

TEEN CHALLENGE  
House of Promise

An Introduction to Teen Challenge

# Teen Challenge International

## A Residential Substance Abuse Recovery Program

The mission of Teen Challenge is to provide youth, adults and families an effective and comprehensive faith-based solution to drug and alcohol addiction and other life controlling problems. Our objectives are to enable individuals to find freedom from addictive behavior, and to become socially and emotionally healthy, physically well and spiritually alive. Through committed staff and effective programs, Teen Challenge programs and staff wish to produce graduates who function responsibly and productively in society, and who have healthy relationships in the work place, family, church and community.

## Since Its Founding

Teen Challenge has a well-established track record, and is recognized as one of the largest and most effective faith-based substance abuse recovery program in the country. More than 2,000 men and women graduate annually from our residential recovery program in the United States alone. Anywhere from 20% to as much as 50% of participants (depending upon the chapter) in the residential recovery programs have been assigned to us by the court judicial system. The fact that so many judges, probation and parole officers make referrals to Teen Challenge is just one indication of the recognized effectiveness of the program.

## The Teen Challenge Organization & Program

The Teen Challenge network is a confederation of autonomous local centers each with its own volunteer board of directors. Local centers tailor programs to meet the contextual needs of their respective communities and generate operating funds from local individuals, churches, community organizations, businesses and their own work programs. Thousands of volunteers recruited largely from local churches contribute valuable time and skills, thus making it possible for Teen Challenge centers to operate with extremely low overhead.

The Teen Challenge USA National Office is located in Springfield, MO, and supports the network of local chapters by monitoring agreed-upon uniform accrediting standards, providing training and materials, and creating opportunities for the chapters to share information and support through conferences held each year.

### The foundation and core of our residential program

Throughout our history, Teen Challenge has contended that the fundamental reason for our success in helping people with life controlling problems, which is, typically drug addiction, is due to the fact that through our residential program, these individuals have had a spiritual transforming experience as an act of God's Grace. This perspective produces a sense of dignity, self-worth, hope and personal empowerment. That is the foundation and core of our residential program.

### Residential Program – Teen Challenge's Central Focus

A central focus of Teen Challenge Centers is the residential program. Approximately one to two years in length, it offers an environment of therapeutic support and spiritual formation. The program, in which entry and enrollment is always voluntary, requires discipline, responsible decision-making and accountability. Students receive instruction in the fundamental tenets of Christian living, and participate in daily devotions, chapels and church services. Those enrolled in the program are taught how to translate creed into conduct; faith into practice; and doctrine into daily living. Throughout their experience they are equipped with functional tools – life skills, including job skills, to assist them in re-entering society as productive and healthy people. Entry into the residential program is voluntary, and each prospective student clearly understands the program's distinctiveness, recovery models and services, intensity, duration and expectations.

By developing the self-esteem of formerly drug-addicted persons, by providing hope and arming them with skills applicable to the larger social system, Teen Challenge enables graduates to take part in the larger social and economic struggles for a better life and more secure future when they re-enter society. Ultimately, by empowering people who were previously alienated from their families and communities, with a horizontal linkage from life in the more sheltered environment of the Teen Challenge Center to the arena of daily life where they will have direct access to educational, occupational and social opportunities within society, Teen Challenge has proved to be a significant agent of social and spiritual change.

At most locations the Teen Challenge residential recovery programs provide services such as:

- Long-term residential drug and alcohol-free environment
- Peer to peer mentoring and coaching
- Life skills classes, money management, parenting, anger, social skills and relapse prevention
- Education, GED classes, literacy, study skills and computer classes
- Career planning, job skills training, employment behavior and resume writing
- Spiritual instruction and support
- Exercise, music, drama, recreation and social activities
- Referrals

## Substance Abuse Prevention and Recovery

In addition to the residential program Teen Challenge provides a range of holistic approaches to substance abuse prevention and recovery. Most of the residential programs are for adults, some for teens and the prevention programs target teens and adolescents.

