

Adult & Teen Challenge

ACCREDITATION STANDARDS



Adult & Teen Challenge

The 2020-21 Accreditation Standards Review Committee was composed of ATC senior leadership from the following organizations:

Adult & Teen Challenge Headquarters
Beauty for Ashes
Bloom Home for Girls
Global Teen Challenge
Great Lakes Adult & Teen Challenge
Greater St. Louis Adult & Teen Challenge
Las Vegas Teen Challenge
Teen Challenge of Arizona
Teen Challenge of Central Canada
Teen Challenge Southeast Regional Office
Teen Challenge of Texas
Ohio Valley Teen Challenge
Ozarks Teen Challenge
Pennsylvania Adult & Teen Challenge
Prayer Mountain Boy's Academy
Primrose Hill Adult & Teen Challenge
Walter Hoving Home, Inc.

Additional support provided by:

San Francisco Adult & Teen Challenge
Teen Challenge NorWest Cal/NV



Adult & Teen Challenge

Updated May 2021

Please direct questions and comments to the Accreditation Director at accreditation@teenchallengeusa.org

TABLE OF CONTENTS

- Introduction of the New Standards **ii**
- Assurances **iii**
- Definitions **v**
- Standard 1: Identity **1**
- Standard 2: Governance **5**
- Standard 3: Measurement & Improvement **10**
- Standard 4: Resource Management **13**
- Standard 5: Residential Operations **25**
- Standard 6: Specialized Services **40**
- Standard 6.1: Juvenile Programs **41**
- Standard 6.2: Women with Children Programs **46**
- Standard 6.3: Licensed & Clinical Programs **53**
- Standard 6.4: Virtual Care Programs **57**
- Recommendations **60**
- The History of Accreditation **61**
- Appendix A: Mission Statement & Statement of Faith **63**
- Appendix B: Brand Guide **64**
- Appendix C: Public Solicitation Guidelines **65**
- Addendum A: Executive Director Job Description **68**
- Addendum B: Emergency Action Plan **71**
- Addendum C: Student Acknowledgment & Agreement to Work Therapy Assignments **72**
- Addendum D: Phases of Adult & Teen Challenge Defined **73**
- How to Prepare for Accreditation Review **74**
- Administration Office Compliance Checklist **77**
- Local Program Compliance Checklist **78**
- Index **81**

INTRODUCTION TO THE NEW STANDARDS

At Adult & Teen Challenge (ATC), our desire is to provide excellent services to all that participate in our programs. We want to reflect the Godly values of healing, love, transformation, peace and restoration in every center! We have been reaching the lost and addicted with the Gospel of Jesus Christ through the empowering work of the Holy Spirit for more than six decades. The amazing testimonies of thousands of men, women, boys and girls whose lives have been transformed, paint a beautiful picture of the rich history of Teen Challenge. More importantly, they reflect the persistent love and mercy of the Savior who gave His life to save each one.

The foundation of Adult & Teen Challenge is one that is built, first and foremost, on Jesus as well as faith, prayer, discipleship, relationship and the transforming power of the Holy Spirit. The foundation was established on these principles and continues today. God has blessed these efforts by expanding the territory of this ministry and now many more come through the doors looking for hope in more than 129 countries and over 1400 centers around the world.

To remain good stewards over the ministry God has given to Adult & Teen Challenge, great effort is made to assure quality and effectiveness throughout our programs. Accreditation standards keep us unified, excellent, and help to protect the God-given vision, identity and DNA of ATC. The accreditation standards answer the questions “why we do what we do, how we do it, and what the goal is”. Each standards’ purpose is designed to safeguard the goal of providing protection, love and healing to every person that walks through our doors. An accreditation team will be assigned to each center and they will provide encouragement, support, prayer and training resources. The team will do this prior to attending and during each on-site review. Accreditation reviews will be conducted through both online and on-site formats, allowing for additional time to be given to assure compliance.

The new accreditation process will add value to each program encouraging improved outcomes and the sharing of best practices across our network. During on-site reviews, staff and student interviews will be conducted, along with an inspection of the grounds and vehicles. These vital components add an additional layer of surety that the center meets standards. Reviewers will also ask for additional evidence on-site where clarity, or more details may be needed to accurately provide a professional review of any standard. The Accreditation review will be conducted in the same manner at each center for ATCHQ to achieve full confidence that the Adult & Teen Challenge DNA is protected and remains a mark of excellence!

ASSURANCES

Separate from the 6 Core Accreditation Standards, the following Assurances provide students, staff, and friends of ATC with a snapshot of common organizational values. ATC centers meeting accreditation standards should also strive to reflect these 9 Assurances as each center carries out its unique ministry to those who are addicted and broken.

1

STATEMENT OF FAITH The organization has a written evangelical Statement of Faith that guides the beliefs and practices of the organization

2

TESTIMONY OF FAITH All members of governance and personnel are in a growing, personal relationship with Jesus Christ, align with the Statement of Faith and Assurance Statements

3

GREAT COMMISSION MINISTRY Priority is given to efforts and activities that directly express the Great Commission

4

FREEDOM FROM SIN & IDOLATRY The organization believes that sin is at the root of destructive patterns and freedom from sin and idolatry is found in Jesus Christ

5

PERSONAL TRANSFORMATION Salvation begins a discipling process that involves biblical teaching, prayer, and service to others and culminates in lasting personal transformation

ASSURANCES (CONTINUED)

6

AUTHENTIC CHRISTIAN COMMUNITY The organization believes that personal transformation best occurs in the context of authentic Christian community and strives to exemplify Christlike love empowered by the Holy Spirit

7

STEWARDSHIP Since all resources are God-given, the organization practices integrity by using resources wisely

8

ORGANIZATIONAL HEALTH The organization strives for improvement by measuring its effectiveness in fulfilling its mission and vision

9

SAFETY & SECURITY The organization places a high value on its members and prioritizes their safety, privacy, and care



TERMS & DEFINITIONS

AFFILIATE

Refers to the local ATC program.

ATC

Means Adult & Teen Challenge.

ATCHQ

Refers to the Adult & Teen Challenge Headquarters.

BOD

Means Board of Directors.

ASSURANCES

Universal, foundational principles for all Adult & Teen Challenge organizations. Full compliance to all nine assurances are required to earn or maintain accreditation.

STANDARDS

Universal, comprehensive statements of quality practices and conditions that are necessary to achieve quality performance and effectiveness for all Adult & Teen Challenge organizations.

INDICATOR

Operational definitions or descriptions of practices and processes.

EVIDENCE

Relevant proof for meeting the requirements of Indicators and Standards.

RATING

A value given to indicate the level of performance of the organization determined by the Accreditation process.

PEER REVIEW TEAM

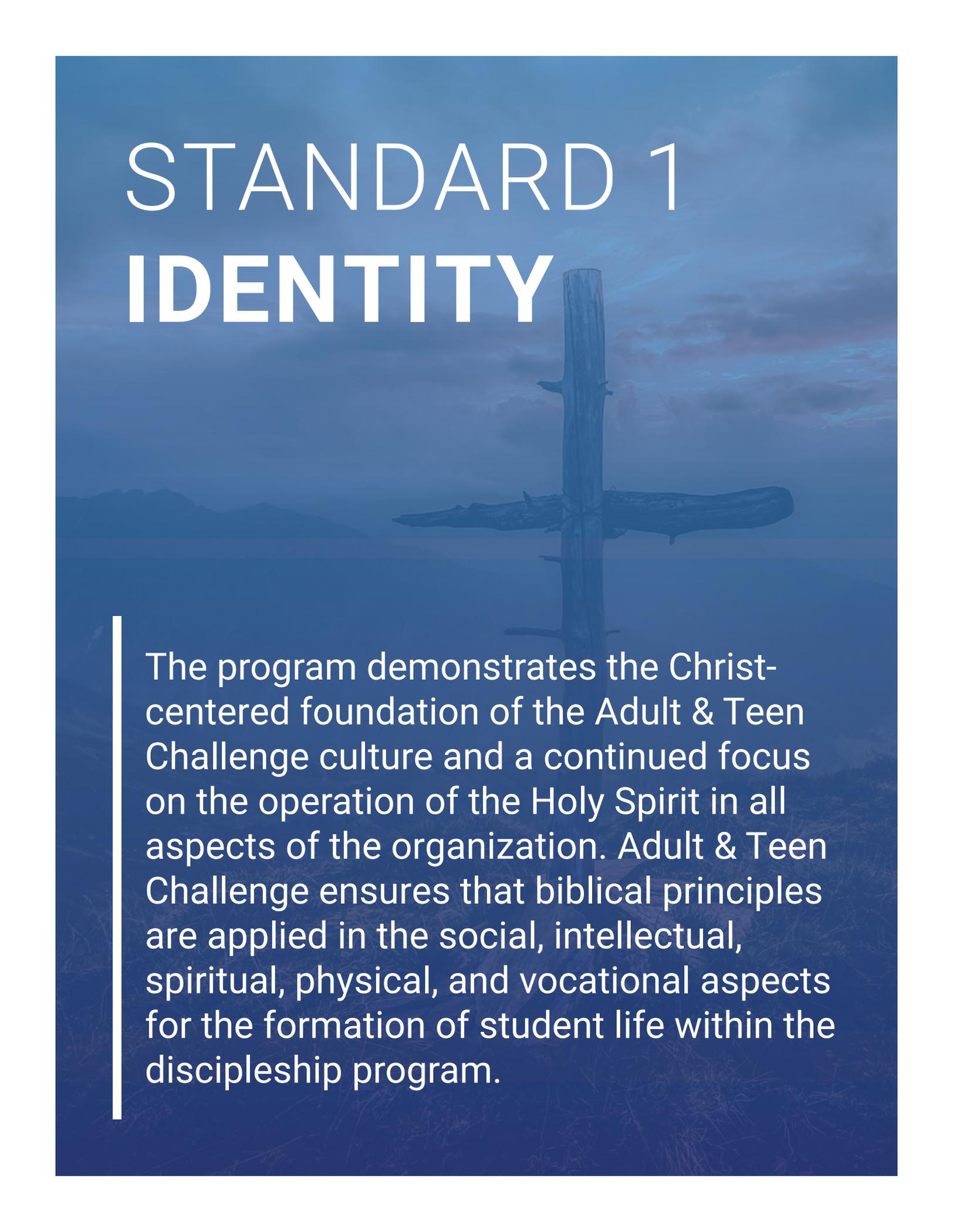
A group of Adult & Teen Challenge Professionals assigned by ATCHQ to conduct the on-site Review as well as provide support the year prior to the on-site Review.

