



Teen REACH Policy Glossary

ADMINISTRATIVE ITEM

Proof of Staff Background Check: Background checks are required for all program staff and volunteers who have the potential for contact with youth under 18. These background checks must be completed in advance of individuals working directly with youth. Such individuals will authorize such checks in writing and submit to fingerprinting when required. The agency shall retain the signed form authorizing the background check. All background check information, including the signed authorizing forms shall be maintained separately in a confidential file, apart from the employee's personnel records.

Proof of Liability Insurance: Liability insurance is covered either by the program or the subcontractor, and verification of current coverage is on file at the agency. Liability insurance is not limited to transportation but is adequate to ensure coverage of all Teen REACH activities and events. Liability insurance should also cover adults working with children and youth.

Organizational Chart: This will show your agency's staffing structure from CEO or executive leadership, down. Teen REACH staff, including program managers and site coordinators, should be represented on the chart.

Job Descriptions (for each staff member, volunteer, intern): 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. During programmatic audits and Site Visits, your Technical Assistance and Support provider will request job descriptions for staff, volunteers, and interns to review annually.

- **Teen REACH Program Staff:** 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. Teen REACH program staff create 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.
 - Program must have a staff contact who is responsible for STEM programming
- **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.
- **Mentors:** Adult mentors are considered volunteers, and should have the same information and structure as do other program volunteers.

- **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.
- **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.
 - TR participants who work for the program are counted in eCornerstone attendance under "Employment"

New Hire Orientation: Teen REACH grantees are required to keep record of New Staff orientation, documented through agendas and attendance sheets. This information should be kept in the employee file.

Individual Supervision Log: As Teen REACH providers, it is critical that program staff receive monitoring, training, and one on one supervision on a regular basis. A standardized log or tool used for each employee should be developed and implemented, and include areas of focus, success, and next steps or expectations. Some topics to include in your supervision log include, but are not limited to:

- Performance Goals
- Areas for Growth, Improvement, and/or Focus
- Program Challenges and Successes
- Professional Development Needs
- Program Update
- **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.

Team Meeting Agenda: As a Teen REACH provider, it is critical that program staff are supported and supervised not only individually but as a team. This practice should be documented through agendas and attendance sheets. Agendas that include programmatic planning are developed for staff meetings, results in organizational leadership being well-informed about program and participant issues.

Subcontracts Monitoring Process: If your agency utilizes subcontractors, there must be written policies that outline how those entities are onboarded including language regarding background checks, mandated reporting, contract writing, payment and approval, and W-9 submission and approval.

Family and Youth Surveys: Teen REACH grantees must conduct a comprehensive needs and resources assessment which includes local youth, family, school and community surveys. Assessment and survey results will be analyzed to determine the level of need in the community and to provide a foundation for developing carefully planned and thoughtful service provision:

- The assessment should utilize existing data sources that reflect the target population
- The assessment should use multiple data sources and is broad in scope.
- The assessment should be specific to the site locations at which the agency delivers direct services to participants.
- The assessment data should be reviewed and updated as needed annually.
- Decisions to maintain or change programming are based on the results of the assessment and review.
- A direct correlation of these identified needs and activities planned should be indicated using Activity Calendars.

Marketing Plan: Promoting 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, 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.

Teen REACH Advisory Board: Programs must form and utilize a Community Advisory Council or board in conducting Teen REACH activities 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 attendance lists must be maintained on file to evidence this activity:

- Parents and youth are active partners and decision makers in the advisory council.
- Membership of the council mirrors the makeup of the community in which the program is located.
- School representatives participate in the council.
- The advisory council meets quarterly. Subcommittees meet monthly to network, identify resources, and discuss issues around the Teen REACH program.
- The council includes at least 2 youth participants.
- The council includes at least 2 parent representatives.
- Monthly communication among council members occurs through meeting minutes and other standard updates.
- Work, activities and accomplishments of the council are communicated to the community.

eCornerstone Policies and Procedures

- **Data Entry:** A written policy that outlines the frequency in which eCornerstone data is updated and who is responsible for data entry and eCornerstone security.
- **Tracking Youth Participation:** A written policy outlining how student participation is tracked and updated in eCornerstone.

Tracking Inventory: 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. 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. These policies and practices must be well documented and outlined in your Policy and Procedure manual.

- **For more information regarding Inventory Tracking and Documentation please visit:** [IDHS: Teen REACH Equipment Inventory Instructions & Form \(state.il.us\)](http://state.il.us/IDHS/TeenREACH/EquipmentInventoryInstructions&Form)
- **Additional equipment and inventory considerations:**
 - 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.

Internet Blocking Software Information & Policy: Written policy on what software is used to limit internet access, what sites and content are blocked, and when the software was implemented. A Technology Acceptable Use Policy is also acceptable but please ensure the above information related to software is also present.

Child Abuse and Neglect Reporting Act:

- **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.
- **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. The procedure must include:



- 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
- Identifying the person(s) responsible for following up on reports made to the DCFS Hotline and with the family
- **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
 - 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 founded by DCFS.

Staff Screening: 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.

Background Check Policy: Funded programs will be required to have a written protocol in place detailing the requirement for background checks; evidence of their completion; the protocol for reviewing and making determinations regarding results; etc. In no case shall a Person who has been indicated as the perpetrator of any of the child abuse/neglect allegations identified in 89 Ill. Adm. Code Section 385.50(a) be deemed fit for service that allows access to children.