## Teen Challenge Staff

Many of our most effective workers are former drug addicts and graduates of the Teen Challenge recovery program. They undergo training and are supervised by Teen Challenge chapter directors who also are fully trained in management, leadership, human resources, financial accountability, and the Teen Challenge accreditation standards and curriculum. Profiles of the staff demonstrate people of unusual commitment and devotion. Their work demands focus, and a willingness to invest themselves in the lives of people afflicted with horrific problems. They consistently go beyond the reasonable requirements of the line of duty. This cross-section of people and personalities, who have shaped the character of the program are the rank and file staff of every Teen Challenge center.

Because our directors and staff are an integral part of the grassroots communities we serve, they understand the structural factors – the environment and the personal challenges faced by individuals – that move people toward drug addictions and other life-controlling problems. In response, we have produced programs and strategies that provide these youth, adults, and families with faith-based solutions to their seemingly insurmountable problems.

## *Conclusion*

Teen Challenge has demonstrated our potential for enabling and empowering large numbers of people, formerly with life controlling problems, to re-enter society as productive citizens. In the process, we have also created institutional structures capable of performing various educational, vocational and social service functions.

## National Institute on Drug Abuse Report

Teen Challenge claims of a 70% cure rate for the drug addicts graduating from their program attracted the attention of the U.S. Federal Government in 1973. Most secular drug rehabilitation programs only experienced a cure rate of 1 to 15% of their graduates. The National Institute on Drug Abuse (NIDA), part of the US Department of Health, Education and Welfare, funded the first year of this study to evaluate the long term results of the Teen Challenge program.

This study focused on all students in the class of 1968 that entered Brooklyn, NY, Teen Challenge, and then transferred to Rehrersburg, PA for the second half of their training. This follow-up study seven years later (1975) sought to determine six variables: What proportion of the program participants were still drug free, no legal involvements, employed or pursuing education, a part of a family unit, participating in church activities and physical and mental health.

The survey was conducted under the leadership of Dr. Catherine Hess, M.D., the former assistant chief of the Cancer Control Program of the U.S. Public Health Service, who had previously served as the Medical Director for the New York Hospital Methadone Clinic. The main premise of the study was to demonstrate that introduction of a religious component into the treatment of drug addicts is the one aspect which produces the large success rate.

The National Opinion Research Center of the University of Chicago developed the survey instrument, located survey participants, conducted the personal interviews, and obtained a urine sample to test for drugs. The National Medical Services, Inc. of Philadelphia, PA, conducted the drug screening detection for this population.

- Research results were categorized into three groups:
  - P1 were students that entered Brooklyn Teen Challenge but dropped out and never attended the Rehrersburg program
  - P2 were students that completed the Brooklyn program who later dropped out of the Rehrersburg program
  - P3 were graduates of the Rehrersburg Training Center program

A total of 186 persons were interviewed for this project:

1. P1 = 70
2. P2 = 52
3. P3 = 64

The P3 group of 64 represented 97% of the total population possible. The results of this survey clearly indicated the success of the Teen Challenge program in the following areas:

- The Teen Challenge definition of “drug-free” means abstaining from all use of narcotics, marijuana, alcohol and cigarettes. 67% of the graduates (P3) are drug-free as indicated by the urinalysis test. (86% stated they were drug-free on the questionnaire.)
- 72% of the graduates (P3) continued their education upon completion of Teen Challenge. The areas include getting their GED or pursuing college level education.
- 75% of the graduates (P3) indicated their current status as employed. 73% of the graduates are self-supporting by earning their own salary. Of those who are currently employed, 58% have been at their present job for over one year.
- 87.5% of the graduates did not require additional treatment in drug treatment programs after leaving Teen Challenge. Over 90% considered themselves addicted to drugs before entering Teen Challenge.
- 67% of the graduates are regularly attending church. 57% of the graduates are involved in church work.
- 92% of the graduates (P3) report good-excellent health, whereas the numbers are significantly lower for the other two groups, P1 = 59% and P2 = 75%.