REGULAR VOLUNTEERS

Those volunteers that have regular weekly or bi-weekly contact with students or program.

STANDARD 1

IDENTITY

A wooden cross stands in a field under a blue sky with clouds. The cross is made of two weathered logs. The background is a soft-focus landscape with mountains in the distance.

The program demonstrates the Christ-centered foundation of the Adult & Teen Challenge culture and a continued focus on the operation of the Holy Spirit in all aspects of the organization. Adult & Teen Challenge ensures that biblical principles are applied in the social, intellectual, spiritual, physical, and vocational aspects for the formation of student life within the discipleship program.

INDICATOR 1.1

The foundational documents of the local/regional organization including its vision, mission, and faith statements align with the Accreditation Assurances, Affiliate Agreement, and ATC's Statement of Faith meeting all requirements.

EVIDENCE

- Signed copy of ATC Certificate of Affiliation
- Constitution and Bylaws
- Mission Statement
- Statement of Faith
- Core Values
- Code of Conduct

FOR US CORPORATIONS

- 501(c)3 IRS recognition or subsidiary documentation

FOR INTERNATIONAL CORPORATIONS

- NGO Registered Paperwork

INDICATOR 1.2

The members of the Affiliate's Board of Directors are comprised of laypersons and ministers who are spiritually mature Christians, in harmony with ATCHQ and the organization's Statements of Faith and all other foundational documents.

EVIDENCE

- Board member signed statements attesting to alignment with the organization's Statement of Faith, Vision, and Mission Statements

INDICATOR 1.3

The CEO and/or the Executive Director is a spiritually mature Christian, amiable to the Assemblies of God doctrine, and in full agreement with Adult & Teen Challenge missions' statement, goals, and Statement of Faith.

EVIDENCE

- CEO and/or Executive Director Job Description (See Addendum A)
- CEO and/or Executive Director signed Statement of Faith

INDICATOR 1.4

The Affiliate protects and fulfills its purpose as a Christian discipleship training program by communicating this purpose in all relevant written and presentation materials. The Affiliate conducts outreach evangelism within the local community and disciples students within the program.

EVIDENCE

- Program Student Schedule
- Discipleship Curriculum Schedule
- Community Outreach Schedule
- Promotional Materials supporting Indicator 1.4

INDICATOR 1.5

The organization demonstrates a comprehensive process to ensure optimal student outcomes that include a personal relationship with Jesus Christ, freedom from addiction and successful societal reintegration.

EVIDENCE

- Minimum of 2 documents per area in Indicator 1.5
- Sample Documents:
- Previous 3-months Student Schedule
 - Previous 12-months Discipleship Class Content Descriptions
 - Transition or Aftercare Process Documentation

INDICATOR 1.6

The Affiliate's staff and regular volunteers are spiritually mature Christians, amiable to the Assemblies of God doctrine, and in full agreement with the Adult & Teen Challenge mission statement, goals, statement of faith, and code of conduct. Contracted workers providing recovery or treatment services meet the same criteria.

EVIDENCE

- Job Descriptions for each position
- Letter of Reference affirming personal commitment to Christ
- Signed Statement of Faith

INDICATOR 1.7

The Affiliates use of the Teen Challenge or Adult & Teen Challenge name must comply with all Brand Standardization Guidelines (Appendix B) authorized by ATCHQ and the ATCHQ BOD. Affiliates that do not use the name as a primary reference must use the Teen Challenge or Adult & Teen Challenge name somewhere in their brand marks in all places the name is displayed (e.g., a program of Adult & Teen Challenge)

EVIDENCE

Reviewers will assess each site for ample evidence showing brand guideline compliance in the following areas:

- Logo
- Tag lines
- Signage
- Branded Ministry Vehicles
- Expendable office supplies
- ATC products with logos

STANDARD 2

GOVERNANCE

The Adult & Teen Challenge governing body is comprised of the Board of Directors, officers, and the executive leader. In accordance with biblical principles, the governing body manages fiduciary responsibilities and organizational risk management, selects and evaluates the CEO or Executive Director, and develops and reviews policies in alignment with the organization's mission and values.

INDICATOR 2.1

The Affiliate provides the following documents in order to operate as an Adult & Teen Challenge.

EVIDENCE

- ATC Certificate of Affiliation
- IRS recognition document as a 501(c) 3 corporation or subsidiary
- Constitution & Bylaws
- Statement of Faith
- Mission Statement
- ATC 990 if applicable

INDICATOR 2.2

The Corporation Board of Directors is comprised of at least one AG layperson and/or minister in good standing with the AG district where they reside. Immediate family members cannot comprise more than 10% of the board's membership or serve as board officers at the same time. Any CEO and/or Executive Director employed by the corporation may not concurrently serve as the corporation's Chairman of the Board.

EVIDENCE

- List of Board Members/Officers with affiliation, contact information, and family relation (if applicable)

INDICATOR 2.3

The Corporation Board of Directors have legal control and governing authority of the corporation. The duties of the BOD include but are not limited to the following:

- The BOD set and approve revisions to corporate bylaws and policies and procedures
- Delegate tasks
- Safeguard corporate assets
- Monitor the corporation
- Appoint and evaluate a qualified CEO/Executive Director that serves as the official representative of the BOD meeting requirements of the job description found in Addendum A
- Review and approve the annual written budget and all financial statements generated during a fiscal year to carry out the objectives of the program.
- The BOD retains the right to rescind any assignment, referral, or delegation of authority and shall not enter into any agreement that would preclude it from exercising the authority required to meet its responsibilities.

EVIDENCE

- Constitution & By-Laws
- A letter from the BOD, signed by the Secretary of the Board, attesting to the solitary and exclusive mission of the Board over the Affiliate. An updated letter shall be provided at each bi-annual accreditation review.
- Board minutes documenting approval of current budget
- Approved annual budget for the current fiscal year
- CEO/Executive Director résumé
- Board Minutes documenting CEO/Executive Director annual job performance evaluation
- A current Affiliate organizational flow chart

INDICATOR 2.4

The Affiliate's constitution, bylaws, and policy manual includes:

- The program's type of government.
- Methods of selecting members.
- The terms of appointment and/or election of members and the chairperson of the BOD in accordance with its type of government.
- The powers and duties of the BOD, board committees, the CEO or Executive Director, and where one exists, the advisory council(s).
- The BOD holds meetings at least bi-annually and receives a quarterly financial report on the Affiliate(s) they govern.

EVIDENCE

- Constitution & Bylaws
- Policy Manual

INDICATOR 2.5

The Affiliate complies with the Affiliation Agreement and is up to date with online monthly center reports and monthly service fees due to ATCHQ.

EVIDENCE

- Up to date on all fees and reports (reflected on the ATC online reporting system)

INDICATOR 2.6

The Corporation records and retains the minutes of the BOD meetings include:

- Date of meeting
- List of members present and absent
- Topics discussed
- Decisions reached and actions taken
- Target dates for implementation of recommendations
- All reports given

EVIDENCE

- Board Minutes approved by the Board for each meeting held during the previous year

An aerial photograph of a dense city skyline, likely New York City, with numerous skyscrapers and buildings. The image is overlaid with a semi-transparent blue filter. The text is white and positioned in the upper half of the image.

