the date, time-in and out, name of visitor and activity. An activity can include (but is not limited to):

- Volunteering
- Tutoring
- Visiting
- Observing

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HAND WASHING PROCEDURES

Each site will periodically review basic hand washing techniques with all participants and will post techniques in bathrooms and kitchen areas. Sites will require that anyone assisting with food service will follow basic hand washing techniques and will wear plastic gloves if required to handle food products.

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CHILD ABUSE/NEGLECT

All school-age care workers are legally required to report any cases of suspected child abuse or neglect while on duty or in relation to any participants. All staff members receive training in detecting and reporting child abuse. If you suspect a participant has been abused or neglected:

- Question the child in a confidential setting. **Do not use leading questions.** Report your suspicions to the site coordinator, Youth Development Coordinator and/or to an agency administrator.
- Call the DCFS Abuse Hotline (1-800-252-2873).
Be prepared to provide the following information:
 - Name, address, and age of victim(s)
 - Name and address of parent(s)/caretaker(s) and siblings
 - Relationship of caretaker(s) to victim(s)
 - Details of the abuse, including specifics of the incident(s), location and severity of injuries, any pattern of neglect or abuse, and any physical evidence.
 - Any explanation provided by the child

When a report involves an employee or volunteer and if a hotline report is accepted, they will be suspended pending results of the investigation. and a determination made by IDCFS. If the hotline does not accept the report, an internal investigation will be completed by the supervisor and/or the Adams County Youth Development Coordinator. If the allegations are substantiated, the employee may be terminated or a staff development plan may be developed to address less serious infractions.

All information will be included in an Incident Report and the Written Confirmation of Suspected Child Abuse/Neglect Report: Mandated Reporters form, provided by the Illinois Department of Children and Family Services.

The supervisor and/or the Adams County Youth Development Coordinator will be responsible for follow up and will inform the staff and family of the final findings of the investigation.

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STAFF SCREENING PROCEDURE

Policy: All staff hired for Teen REACH, age 18 and older, who will be used in place of staff, will be conditional, based on completion of a background check including LEADS and CANTS. Upon hire, each staff will sign a statement regarding prior convictions. Anyone with criminal convictions related to harm of a child, including, but not limited to: murder, kidnapping, sexual abuse, stalking, battery, as well as other sex offenses will not be continued as an employee of Teen REACH. Other arrests, convictions and indicated child abuse reports will be reviewed by a sub-committee of the Adams County Teen REACH Steering Committee to determine continuation or termination of employment. Additional information may be requested to assist in making a determination.

Volunteers, interns and work-study students are exempt from screening unless they are used to replace staff in the supervision of youth or are left alone with youth.

Procedure:

Sites with procedures in place will screen staff according to agency procedures. Sites with no established procedure will have all newly hired staff and volunteers who meet the above criteria, complete an Authorization for Background Screening and submit it to the Youth Development Coordinator. The Youth Development Coordinator will process screening through the IDCFS CANTS system and through the Adams County LEADS system.

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ENROLLMENT AND TERMINATION PROCEDURE

Each youth must be currently enrolled to participate in program activities. Enrollment criteria includes having a valid parent consent for participation, and being entered into the eCornerstone data system.

Youth may be terminated from the program due to serious violations of rules as indicated in this manual or for lack of participation.

The site coordinator or designee will review the enrollment list, as provided through eCornerstone to determine which youth are no longer participating in the program. These youth will be terminated from the eCornerstone data system. If they choose to reenter the program they will be reenrolled in the eCornerstone data system.

Upon termination from the program for cause, staff will communicate with the parents regarding the cause of the termination and the procedure to be readmitted, if the youth chooses to participate in the future. This contact will be documented in the participant file.

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PARTICIPANT ORIENTATION

Each site will orient all youth participants to the Teen REACH program as soon as possible after they join the program. At the time of orientation, each youth will sign the Teen REACH Contract. The orientation should include:

- the purpose of the program
- rules of the site
- transportation information
- attendance guidelines
- policies related to alcohol/drugs, weapons, violence, smoking, vulgarity, behavior
- review of the daily schedule and group assignments, where applicable

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ECORNERSTONE (ECSTONE)

Authorized Users

- All staff that are authorized to access eCStone must complete the on-line training or equivalent prior to receiving their log-on and temporary password.
- To request that a new staff be added as user, the staff person must sign the User Security Form and forward it to the Security Administrator. The Security Administrator will forward a copy to the DHS Regional Administrator and will file the original at the agency.
- The Security Coordinator will remove all authorized users within 48 hours of their last day of employment with the agency.
- The site coordinator will be responsible for assuring that all required data is entered and is accurate, within the timeframe indicated.
- All staff will record any problems that they encounter in the eCStone Log and will contact the Program Liaison if a problem requires contacting the Call Center. The Program Liaison will contact the Call Center as appropriate, and will work with staff to resolve problems.
- All staff are encouraged to forward suggestions for improving the system to the Program Liaison.

Privacy

- Staff will not share their password with anyone. All staff are responsible for any activity that occurs under their log-in.
- If an authorized user forgets their password they will contact the Security Administrator to secure a temporary password.
- To preserve client privacy, staff will access and/or enter all client specific data at a private, office setting either on site, at the agency office or other sites as approved by the Security Administrator.
- Site Coordinators can access/or enter Program Plan information from other sites including at home or the public library.

Data Entry

- All youth will be entered into the system within five days of enrollment. The initial intake date and first day of contact will be the day that the parent first signed the permission to participate.

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- All youth enrollments will include at a minimum the following information: participant's race, ethnicity, current grade level, and language preference. In addition, contact information for at least one parent and one emergency contact will be included.
- Grade data will be collected and recorded for each youth during the first grading period after enrollment, and each subsequent quarter afterward. School based sites will develop a plan to assure that they can access the data in a timely manner. Community based sites will mail, fax or hand deliver a packet of release of information forms to the school office at grading period.

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TRACKING INVENTORY

All sites must keep an updated inventory list of items valued at \$100 and with a useful life of 1 year or more. Items that do not meet this standard are not to be included on the inventory form.

No inventoried property can be disposed of without prior written authorization.

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 Adams County Teen REACH program.

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INTERNET BLOCKING SOFTWARE FOR YOUTH ACCESSIBLE PC'S

Each site will provide internet blocking software for all youth accessible computers that limits youth accessing sites that contain content such as sex, violence, hate and sub culture references. A staff person will monitor use of computers at all times.