For a more detailed report on these and other research projects on Teen Challenge, contact:

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## TEEN CHALLENGE ~ HOUSE OF PROMISE

**Mission statement:** To be an instrument through which Christ brings healing and wholeness to mothers and their children in crisis.

# Volunteer Handbook

Thank you for investing in the lives of the moms & babies in House of Promise. Your work with and for the students and staff is invaluable. You contribute to the intellectual, spiritual and social development of our students.

In donating your time to Teen Challenge House of Promise you are giving a valuable service, not only to the House of Promise staff, but to the students as well. We hope you will find your experience here a rewarding one and we would like to welcome you as a member of our team.

Please feel free to ask questions, talk to staff & to other volunteers. This manual is meant to be a guide & we hope it will be helpful in understanding Teen Challenge policies. You may want to add more notes as we go along.

### *Our expectations for you as a volunteer:*

Work to the best of your ability.

Treat other volunteers, visitors and students with consideration & respect.

Know & follow all Teen Challenge House of Promise policies and procedures.

Have a positive attitude toward your job.

Take pride in your commitment to the ministry.

Live an exemplary Christian life.

Have fun!

## Volunteer Management and Training

Through the Volunteer Coordinator, the Teen Challenge House of Promise Director shall be responsible for the oversight and training of Teen Challenge House of Promise volunteers.

Volunteer records shall be maintained for volunteers. These files will contain:

- Volunteer Application
- Pastoral Recommendation Letter
- Visitor & Volunteer Guidelines Checklist
- Confidentiality Signature
- Volunteer Agreement
- Volunteer Training and Performance Record
- Letters of recommendation
- Verification of training, experience and licenses, if applicable
- All volunteers who operate Center vehicles shall have a copy of valid driver's license &/or CDL in their personal records
- A description of assigned duties
- A record of start & end dates

## Corrective Action & Discipline

We sincerely believe that this volunteer orientation will benefit & aid all of us in avoiding any corrective actions. Should a volunteer's performance be unsatisfactory or when Teen Challenge House of Promise policies have been violated, disciplinary measures become necessary, for the safety of both volunteer and student. This section includes the steps that should be taken in general when discipline becomes necessary.

Poor performance or other forms of unacceptable behavior that calls for corrective or disciplinary action may involve a single incident or a series of infractions. The general steps of corrective action are:

- Corrective (verbal) warning
- Written warning
- Suspension
- Termination

Suspension may also be used to permit time to conduct an investigation of alleged misconduct.

## Visitor and Volunteer Guidelines

- 1. All visitors/volunteers must sign the visitor or volunteer notebook when arriving and leaving and check in with the staff on duty.
- 2. A member of the staff must approve anything brought in for students or children.
- 3. Any money to be given to a student must be in a sealed envelope with the student's name on the outside and given to staff. NEVER give money directly to student.
- 4. All visitors must be pre-approved by staff.
- 5. Staff screens all mail, coming in and going out. Do not accept mail from a student or bring mail in to a student.
- 6. Please leave purse, cell phone or any other valuables in your vehicle or in the front office.
- 7. Please dress appropriately and modestly.
- 8. Students may not leave the building without staff permission.
- 9. Please lock your vehicle.
- 10. Teen Challenge House of Promise is a drug-free, alcohol-free and tobacco-free facility. Do not bring any of these onto the property.
- 11. Students may not use a phone for any reason unless accompanied by staff.
- 12. All medications must be given to student by staff. Do not give ANY medication to a student.
- 13. All food must be checked in by staff on duty. All food brought in must be made available to all students.
- 14. Visitors may access the entryway, front hall, visiting room and guest bathroom. Access to any other part of the building must be accompanied by staff.
- 15. Each student has a mentor. Please refrain from counseling students. Suggestions may be made to their mentor or the staff on duty.
- 16. Please refrain from asking personal questions of the students.
- 17. Please, don't bring anything in to student or take anything out without staff approval.
- 18. All men must be accompanied by female staff in all parts of the building except restroom.
- 19. Be aware that classes are taking place throughout the building. Please enter each room quietly, asking permission of staff to speak with student.
- 20. We look forward to you coming and count on you on your assigned day. Our volunteer attendance has always been excellent - we only ask that you call us if you can't come for any reason. You do not have to arrange for a substitute.
- 21. With your participation and support, our ladies will have a wonderful opportunity to be set free from the life-controlling issues she has faced in the past. Please help us maintain an environment that is free of unnecessary temptations.