STANDARD 3 MEASUREMENT & IMPROVEMENT

Adult & Teen Challenge regularly and systematically collects and analyzes data to guide continual improvement of student outcomes, organizational efficiency, and program quality. The organization demonstrates the ability to use the data to adapt its programs and services to ensure relevancy, viability, and effectiveness in fulfilling its mission.

INDICATOR 3.1

The Affiliate utilizes a systematic approach to gathering data on student, graduate, personnel, and organizational outcomes and progress.

EVIDENCE

- Completed ATC online, monthly reports using provided platform
- Staff training records and certifications
- Use of standardized data collection tool to survey graduates at 12 & 18-months following discharge in the areas of Spiritual Growth, Sobriety, Employment Status, and Relationships
- Use of ATC Learning Management System (LMS)
- Evidence of a secure student/client record keeping system

INDICATOR 3.2

The Affiliate has established procedures and systems to identify strengths and weaknesses within the corporation.

EVIDENCE

- Graduate exit interview reports
- Family exit interviews reports
- Staff exit interview reports
- Use of Sober Peer *or similar tool*
- Currently employed staff satisfaction surveys
- Currently enrolled student surveys

INDICATOR 3.3

Affiliate staff are trained on the use of data collection methods and the application of that data.

EVIDENCE

- Staff meeting minutes indicating relevant training
- Staff training log/certificate
- Student Management System Training

INDICATOR 3.4

The Affiliate has an ongoing process to determine quality improvement goals that align with the mission and vision of the corporation.

EVIDENCE

- Strategic plan
- Mission & vision statements
- Committee meeting minutes
- Annual goals documentation
- Board meeting minutes

INDICATOR 3.5

The Affiliate is actively engaged in implementing improvement plans and relaying that information to the stakeholders.

EVIDENCE

- Sustainability plan
- Strategic plan
- Annual report
- Stakeholder engagement

STANDARD 4 RESOURCE MANAGEMENT

Adult & Teen Challenge stewards human resources (HR), properties, assets, and liabilities with integrity and transparency to fulfill the organization's mission in accordance with biblical principles and adhering to all applicable laws and regulations to achieve desired program and student outcomes. The organization maintains and employs supportive leaders and staff who collectively and individually demonstrate biblically principled, professional engagement. The organization consistently invests in the staff for ongoing professional and leadership development, spiritual and personal growth, and emotional well-being.

INDICATOR 4.1

The Affiliate has an annual written budget of expected revenues and expenses.

EVIDENCE

- Annual budget with expected revenues by source and expenses by component and/or services
- Annual board minutes documenting review and approval of annual budget and any amendments to the budget, prior to the beginning of the organization's fiscal year

INDICATOR 4.2

The Affiliate has written procedures that provide for the control of accounts receivable, handling of cash, credit arrangements, discounts, write-offs, billings, donations, gifts in kind and instructions on the documentation of each transaction. Designated funds are used exclusively in the area(s) specified by the donor unless changes are donor approved and documented.

EVIDENCE

- Written procedures for each item of Indicator 4.2
- Written policy for designated funds
- Written policy for changes to designated funds
- Designation Funds Transaction Report

INDICATOR 4.3

The Affiliate uses a bookkeeping management system that provides necessary financial statements that compare the budget with actual income and expense activity and consolidated monthly financial reports that show both income and expense in each funding category.

EVIDENCE

- Bookkeeping management system
- Financial statements
- Monthly financial reports

INDICATOR 4.4

The Corporation provides a required annual independent certified financial report or audit (see chart) and accountability. Certified financial reports are available upon request by any individual or entity.

EVIDENCE

- Copy of certified financial report sent to ATCHQ annually upon completion of report

All financial statements (regardless of size) must include:

- A statement of financial position as of the end of the reporting period (also referred to as a balance sheet)
- A statement of activities for the reporting period (also referred to as a statement of revenues and expenses)
- Expenses reported by their functional classification in the statement of activities, a statement of functional expenses, or the notes to the financial statements
- A statement of cash flows for the reporting period
- Accompanying disclosure notes to the financial statements.
- A statement that it was prepared by an independent CPA

Total Annual Revenue	Minimum Engagement Requirement*	CPA Independence Requirement
Above \$3 million	Audited GAAP/GAAS financial statements.	Independent CPA
Under \$3 million	At least reviewed financial statements prepared on either the accrual or modified-cash basis of accounting.	Independent CPA

INDICATOR 4.5

The Corporation maintains liability protections meeting the following minimum requirements:

EVIDENCE

***These financial limits represent a minimum *required*. Higher liability limits are recommended based on an Affiliate's program activities and levels of risk assumed, as determined by the corporation's Board of Directors.**

Copies of:

- Owned Vehicle Liability Insurance (\$1,000,000 CSL minimum)
- Fire and Property Insurance
- Hired or Non-Owned Auto Liability (\$1,000,000 minimum)
- General Liability (\$1,000,000 per occurrence minimum)
- Professional Liability Insurance (\$1,000,000 minimum)
- Sexual Misconduct Liability Insurance (\$500,000 minimum)
- Directors and Officers Liability Insurance including coverage for both the entity and the board members (\$1,000,000 each claim minimum)
- Employment Practices Liability Insurance (\$1,000,000 each claim minimum)
- Commercial Crime Coverage or Bonding and surety coverage for personnel who process financial assets for the program.
- Workers Compensation Insurance (\$500,000/\$500,000/\$500,000 minimum)

ANNUAL REQUIREMENT FOR EACH AFFILIATE

Affiliates must produce a current copy of the Certificate of Liability showing required insurance coverages and coverage limits, showing the Adult & Teen Challenge Headquarters listed as additional insured for the following coverages, General Liability, Professional Liability, Sexual Misconduct Liability, and Automobile Liability

INDICATOR 4.6

The Affiliate meets the following requirements for any services charged to ATC students that include:

- A list detailing what services are charged and the cost of each. This list shall be posted where all of the students can read and readily access.
- Any fees a student is charged for services must be approved by the BOD. The board minutes shall document board approval.
- A list of any fees that an adolescent program would charge the parents or guardian shall be made available to them.

EVIDENCE

- Posted List of Fee-Based Services
- Board minutes approving additional fees
- Adolescent program parent notification of fees

INDICATOR 4.7

The Affiliate is considerate of other local/state/provincial or regional affiliates and complies with the public solicitation boundaries agreement (Appendix C) by communicating with ATC Directors about solicitation activities within a 50-mile radius from the nearest center. Disputes shall be addressed by ATCHQ leadership in collaboration with respective Regional Representatives.

EVIDENCE

- List of public solicitations
- Schedule and location for each solicitation for the last 6 months
- Communication with other Affiliates outside the permitted boundaries

INDICATOR 4.8

The Affiliate is subject to all applicable State/Provincial and Federal Labor discrimination laws and complies with the Fair Labor Standards Act and all applicable state/Provincial laws. The Affiliate has written policies that include:

- Eligibility of applicants with criminal background
- The Affiliate does not categorically refuse employment to individuals with personal substance abuse histories or prior criminal histories
- Individuals convicted of a felony relating to a predatory and/or violent sexual act are excluded from employment
- Policy meeting minimum wage, overtime, and record keeping requirements with legal signage accessible in employee-area

EVIDENCE

- Policy manual with policies that address each item in 4.8
- Completed background check on every employee and regular volunteer
- Posted minimum wage poster

INDICATOR 4.9

The Corporation has written policies and procedures that include:

- Recruitment, selection, performance review, promotion, discipline, and termination of staff
- Clearly defined Code of Conduct Agreements, grievances, responsibilities, and lines of authority
- Clearly described employment agreements that include salary, minimum wages or equivalent required, employee benefits, vacations, holidays, and normal work week requirements
- A policy defining the basis for wage and salary determination

EVIDENCE

- Policies & Procedures for the items listed in Indicator 4.9

INDICATOR 4.10

The Affiliate has written job descriptions for staff, volunteer, and intern positions identifying job title, responsibilities, and a description of the skills, knowledge, training, education, and experience requirements for the position. All employees receive a copy of the job description and appropriate revisions are made to the job description when any major job-related changes occur.

EVIDENCE

- Copy of job descriptions in employee/intern files
- Copy of all training and /or certification requirements, record of completed requirements
- Information on ATC Learning Management System for applicable training requirements
- Affiliate's volunteer guidelines, if applicable

INDICATOR 4.11

The Affiliate is adequately and appropriately staffed during all hours of operation. Qualified staff member(s) and/or regular volunteer(s) are on duty during operational hours and are designated as responsible for overseeing student program operations. Students, regardless of seniority, are not considered qualified to oversee evening, night, or weekend shifts.