- Types of Background Checks and Screenings:
 - The following resources are available to programs in establishing protocols for background checks and screenings:
 - The Illinois State Police Department provides fingerprints and Sexual Offender listings: 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

PROGRAMMATIC ITEM

Participant Attendance: Daily sign-in sheets are required for each site. These daily sign-in sheets must clearly identify the site name and program location (If activities are conducted at an off-site location this must be identified.) and must keep track of the name of the youth, date of attendance, time in and time out as well as the staff member verifying the actual attendance for each youth. Sign-In sheets must be kept on file. It is imperative that the method of signing in and out results in an unduplicated and staff verified count of enrolled participants. These sign-in sheets could also track additional items such core service participation times, meals / snacks, the individual picking up the youth from the program, etc.

Activity Calendars: Activity Calendars should demonstrate that planned program activities will address all seven core services and are carried out on a regular basis.

- An Activity Calendar must be completed for each program site.
- Please note that if a site is planned to have a varied scheduled, please complete additional activity calendars to demonstrate that planned variance.
 - Example: School-Year schedule vs. a summer schedule.

School Partnership Linkage Agreements: 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.
- Linkage Agreements must be updated annually and include coordinated use of facilities and resources where necessary, and the school's agreement to furnish grades/academic progress information for all students enrolled in Teen REACH.
- Please note that schools will need to obtain parental/guardian consent before school records can be submitted to the Teen REACH program.

Subcontractor Agreements: A sub-contractor is an entity with which the provider enters into an agreement for the subcontractor to provide all or a specified portion of the services required in the original contract, and is bound by all contractual obligations of the original DHS contract:



- All sub-contracts have been signed by both parties and are renewed every year.
- Subcontractor Agreement(s) and budgets must be pre-approved by the Department
- Subcontractor Agreement(s) and budgets must be on file with the Department
- Any subcontractor shall be subject to all provisions of this Agreement
- The provider shall retain sole responsibility for the performance of the subcontractors

Teen REACH Policy and Procedure Handbook:

Each Teen REACH provider must develop and implement a policies and procedures required to deliver program services, collect data on participant outcomes and program performance, program administration; daily operations etc. These will be kept in a Teen REACH Policy and Procedure Manual. The following must be included in this manual many of these items have minimum requirements outlined in this document and will be incorporated into the manual.

- **Dispensing Medications:** 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.
- **Asthma:** 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.
- **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 pediculicides to treat lice.
- **Hand Washing:** Written policies that outline handwashing procedures for participants and staff. These procedures should also be posted throughout the program space. A picture of your agency's policy posted around the space is also requested.
- **Illness:** A written policy outlining the protocols for if and/or when a participant arrives to programming ill including language on contacting their caregivers and dismissal.
- **Injury:** A written policy outlining the protocols for if/when a participant gets injured during programming including language around the conditions for incident reporting, the incident report process, and caregiver follow-up.

- **Emergency Procedures:** Written policies on the proper procedures for program staff to follow in the event of an emergency event during programming. Examples of emergency procedures include, but are not limited to:
 - Fire Drills
 - Intruder
 - Missing Child
 - Severe Weather
- **Discipline and Conflict Resolution Procedure:** A written policy that outlines staff expectations in mitigating student behavior disruptions and discipline with a focus on conflict resolution. Disciplinary procedures should include language around youth having conflict with one another, youth having conflict with staff, and any zero-tolerance policies that may be grounds for dismissal from the program. Program staff use positive techniques to guide behavior of participants and handle conflict in positive ways:
 - Specific training on conflict resolution and appropriate discipline techniques is provided to all staff during orientation, and on an on-going basis.
 - Problem solving approaches, including peer mediation and formal conflict resolution, are utilized to reduce peer conflict.
- **Transportation Procedure and Criteria:** 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. These policies outline travel procedures to and from programs, if applicable, and field trips. This policy should include language on arriving and departure, staff supervision of participants, field trip approval processes, and protocols for inclement weather.
 - All persons designated as drivers have a valid driver's license appropriate to the type of vehicle used. Evidence of current licensure is on file.
 - 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.
- **Staff Supervision of Arrival and Departure of Participants:** Policies related to how participants arrive and depart from programs, including language around under what conditions students are permitted to walk home, who is permitted to pick participants up, and any other protocols related to participant dismissal. It is very important that participants sign in and out of programming each day, particularly noting the times they arrive and when they depart, and agency sign-in/out sheets should reflect this.
- **Visitor Policy: Sign-In and Sign Out:** A written policy regarding the protocols if / when a visitor arrives at your center. Language should include what conditions visitors are permitted to be on the premises and the process for visitors to sign in and out.
- **Enrollment & Termination:** A written policy which outlines participant eligibility requirements, how to apply and enroll in programs and the conditions under which a participant may be terminated from the program:

- Termination procedures in eCornerstone must also be outlined.
- **Following Up with Absent Youth:** Teen REACH grantees must have a written policy in place that outlines the procedures that are in place for following up with participants and families regarding unexpected and/or chronic absences, and the process regarding termination for chronically absent youth and the conditions under which a participant may be discharged. Program attendance data should be reviewed to identify patterns of attendance and potential issues.
- **Serving Snacks and Meals:** Each day, Teen REACH programs must offer nutritious snacks to the participants and policies regarding this must be documented. 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(<http://www.coanet.org>):
 - Drinking water is available at all times.
 - The program integrates snacks/food into a nutritional curriculum/educational program involving both youth and their families.
 - The program's snacks/food and nutritional education are designed to address childhood obesity, and includes components on:
 - Increasing physical activity
 - Increasing consumption of fruits and vegetables
 - Limiting television viewing
 - Participation in regular family meal
 - 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), <http://www.usda.gov>
 - The Illinois State Board of Education (ISBE), <http://www.isbe.state.il.us>
 - America's Second Harvest, <http://www.secondharvest.org>