Your signature is your vow to maintain the standards that Teen Challenge House of Promise has placed before you.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Volunteer Confidentiality Training

Federal & state statutes provide for the right of a student to have their participation in this program remain private.

Confidentiality is a very important aspect in Teen Challenge House of Promise. Volunteers are professionals at the House of Promise and should maintain an appropriate code of conduct regarding information gained in the performance of their duties at Teen Challenge House of Promise. Please respect the student's right of privacy.

- All requests regarding student information shall require staff attention.
- Do not answer any questions regarding students to anyone other than staff.
- Do not relay any information regarding students to anyone other than staff.
- Do not make any comments about the student, including whether he/she is in the program or not to anyone outside House of Promise.
- Do not relate any events or comments that take place within House of Promise.
- Do not use the name of a student outside of the program.

Your signature is your vow to keep the lives of our students confidential and private.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Dress and Appearance

Volunteer staff represents Teen Challenge House of Promise to the students, visitors, and the public. Students are required to be modest in appearance & dress. Dress of the volunteer staff should respect & reflect this standard. The ministry expects volunteers to dress in an appropriate, neat, clean and professional manner. We are a role model for our students.

Please ask the Volunteer Coordinator or the staff on duty for direction if you have questions as to acceptable dress.

- Dress modestly and appropriately for your job assignment.
- Conservative is usually best.
- Sunglasses, hats and caps are not to be worn in the building.
- Body piercing jewelry shall be limited to earrings.
- Clothes shall be neat and clean with no stains or holes.
- Nice shirts or T-shirts can be worn.
- Tank tops are prohibited. Sleeveless tops should have straps that are at least 2" wide.
- Jeans, slacks, capris or cropped pants can be worn. Shorts may not be worn.
- Definition of 'modest' is determined by Teen Challenge House of Promise Director.

Volunteers who arrive inappropriately dressed may be asked to return another day when situation has been corrected.

The staff and volunteers are requested to dress one level above student requirements.

## "On MOTO" – Orange Vest Discipline

At times a student may be put "On MOTO" which is a severe motivational discipline. When you see a student wearing the orange vest, please follow these guidelines:

- Student wears orange vest while out of her bedroom.
- The student is on a word fast. This student may NOT talk with any volunteer. Please do not engage in any type of conversation with student. Student may have conversation with staff only, concerning program related subjects.
- The student has also lost the privilege of human touch. Please do not touch the student in any way.

**Teen Challenge House of Promise  
VOLUNTEER AGREEMENT**

*Instructions: Please read each item and affirm your agreement by signing below.*