EVIDENCE

- Staff Schedule including volunteers
- Staff Schedule includes designation of overnight and/or on-call staff.
- Student Schedule

INDICATOR 4.12

Work hours are equitably distributed among staff/regular volunteers for weekend, holiday, and odd shifts unless hired to cover specific days or shifts.

EVIDENCE

- Employee agreements in employee file for those hired to work outside of normal business hours
- Previous 3 months of Staff Schedules which include regular volunteers

INDICATOR 4.13

The Affiliate has a personnel record on file for each staff member that includes:

- Employment application, letters of recommendation, and/or checked references
- Training verification, experience, and licenses
- Completed background check and signed consent form
- Current and relevant job description
- Copy of valid driver's license for all personnel that operate affiliate vehicles
- Annual job performance evaluation
- Incident reports written in full and, if applicable, disciplinary action(s) taken
- Discharge summary, if applicable
- Current W-4 (USA) or TD1 (Canada) or copy of original if payroll processed elsewhere
- Completed original I-9 form for USA employees (a copy of all I-9 forms must be filed together in separate labeled file as per USCIS recommendations)

EVIDENCE

- Items indicated in Indicator 4.13 are kept in each employee file

INDICATOR 4.14

The Affiliate has written criteria and a measuring tool for staff performance and evaluation that ensures viability, reliability, and objectivity. Each staff member receives an annual job evaluation that includes a supervisor's review with the staff member, signatures, and date of the evaluation. The staff members are informed of identified performance gaps and receive training to improve performance.

EVIDENCE

- Annual Job Performance Evaluation form for each staff member

INDICATOR 4.15

The Affiliate has written policies and procedures designed to ensure the confidentiality of all staff records, including the marking of all records as “Confidential”. Policies identify those staff positions that require access to various types of staff information.

EVIDENCE

- Policy & Procedure Manual

INDICATOR 4.16

The Affiliate requires regular volunteers that have weekly/bi-weekly contact with students in the program, meet the same requirements in personnel management and staff training as regular staff. Regular volunteers are under supervision by the volunteer coordinator or other delegated staff member. Individuals convicted of a felony relating to a predatory and/or violent sexual act are excluded from volunteer service.

EVIDENCE

- Volunteer application, letters of recommendation, and/or checked references
- Volunteer Job Description
- Orientation & Required Training verification
- Staff Schedule that includes volunteers
- Signed volunteer agreement
- Background checks
- Policy Manual with written policies regarding regular volunteers meeting requirements of Indicator 4.16

INDICATOR 4.17

The Corporation has written policies that safeguard the well-being of students and staff. These policies are developed in accordance with standards established by OSHA (USA) and OH&S (Canada), local fire marshals, health department, etc. Where laws require compliance in these areas, or requires occupancy permits, the Corporation initiates and maintains relationships that ensures compliance.

EVIDENCE

- Legal garbage removal
- Handrails at stairwells with 3 or more steps
- Corporate vehicle inspection approval and legal registration
- First aid kits that include gauze pads, first aid tape and band aids and fully charged fire extinguishers in all corporate vehicles
- Posted fire escape plans and easily visible exit signs with OSHA required regulations to include assigned exit routes, "You are Here" indicated and the location of the primary and secondary refuge or safe areas to assemble after exit
- Annually inspected, fully charged fire extinguishers
- Fully operable smoke detectors on each floor of bedrooms
- Written housekeeping and maintenance plan that ensures the facilities and furnishings are kept in good repair and the ground kept clean and well-maintained
- Maintenance schedule for heating, ventilation, air conditioning, refrigerators, freezers, and large kitchen equipment
- Pest Control verification for the last 6 months
- Documented, regularly conducted (at least quarterly) fire drills for the last 4 quarters

INDICATOR 4.18

The Affiliate ensures student, staff, and program safety by having an Emergency Action Plan on file that is in compliance with OSHA as detailed in Addendum B. All staff have reviewed the EAP plan and have access to locate it in an emergency.

EVIDENCE

- Emergency Action Plan
- Staff training log on EAP

INDICATOR 4.19

A meaningful staff training program is established that meets all State/ Provincial, Federal, and ATCHQ required training and meets staff training needs. All staff, interns, and regular volunteers receive the following training:

Required of all ATC Staff:

- Confidentiality & HIPAA Compliance** – Training on Federal Law 42 Par 2 and HIPAA (USA) and PIPEDA (Canada), where applicable rules on student confidentiality, particularly in handling outside requests for information on or about students. The training is required for orientation of new staff, interns, and regular volunteers and documented in their file and must be **renewed annually**.
- Universal Precautions** – Training for all new staff, interns, and volunteers and documented in their file and must be **renewed annually**.
- Fire & Safety (EAP)** – Training required of new staff, interns, and live-in volunteers during orientation period.
- Child Abuse Reporting** – Direct Care staff are trained in Child Abuse reporting (through ATC Bridge) within 30 days of employment.

A minimum of one on-site staff member has completed the following:

1. **Safe Food Handling Certificate** – Manager’s level food handling course through a certified online training like **ServSafe** or equivalent that provides a certificate for successful completion. The certificate must be current and posted in the kitchen, dining room, or on file. **Note:** The *ServSafe Manager Certification* is accredited by the American National Standards Institute (ANSI) under the Conference for Food Protection Standards.
2. **Accreditation Standards Overview Course** (ATC Bridge)

Additional requirements for Specialized Programs (also see Standard 6)

Juvenile Programs:

- **Crisis Management & Intervention with Restraint** – On each waking shift, at least one Direct Care staff of programs serving juveniles is trained in Crisis Management & Intervention with Restraint. Any restraint must meet any applicable agency/state regulations.
- **Child Abuse Reporting** – Direct Care staff for programs serving juveniles are trained in Child Abuse reporting through ATC Bridge within 30 days of employment.

Women with Children Programs:

- **Child Abuse Reporting** – Direct Care staff for programs serving women with children are trained in Child Abuse reporting (through ATC Bridge) within 30 days of employment.
- **Pediatric CPR and First Aid** – *A minimum of one daycare staff on duty must be currently certified*

INDICATOR 4.19 (CONTINUED)

EVIDENCE

- Staff training schedule for the current year with projected completion dates for each training session
- All new employees, or employees assuming new roles, receive an orientation/training session within the first week that includes an introduction to the program philosophy, goals, and written policies in an employee or staff handbook. Each employee has regular access to the employee or staff handbook.
- Opportunities for job-related education for potential advancement or personal enhancement
- 20 CEUs completed by each staff *per year are documented* in personnel files. CEU hours are acceptable if received from:
 - Documented ATCHQ or Regional training and curricula events
 - In-house training seminars by qualified trainers with documented attendance
 - Local education institutions
 - Quality miscellaneous resources in the form of books with documented associated training, or correspondence courses
- Physical restraint training, if applicable that complies with the state/provincial laws of the Affiliate state and documentation filed in the personnel file

INDICATOR 4.20

The Affiliate ensures that AGUSM Missionaries are in compliance with the AGUSM policy that requires AGUSM missionaries that support ATC Affiliates in ministry to pay half-tithe payments to ATCHQ and all payments remain current.

EVIDENCE

- List of AGUSM Missionaries supporting Affiliate in ministry



STANDARD 5 RESIDENTIAL OPERATIONS

The residential program's policies and procedures promote the organization's strategic mission, values, and identity to ensure successful student outcomes and community and stakeholder relations. The residential program and staff promote and prioritize a Christ-centered culture of student-centered care.

INDICATOR 5.1

The Corporation's website and/or the printed introduction material given to prospective applicants for program admission provides information for qualifications of admission, the information that will be needed to determine an applicant's eligibility and how the information will be collected.

EVIDENCE

- Application for Admission
- Website Link where potential applicants are directed for admissions
- Intake Packet or other printed literature provided to potential applicants

INDICATOR 5.2

The Affiliate ensures the applicant, during the admission process, understands the following:

- The policies, complying with all applicable state laws concerning withdrawal, the use of psychoactive medications, and other medications prior to acceptance into the program.
- All medications are under lock and key and not on the student's person.
- General nature and goals of the program.
- Rules governing student conduct and infractions that can lead to disciplinary action or discharge from the program.
- List all program costs, if any, to be borne by the student (i.e. application fee, transportation fees to appointments, etc.).
- Hours during which services are available in a non-residential program.

EVIDENCE

- Signed copy of student handbook acknowledgment or signed agreement of policies listed in indicator 5.2, if applicable
- Admissions application

INDICATOR 5.3

The Affiliate collects and records information on all applicants prior to, or at the time of admission into the program that includes the following:

- Name of referring agency, if applicable
- Name, address, and phone number of the applicant
- Date of birth, gender at birth, and race or ethnic origin
- Presenting problems including, but not limited to, unresolved legal issues, and family problem(s)
- Medical and criminal histories
- Marital status, detox history, sexual orientation, probation / parole status
- Date the information was gathered and signature of the staff member gathering the information

EVIDENCE

- Admissions Application
- Pertinent Intake or additional forms gathering demographic or medical histories

INDICATOR 5.4

The Affiliate requires the admission applicant to have a physical, TB test, Hepatitis B & C, and HIV blood tests with completed lab reports prior to admission. When *extenuating* circumstances require an applicant to be admitted prior to these tests, the Affiliate is responsible to get the physical and blood tests started no later than 45 days after the applicant's entry date.

EVIDENCE

- Student Files that include Blood Test Results
- Student Files that include Physical Exam Results signed by a doctor
- Proper safety protocol must be met until all blood work is obtained for a student

INDICATOR 5.5

The Affiliate has a referral list that provides alternate placement options for applicants who do not qualify for admission and additional services not provided by the program.

EVIDENCE

- Alternate program referral list
- Community provided services list
- MOU or cooperative partnership with community agencies where referrals are made

INDICATOR 5.6

Affiliates operating *non-residential referral/crisis programs* keep records on every person requesting or receiving assistance. Records shall include, when possible:

- Individual's name, address, date of birth, gender at birth, and race or ethnic origin.
- Time of first contact with individuals and/or the time when the crisis intervention began.
- Presenting problem or history and details of recent substance use and emergency care prior to his/ her initial call
- Chronology notes detailing the order of help given.
- A crisis residential center to document the time of the individual's arrival, means of arrival, and who transported them.
- If affiliates operate a residential crisis center, a discharge report is completed if the student leaves, is dismissed, or is transferred to an ATC residential program.

EVIDENCE

- Call Log that includes required data from Indicator 5.6
- Admission documentation
- Discharge reports

INDICATOR 5.7

The Affiliate has a policy identifying needs that exceed the program's intervention, parameters, and capabilities. When these needs are identified, an appropriate and timely referral must be made. The Affiliate has guidelines that describe access to mental health professionals available (if any) to the program.

EVIDENCE

- Signed Admissions Policy or paperwork, or Student Handbook listing items from indicator 5.7

INDICATOR 5.8

The Affiliate's staff review appropriate histories in the admissions documentation to evaluate for current medical needs during the admissions process. Identification of needs is followed up with an implemented action plan and documented in the student file.

EVIDENCE

- Action Plan template for student medical needs
- Admissions Application requiring medical histories

INDICATOR 5.9

The Affiliate maintains a file on each student for at least seven years that contains the following student records marked “confidential”:

- Program application and lab results of all required blood tests and physical examination.
- Medication log that documenting what medications were taken and a record of any adverse reactions.
- All prescription medication orders showing at least the name of the medication, the dose and frequency of administration, and the name of the physician who prescribed the medication.
- Records of any referrals made to outside resources. All reports from outside resource shall include the name of the resource, the date issued, and signed by the person making the report or by the program staff member receiving the report.
- Correspondence related to the student’s needs and progress, including all court mandated reports and letters.
- Consent forms signed at check-in giving permission to monitor mail, phone calls, etc.
- Information release forms.
- Progress reports and Mentoring notes
- Records of services provided. Summaries of services provided shall be sufficiently detailed so a person not familiar with the program can identify the types of services the student has received.
- Discharge summary
- Discipline records
- Follow-up information

EVIDENCE

- Items indicated in Indicator 5.9 in each current and former students’ file

INDICATOR 5.10

The Affiliate has written policies and procedures governing the compilation, storage, disposal, and dissemination of individual student records in accordance with applicable provisions of the Federal, State, or Provincial Confidentiality Laws (provisions in HIPAA when applicable). These policies and procedures ensure that the program is:

- Maintaining a central file for all student records in which information and documents are maintained in a standardized manner.
- Developing forms (on paper or digital) for data collection and record-keeping.
- Periodically reviewing student records to assure they are current, and that staff are signing and dating entries in the student records according to program policy.
- Providing staff orientation and/or training on the use of student records.
- Safeguarding all student records against loss or tampering by providing locked storage or password protection.

EVIDENCE

- Policy manual with written policies for items listed in Indicator 5.10

INDICATOR 5.11

The Affiliate ensures that students are adequately and clearly informed in writing of the following rights:

- The right to personal privacy, humane and safe environment, and treated with dignity.
- The right to a grievance procedure.
- The right to give informed consent to refuse access to medical treatment or medication and to be advised of the consequences of such a decision. That any third-party coverage of medical treatment, including any limitations on the duration of services, be made aware of if available.

EVIDENCE

(a minimum of one required)

- Student Handbook
- Posted Student Rights
- Admission paperwork

INDICATOR 5.12

The Affiliate has written procedures in the staff manual to ensure that staff who are informed of any alleged incident of abuse (especially child abuse that requires mandatory reporting) will handle all reporting in accordance with federal, state, and local laws. In the case of child abuse, pastor/penitent privilege does not apply.

EVIDENCE

- Staff Manual or Policy Manual

INDICATOR 5.13

The Affiliate has a staff manual and a student handbook that include a student grievance procedure that addresses the following:

- All staff and volunteers are required to know the provisions contained in the student grievance procedure and how to process a student complaint.
- All complaints are acknowledged and documented within 24 hours (72 hours on weekends).
- The student is informed of the findings and recommendations within seven calendar days.
- Student grievance procedures are written in clear, simple language appropriate to the student population and inform the student of the following:
 1. The right to seek remedy for any complaint
 2. Methods to file a complaint
 3. The right to grieve directly to any staff member
 4. The right to have direct access (if necessary) to the center director at some point in the grievance process
 5. The right to submit a complaint in writing and to have assistance in writing the complaint if they are unable to read or write

EVIDENCE

- Staff/Employee Manual
- Student Handbook
- Grievance Log

INDICATOR 5.14

The Affiliate ensures that students are informed of the process for staff notification of a medical/dental problem and need for possible treatment.

EVIDENCE

- Student Handbook or similar documentation

INDICATOR 5.15

The Affiliate has policies regarding students who have medical conditions with respect to program activities and confidentiality which may limit or prohibit their ability to fully participate in the program.

EVIDENCE

- Policy Manual

INDICATOR 5.16

Affiliates serving adults have policies describing the type of regularly scheduled physical activities for student participation. Affiliates serving juveniles schedule structured physical fitness activities at least twice every seven days.

EVIDENCE

- Student Schedule
- Policy Manual

INDICATOR 5.17

The Affiliate has policies that describe the program's responsibilities and relationship to students who have legal situations that may need to be dealt with while enrolled in the program.

EVIDENCE

- Student Handbook or Policy Manual

INDICATOR 5.18

The Affiliate ensures each student participates in a *minimum* of 20-hours per week of structured and supervised spiritual and moral life-skills training (or 40-hours *bi-weekly* for programs that utilize a class/life-skills training rotating schedule), not including GED courses or church attendance.

15 hours includes:

- Bible classes that include both GSNL and PSNL studies with classes supervised by a certified PSNL teacher, as well as:
 - Supervised Study Halls
 - Scripture memorization
 - Christ Centered Support Groups
 - Bible Studies outside of church services
 - Mentorship sessions.

5 hours include:

- At least one chapel service conducted weekly
- Daily personal Bible devotions

EVIDENCE

- Student Schedule
- Completed Student PSNL Contracts
- Teacher Certification(s)
- Student Class Attendance Records

INDICATOR 5.19

The Affiliate ensures students attend weekly church services on or off campus. Chapel services and mid-week church services do not count toward weekly church attendance.

EVIDENCE

- Student Schedule

INDICATOR 5.20

Affiliates that serve adult students include all ATCHQ Group Studies for New Life (GSL) Curriculum as part of each student's academic assignments. Each student receives an original copy of the Study Guide and Student Manual for notetaking and study for personal use.

EVIDENCE

- Student Class Attendance Records
- Student academic files containing GSL materials
- Class schedule for previous 3 months

INDICATOR 5.21

Corporations serving both adults and adolescents utilize relevant ATC Personal Studies for New Life (PSNL) that support the students' personal recovery and enhances his/her Personal Growth Plan. The program maintains a ratio of one PSNL currently certified teacher for every 20 students.

EVIDENCE

- Student academic files containing PSNL materials
- Current PSNL staff certificate (1 for every 20 students)
- PSNL curriculum order receipts for the previous 12 months

**Note: Excludes Regional ATC Training centers that service multiple states*

INDICATOR 5.22

The Affiliate has policies to describe the program's overall purpose and goals for its student mentoring and biblical discipleship training strategy. The policies specify staff responsibilities to ensure the effective management of the strategy, identifies the type of strategy used (one-on-one, group classes, etc.) and the frequency a student meets with the assigned staff to successfully reach the defined goals. All direct and indirect issues of discipleship counseling, training, and provision are consistent with biblical principles.