- I agree to abide by all Teen Challenge House of Promise policies, procedures and protocols that have been or may be established, as covered in this Volunteer Handbook.
- I agree to keep all privileged information obtained in the performance of my volunteer services confidential.
- I agree to maintain professional conduct and adhere to security procedures including but not limited to the following:
  - Refrain from taking anything in or out of center for student (except program items).*
  - Refrain from leaving anything behind for use by students.*
  - Refrain from interviewing and/or taking photographs, without prior written approval.*
  - Refrain from any written or telephone contact with students outside of program description.*
  - Refrain from all types of confidential relationships with students.*
  - Make all donations through staff for general student use.*
  - It is not appropriate to maintain an 'attitude of trust' with a student by not reporting activity or misconduct that may pose a threat to the safety and/or security of Teen Challenge House of Promise, another student, a staff member or volunteer, or the student themselves. Immediately report such activity or misconduct to the Teen Challenge House of Promise Volunteer Coordinator or the appropriate staff on duty.*
  - It is not appropriate to try to develop an 'attitude of trust' with a student by trying to be 'cool' with student. Any inappropriate language which would be a 'secret' between student and volunteer is not permitted. Always show respect to the student.*
  - I agree to adhere to scheduled programming times, follow the prescribed sign-in procedures and follow all directions given by Teen Challenge House of Promise staff. I agree to call Teen Challenge House of Promise as soon as possible if I am unable to provide my volunteer service. I understand that I do not have to secure a substitute.*

|                        |             |
|------------------------|-------------|
| Print Full Name: _____ |             |
| SIGNATURE: _____       | DATE: _____ |

## Emergency Procedures

**Be prepared for any emergency.** We do not expect emergencies, but an awareness of their possibility may save someone's life.

Teen Challenge House of Promise staff will be close by in emergency situations. They will take the lead if such a situation arises. If the emergency occurs in your program, please send a student for the staff on duty. Remain in control of your program until staff arrives. Follow staff instructions. Safety and security are our primary concerns.

Please realize that "something" could happen that could force your program to be cancelled. When possible, you will be given an explanation.

### **FIRE:**

- If you see a fire in your area before an alarm is sounded, activate the nearest alarm.
- Have students exit the program area in an orderly manner. If possible, they may assist staff by picking up their children. If not, staff will take care of the children.
- Upon exiting the building, students, children, volunteers and staff must proceed to the Teen Challenge House of Promise sign to the west of the building. Staff will assure accountability of all students, children, volunteers, visitors and staff.
- Staff will indicate when it is possible to return to the building.

### **MEDICAL EMERGENCIES:**

- Notify staff and request assistance.
- Provide emergency first aid care.
  - If you are trained in First Aid/CPR please have a copy of your card placed in your file.
- Maintain a calm atmosphere.
- Follow the instructions of the staff member.

### **STUDENT INJURY/ILLNESS:**

- Follow procedure for medical emergencies.

### **BOMBING THREATS:**

- If you receive the threat, notify staff immediately.
- Follow staff instructions.

**FIGHTS:**

- Notify staff immediately. Request assistance.
- Maintain calm.
  - Do not enter into verbal or physical conflict with a student.

**UNKNOWN PERSONS:**

- Volunteers and visitors are required to check in at the entryway.
- Volunteers and visitors have limited access.
- Report the presence to a staff member of any non-staff/non-student who is beyond the limited access area without a staff member.

**THEFTS:**

- If you suspect a theft has occurred, notify staff and request immediate assistance.
- Maintain calm and confidentiality.
- Share information with staff.
- Allow staff to handle the situation.

**PERSONAL EMERGENCY/INJURY:**

- Please make certain that your file at Teen Challenge House of Promise includes an emergency contact name and phone number.
- Volunteers should not be doing anything dangerous. If an accident should occur, please complete an accident report form before leaving the Center.

**FOR DAYCARE HELPERS:**

- Should the situation arise where you feel the children are out of control & need assistance, please notify staff on duty immediately.
- Allow staff to handle the situation

## Volunteer Evaluation

The following questionnaire is to serve as a tool to review the year's volunteer program and to make improvements. Please complete the following form. We NEED your opinion.

1. What were the most enjoyable experiences for you as a volunteer?
2. What changes or improvements do you suggest that will help the volunteer program?
3. Did you receive adequate training for the tasks you did?
4. Did you have a sense of accomplishment in what you did?
5. What was the most frustrating aspect of your volunteer service?
6. List a few of the duties you performed this past year.