EVIDENCE

- Policy manual or staff/employee manual
- Student Education Records
- Log or Schedule of student meetings

INDICATOR 5.23

The Affiliate ensures that the progress of each student is documented at least monthly. Entries are filed in chronological order and include the date, any relevant observations, staff signature, and job title.

EVIDENCE

- Student Progress Reports
- Detailed Mentoring/ Counseling Session Notes (i.e. Data, Assessment, Plan)

INDICATOR 5.24

The Affiliate's discipleship training includes student work assignments while enrolled in the program. Adult students sign a Student Acknowledgment regarding work therapy assignments upon admission.

EVIDENCE

- Student Work Therapy/Vocations Schedule
- Signed Student Work Acknowledgment Form

INDICATOR 5.25

The Affiliate has written policy prohibiting the neglect and exploitation of students while they participate in the work therapy program. Student participants of the work therapy/vocations training program are limited to 40 hours of work and/or fundraising per week (excluding church services). All work therapy and hours dedicated to skills training must adhere to all state and federal guidelines.

EVIDENCE

- Policy Manual
- Signed Student Work Acknowledgment Form
- Student Work Therapy/Vocations Schedule
- Fundraising Schedule for previous 6 months

INDICATOR 5.26

The Affiliate has a written policy on student discipline that addresses the following:

- Corporal discipline is strictly prohibited
- Discipline of a student does not benefit a staff member personally in any manner, or the staff member's family, friends, or any graduate student or volunteer
- Discipline shall be reasonable, related to, and redemptive in nature to the offense committed. Circumstances that may lead to immediate discharge are clearly defined.
- Withholding basic food for disciplinary purposes is prohibited
- The reasons for any restrictions are explained to the student when the measures are imposed, and appropriate alternative behavior described and documented in the student record.

EVIDENCE

- Policy Manual
- Discipline log/history in student file

INDICATOR 5.27

The Affiliate keeps medication in a double-locked area that includes a locked and secure cabinet accessible only to assigned staff.

EVIDENCE

- Medication Process and Location of Medications

INDICATOR 5.28

The Affiliate ensures that staff are present to witness a student taking the medication as per instructions provided on package or bottle. A written record is kept that includes the date, time, dosage, and signatures of both the staff witnessing and the student taking the medication.

EVIDENCE

- Medication Log with staff/student signatures

INDICATOR 5.29

The Affiliate has the following policies posted where both staff and students can easily read:

- No alterations are made to a student's prescription medication instructions, dosage or schedule without written and verified permission from the prescribing physician.
- All prescription medications are required to be labeled properly from the issuing pharmacy or providing physician. No staff or student shall alter the labels.

EVIDENCE

- Posted Policy stating items listed in Indicator 5.29

INDICATOR 5.30

The Affiliate adheres to the requirements of the federal, state, and local laws and/or regulations and ensure the following:

- Menus are in use to ensure that balanced meals are served daily. A meal is considered balanced when a serving from each of the following groups: fruit, vegetables, grains, protein, and dairy is provided in the meal.
- Food preparation and storage areas are compliant with all applicable state health codes and inspected when required by state and local agencies. Inspection results are posted in a location required by the health department or on file if there are no guidelines on posting.
- No students are denied basic food while in the program and this policy is included in the student handbook.

EVIDENCE

- Student Handbook
- State Health Department Inspection Records posted appropriately
- Menu for previous 6 months

INDICATOR 5.31

The Affiliate ensures that no student is forced or coerced to fast and go without food.

EVIDENCE

- Student Handbook or Policy Manual

STANDARD 6

SPECIALIZED

SERVICES

Specialized services enhance the mission of Adult & Teen Challenge to ensure the biblical principles are applied in the social, intellectual, spiritual, physical, and vocational settings within the community, outreach, short & long term residential and non-residential programs

Sub-Categories of Standard 6

6.1- Juvenile Programs

6.2- Women with Children Programs

6.3- Licensed & Clinical Programs

6.4- Virtual Care Programs

6.1 JUVENILE PROGRAMS

In addition to the Indicators within Standards 1, 2, 3, 4, and 5, Juvenile Programs meet the following additional Indicators within Standard 6.1.

INDICATOR 6.1.1 (SEE ALSO INDICATOR 4.19)

The Affiliate ensures staff and regular volunteers receive a minimum of 20 CEU's of training annually. Direct Care staff must dedicate 10 CEU's to issues specific to juveniles. All staff and regular volunteers CEU's must include:

- Confidentiality
- Fire & Safety
- Universal Precautions
- CPR and First Aid
- Child Abuse and Reporting
- Crisis Management and Restraint Training that meets state guidelines
(a minimum of one staff per shift)

EVIDENCE

- Staff and Regular Volunteer Files with CEU Certificates/ Roster

INDICATOR 6.1.2

The Affiliate ensures that direct care staff who directly supervise students are at least 21 years of age and have mature and Godly character. Any staff or Intern between the ages of 18 to 20 that assist in direct care are supervised by a senior staff member at least 21 years of age. No one under the age of 18 will be considered staff or supervise students. Individuals with violent criminal and/or Predatory and/or violent sexual convictions are excluded from employment.

EVIDENCE

- Direct Care Staff Application in file
- Training Certificates and/or Rosters for each Direct Care Staff

INDICATOR 6.1.3

The Affiliate provides the parent/guardian with information regarding the treatment of the adolescent that includes:

- A policy to respond to parents/guardians within 2 business days after receiving communication from a parent/guardian.
- An emergency contact number that is open to the parents/guardian.
- Student or Parent/Guardian Manual regarding the treatment of the adolescent that includes:
 - Disciplinary policies
 - Rules of conduct, dress, and appropriate and inappropriate possessions
 - Schedule of requirements and visitation regulations
 - Grievance procedure as defined in Standard 5, Indicator 5.13
- Signed agreement with the parent/guardian that includes the following:
 - The obligation of the program to the parent and the student
 - The obligation of the parent/guardian to the program
 - The obligation of the parent/guardian to the student

EVIDENCE

- Written summary of phone calls with parents/guardians
- Written or electronic communication logs
- Written policies in admissions paperwork and/or parent manual
- Student or Parent/Guardian manual
- Signed agreement with parent/guardian

INDICATOR 6.1.4

The Affiliate maintains regular outdoor activities, weather permitting (at least weekly) with adequate supervision.

EVIDENCE

- Staff Schedule
- Off-Campus Activity or Event Schedule

INDICATOR 6.1.5

The Affiliate ensures the safety and care of the students by providing 24/7 supervision. Affiliate sets and adheres to staff/student ratios for waking hours, sleeping hours, school hours, and off-campus activities. All ratios meet the standards of any relevant certifying or licensing bodies. If no such guidelines exist, then all ratios will be determined by the corporation's CEO with documented approval by the governing board. The CEO/governing board sets ratios by evaluating the safety and well-being of the students according to best practices within the field.

EVIDENCE

- Agency/Licensing ratio requirements (if applicable)
- Board Minutes with ratio approval (if applicable)
- Written summary of how ratios were determined
- Policy manual with ratio requirements
- Staff Schedule
- Number of students enrolled

INDICATOR 6.1.6

The Affiliate has policies implemented which establish ethical guidelines for safe, confidential, and appropriate interactions between juveniles and adults.

EVIDENCE

- Policy Manual with written guidelines for juvenile/adult interactions that includes:
 - Case Management/Advisor Sessions
 - Transportation
 - Visibility of One on One Interactions

INDICATOR 6.1.7

The Affiliate employs qualified staff and professionals to provide appropriate levels of care. The Affiliate defines specific education, experience, or relevant requirements for each role. The Affiliate meets all relevant state and/or agency staffing requirements.

EVIDENCE

- Job Descriptions that include position qualifications
- Professional Counselor licensure or certifications (if applicable)
- Staff File

INDICATOR 6.1.8

Affiliates with long term programs shall provide a fully accredited school curriculum from a recognized accrediting association. If applicable, transcripts are maintained in an accessible, safe, and confidential place in accordance with state guidelines. Transcripts must be provided in a timely manner, once requested. Exceptions may be made for programs of less than 6 months.

EVIDENCE

- Education Plan for each Student
- School Curriculum Accreditation Certificate
- Student academic records
- Process for transcript requests

INDICATOR 6.1.9

The Affiliate provides structured physical fitness activities at least twice every seven days.

EVIDENCE

- Student schedule

INDICATOR 6.1.10

Affiliate ensures parent/guardian involvement throughout the student's program.

EVIDENCE

- Parent/Guardian Communication
- Visitation
- Parent/Guardian Conferences
- Policy Manual/Admissions Paperwork

INDICATOR 6.1.11

The Affiliate provides guidelines on student participation in fundraising activities including:

- **Maximum amount of time students may be allocated in a week for fundraising activities**
- **Prohibited fundraising activities for students**
- **Guidelines safeguarding the use of students for fundraising that benefits staff**

EVIDENCE

- Student Schedule
- Fundraising Schedule
- Policy Manual
- Meets all state and federal guidelines

INDICATOR 6.1.12

The Affiliate has policies and procedures for regular visitation and communication between the student and the parent/guardian that ensure the safety of residents and promote healthy family restoration. The guidelines for visitation are communicated to the family prior to the visit.

EVIDENCE

- Policy Manual
- Signed acknowledgement of visitation guidelines
- Communication Logs
- Policy Manual/Admissions Paperwork

6.2 WOMEN WITH CHILDREN PROGRAMS

In addition to the Indicators within Standards 1, 2, 3, 4, and 5, programs serving women with children meet the following additional Indicators within Standard 6.2.

INDICATOR 6.2.1

Affiliate has an admission policy that requires the following documents for students, pregnant students, and children residing in the center:

- **Birth certificate and social security card for both mother and child**
- **Valid photo ID to support birth certificate**
- **Medical history for each child**
- **Immunization records as required by local law**
- **Legal child custody/guardianship papers, as applicable**
- **Court or notarized approval of biological father, granting legal residency of child with mother for duration of program, as applicable**
- **Completed background check on students, including Sex Offender Registry (FBI)**
- **Prenatal admission paperwork documenting history of previous pregnancies, current medical issues and medications, addiction use during pregnancy**
- **Prenatal medical records, when available**

EVIDENCE

- Policy Manual
- Student/Family File

INDICATOR 6.2.2

Affiliates with pregnant students have prenatal, labor, and delivery policies and procedures that include supervised care by a physician, relevant program modifications, birth plan, and family communication and visitation.

EVIDENCE

- Modified Program Policy
- Modified Schedule
- Prenatal Care Policies and Procedure
- Labor and Delivery Policies and Procedure
- Documented Birthing Plan to include Physician/Midwife at hospital/birthing facility
- Medication Plan
- Documented Communication and Visitation Plan

INDICATOR 6.2.3

Affiliates have written policies and procedures addressing postpartum care of mother and newborn including, but not limited to:

- **Adhere to instruction for mother & newborn provided by physicians, nurses, and lactation specialists**
- **Hospital paperwork and birth certificate application**
- **Maternity Leave Policy**
- **Daycare Transition Plan**
- **Modified daily schedule for mother and newborn**

EVIDENCE

- Documentation of prescribed postpartum and newborn care
- Policies and Procedure Manual for Postpartum Mothers and Newborns
- Mother and Newborn Modified Daily Schedule

INDICATOR 6.2.4

Affiliates serving women with children have policies and procedures in place that provide quality care, quantifiable bonding time, and promotes mother as primary caregiver. The Affiliate promotes relationship building with the family unit.

EVIDENCE

- Policy Manual
- Mother and Child Daily/Weekly Program Schedule
- Family Communication Log
- Visitation Schedule

INDICATOR 6.2.5

Affiliate childcare facilities provide a safe, clean, well-managed and maintained, professional, learning environment. Affiliates operating a childcare program adhere to all applicable local and state laws, and have policies and procedures that include, but is not limited to:

- **Daily Schedule/Activities in place that supports growth and development – spiritual, physical, social, behavioral, educational**
- **Affiliate adheres to staff to children ratio standards set by any relevant certifying or licensing body. In the absence of such requirements, Affiliate recommends appropriate ratios for local ATC Board approval**
- **Guidelines for School-aged children – after school, holidays, and summer break**
- **Discipline Policy**
- **Child safety and emergency procedures**
- **Child enrollment, Attendance Records, Sign in and out procedures**
- **Communication with Mother as primary caregiver and Documented Monthly Progress Reports**
- **Sick, Allergy, and Medication policies**

EVIDENCE

- Daily Activity Schedule
- Monthly Progress Reports
- Policy Manual with Daycare policies
- Board Minutes with Approved Ratios or applicable certifying agency guidelines
- Discipline Log
- Posted Child Safety Procedures, Emergency Protocols & EAP Manual
- Day Care Inspection, if applicable

INDICATOR 6.2.6

The Affiliate has written policies and procedures for child discipline to include:

- Corporal punishment is prohibited by staff
- Discipline of a child shall be conducted by the mother with the guidance from staff member as needed, utilizing best practices and age-appropriate expectations and responses
- Children will not be subjected to harsh, cruel, or excessive discipline
- Discipline shall be reasonable, related to, and redemptive in nature with a positive age-appropriate approach

EVIDENCE

- Discipline Policies and Procedure
- Discipline Log

INDICATOR 6.2.7

The Affiliate has policies and procedures regarding child safety including but not limited to property & safety hazards, transportation of children, supervision of children, storage, and handling of hazardous materials.

EVIDENCE

- Policy Manual with child safety policies
- Monthly center and day care fire drill log and posted evacuation routes
- Child proofed center
- Posted Poison control information on all levels of the center
- Charcoal located in all emergency medical kits
- Car seat installation and proper usage training log – staff and mothers

INDICATOR 6.2.8

The Affiliate has policies regarding the administration of medication to children at both the center and daycare to include:

- All items listed in Indicator 5.28 and 5.29
- Prescription and over the counter medications are to be administered by the mother unless written permission is granted
- All medications are kept in a staff-only accessible locked cabinet and locked area

EVIDENCE

- Child's medication form/log that includes mother and designated staff signatures
- Permission form for medication administration by staff when applicable
- Policy and Procedure Manual
- Posted signage from Indicator 5.29

INDICATOR 6.2.9

The Affiliate employs qualified childcare staff and professionals that have mature and Godly character. The Affiliate defines specific education, experience, and relevant requirements for each role. Staff supervising children are at least 21 years of age or if between the ages of 18 and 20 are directly supervised by a staff member at least 21 years of age. Individuals with violent criminal and/or Predatory and/or violent sexual convictions are excluded from employment.

EVIDENCE

- Policy Manual
- Childcare Staff Application and Job Descriptions
- Staff & Volunteer Employment File
- Completed background check, including Sex Offender Registry (FBI)

INDICATOR 6.2.10

The Affiliate ensures staff/regular volunteers receive a minimum of 20 CEUs of training annually. Childcare center staff/volunteers must dedicate 10 CEUs to issues specific to caring for children. All staff/regular volunteer CEU's must include:

- Confidentiality
- Fire & Safety
- Universal Precautions
- Pediatric CPR and First Aid - *A minimum of one daycare staff on duty must be currently certified*
- Child Abuse and Reporting

EVIDENCE

- Staff/regular volunteer files with CEU certificates/roster

INDICATOR 6.2.11

The Affiliate has policies and procedures for regular visitation and communication that ensure the safety of residents and promote healthy family restoration. The guidelines for visitation are communicated to the family prior to the visit.

EVIDENCE

- Policy Manual
- Signed acknowledgement of visitation guidelines
- Communication Logs

INDICATOR 6.2.12

The Affiliate has policies and procedures which establish ethical guidelines for safe, confidential, and appropriate interactions between children and adults.

EVIDENCE

- Policy Manual with written guidelines for children and adult interactions that includes:
 - Restroom use, Diaper Changing, and Bathing
 - Transportation
 - Visibility
 - Visitation
 - Physical Touch and Verbal Interaction
 - Mandatory abuse reporting & training policy

6.3 LICENSED & CLINICAL PROGRAMS

In addition to relevant Indicators within Standards 1, 2, 3, 4, and 5, Licensed/Clinical Programs meet the following additional Indicators within Standard 6.3.

This set of standards require compliance from all licensed/accredited programs using the Adult & Teen Challenge or Teen Challenge name and brand prior to January 1, 2020. Effective January 1, 2020, all new licensed/clinical programs will be required to form a separate corporation and may not use the Adult & Teen Challenge or Teen Challenge name and brand.

INDICATOR 6.3.1

Affiliate notifies ATCHQ of any adverse action by a licensing board or agency threatening the cultural and missional DNA of Adult & Teen Challenge by hindering religious activity. Where a licensing board or agency prohibits implementation of a faith component, affiliate ceases licensing services or separates into another corporation.

EVIDENCE

- Letter of Notification to ATCHQ, if necessary

INDICATOR 6.3.2

Affiliate offering licensed or clinical services shows evidence of seeking regularly updated legal counsel on how to maintain religious protection in the following areas:

- Funding
- Religious Programming
- Hiring for cultural fit

EVIDENCE

- Documentation of legal counsel or religious protection counsel
- ATC DNA protection in Job Descriptions related to Licensed and Clinical positions

INDICATOR 6.3.3

Affiliates offering licensed or clinical programming tracks and reports to ATCHQ, using the ATC Qualtrics platform, the following metrics:

- **Client Transfer Rate from Short-Term to Long-Term Programming**
- **Spiritual Development of Clients (Tracking Salvations, Baptisms, etc.)**
- **# of Beds Assigned to the Long-Term Program**

EVIDENCE

- Completed ATC Monthly Reports**

INDICATOR 6.3.4

Affiliate makes available to short-term clients Chaplain and Pastoral Counseling Services and optional chapel or church attendance. In states where optional faith-based services (counseling or chapel/church attendance) are not permitted, affiliates must cease using the ATC brand for licensed programming.

EVIDENCE

- Documented in Student/Client Handbook**

INDICATOR 6.3.5

Affiliate maintains a long-term, residential ATC program in parallel with any additional licensed program type.

EVIDENCE

- Observation for Compliance during On-Site Review**
- Residential option communicated to public in compliance with Indicator 1.4**

INDICATOR 6.3.6

MAT services (medication assisted treatment) as defined by long-term medication maintenance such as methadone, must be outsourced to another provider/partner or set-up under a separate 501c3 or for-profit organization. MAT is not endorsed or accepted as a service provided under the Adult & Teen Challenge brand. All use of short-term medication should be used with a tapering to abstinence plan within a short period of time *not to exceed 30 days*.

EVIDENCE

- MAT Policies in Student/Client Handbook includes prohibited medication and Short-term tapering to abstinence policies

INDICATOR 6.3.7

Affiliates issued a license from any state, and/or holding an accreditation certificate by external accrediting bodies (CARF, JHCO, etc.) must provide ATCHQ with a copy of the most current certificate and review report. Accreditation obtained outside of ATC must include, at a minimum, a review of the following:

- Quality of Client Care
- Appropriate Staffing Requirements
- Facility Evaluation

EVIDENCE

- Copy of valid (non-ATC) Accreditation Certificate on file with ATCHQ

INDICATOR 6.3.8

Detox Programs maintain the following in good standing:

- SAMHSA Certification for Opioid Treatment Program (OTP) with valid certificate
- Drug Enforcement Agency (DEA) approval with valid certificate
- CARF or JHCO Accreditation with valid certificate
- State Licensing Agency/Board approval with valid certificate

EVIDENCE

- Copy of all relevant certificates issued by various agencies required for ATC-operated Detox Programs
- Letter sent to ATCHQ within 5 business days citing reasons any certificate is revoked or not-renewed.

Note: ATC centers operating medical detox facilities must provide ATCHQ with additional Proof of proper Liability Insurance coverages

6.4 VIRTUAL CARE PROGRAMS

In addition to Standard 1, Indicator 1.6 Virtual Care components of ATC programs meet the following Indicators within Standard 6.4.

INDICATOR 6.4.1

The Affiliate has a policy requiring all ATC virtual care/telehealth contractors, volunteers, or employees to identify any needs of consumers that exceed the scope of practice, intervention, parameters, and capabilities of any personnel providing virtual or telehealth services. When these needs are identified, an appropriate and timely referral must be made and documented. The Affiliate assures that all virtual care/telehealth personnel have appropriate referral options available.

INDICATOR 6.4.2

The Affiliate assures that all virtual care/telehealth Electronic Health Records (EHR) and Client Management Systems are secure, HIPPA compliant, and that regularly administered security updates are evaluated and conducted according to system recommendations.

INDICATOR 6.4.3

ATC virtual care/telehealth volunteers, contracted, or employed individuals not holding a current certification or a professional counseling license are required to successfully complete ATC's "Dynamics of People Helping" course before fulfilling the role of peer/life coach. While not a substitute for certification or licensing, completion of this course ensures that all peer/life coaches who are not otherwise certified or licensed possess a basic understanding for applied Christian counseling as it is performed in the Adult & Teen Challenge community and consistent with our mission, goals, statement of faith, and code of conduct.



INDICATOR 6.4.4

ATC virtual care/telehealth volunteers, contractors, or employees serving in the role of counselor or peer specialist are licensed/certified providers within the state the consumer resides.

APPENDIX



RECOMMENDATIONS

These recommendations are not mandatory, but the Strategic Accreditation Committee felt these were recommendations that reflect industry best practice & policy.

1. Although an ATC CEO/Executive Director is no longer permitted by ATC Standard 2, Indicator 2.2 to serve as the Chairman or the President of the board, it is also recommended that he/she not serve as an officer (Vice-Chairman, Secretary, Treasurer, etc.) on the board of the ATC organization that serves as their employer. The CEO/Executive Director serving on the board should do so as a regular member (director) of the board as defined by the corporation's Constitution & Bylaws, or in an advisory role.
2. ATC organizations with operational budgets in the 2 million to 3 million dollar range consider having a financial audit done every other year instead of only a financial review each year. This is recommended because when an ATC organization's budget achieves this range, it is not long before the budget grows to the 3 million + range that requires a financial audit annually.
3. It is strongly recommended that an ATC organization wanting to hire ATC graduates who will have direct oversight over students and/or assigned mentoring, do so only after the successful completion of internships/apprenticeships and/or one year of proven success post program completion.
4. It is recommended that an ATC organization make every attempt to assess students' aptitude and skills for different kinds of work-therapy assignments. There should be a comprehensive strategy to match the student's work experience and interest to assign tasks, keeping the goal of student participation therapeutic in nature, helping them to obtain skills and confidence effected by a lifestyle of addiction. This does not include normal housekeeping chores around campus.

The following statement was formerly under the Discipleship/Mentoring section of the standards. This section is now titled Mentoring & Discipleship Documentation.

Where, within the discipleship training, qualified ministries choose to employ general therapeutic vocabulary such as but not limited to therapy, patient, client, psychosocial, treatment, plan, etc., ministries do so at their own discretion while adhering to the principles of biblical discipleship. Ministries should be aware that in many states the use of these terms by anyone other than licensed counselors or psychotherapists is not legally permissible. Further, where a program chooses to adapt specific tools or instruments (e.g., personality and temperament inventories, treatment plans, etc.), it shall be done in a biblically consistent manner with personnel trained or certified where appropriate. (TCI, USA Accreditation Revision Committee & TCI, USA Board, Springfield, MO, 6/5, 8/1992.)

THE HISTORY OF ACCREDITATION

Accreditation was originally decided upon at a national directors meeting in 1976. The participants (several executive directors, regional representatives, Teen Challenge National staff, etc.) authored our original standards under what was then called “certification.” The statement of purpose for certification was and remains today “to provide a means to maintain the integrity and unity of the Teen Challenge ministries and to enable Teen Challenge to fulfill its purpose” (1978).

In 1989 at the General Council of the Assemblies of God in Indianapolis, IN, Teen Challenge USA became a department within the Division of Home Missions of the Assemblies of God. Additionally, after several studies and at the request of both the Assemblies of God and Teen Challenge constituency, accreditation became a requirement for all Teen Challenge ministries. That same year, the National Accreditation Office was established. Between May 1989 and June 1992, the Teen Challenge National Accreditation Revision Committee met regularly to revise the Teen Challenge Standards. This process formally involved over 60 Teen Challenge ministries with many other Teen Challenge ministries providing input as well. The revised standards were approved by the Teen Challenge National Board in June 1992 and became official at the October 1992 Teen Challenge National Conference in Washington, D.C. A subsequent revision was accomplished in 1994 to clarify references and provide sequential numbering.

The 1996 revision was the result of interaction with staff and directors at over 100 Teen Challenge centers conducted personally by the National Accreditation Manager over a 24-month period. Detailed written input was obtained from almost 25 executive directors, program directors, board members, and national staff, the Assemblies of God attorney, the revision committee, the national staff, the regional representatives. The National Teen Challenge board approved the 1996 final product. It proved to be more user friendly.

In 2001, there was a need to tighten up the language of the standards to compensate for changes in the fabric of society and minor revisions were presented to the Operational Board of TC, USA (Regional Representatives) in January 2002. The result is a set of standards that define Teen Challenge as an organization and facilitate the Teen Challenge mission statement and the goals of the organization now maintaining Teen Challenge centers across the U.S. As the need arises, revisions will be proposed and require final approval by the ATCHQ BOD as efforts are made to keep the Accreditation Standards relevant and useful to the mission of Adult & Teen Challenge.

In 2020, format changes to the National Accreditation Standards Manual saw what was

once over 90 independent standards narrowed down to 6 core standards: Standard 1: IDENTITY, Standard 2: GOVERNANCE, Standard 3: MEASUREMENT & IMPROVEMENT, Standard 4: RESOURCES MANAGEMENT, Standard 5: RESIDENTIAL PROGRAMS, & Standard 6: SPECIALIZED SERVICES. Between 2020-2021, 18 ATC leaders formed 5 strategic committees to review, revise, and add new indicators within each of the 6 standards to further improve upon the work that was started in 1976. Most notable, 3 new categories of ATC programming were added to the Accreditation Standards Manual under Standard 6: Women with Children, Licensed Programming, and Virtual Care. The revisions and additions conducted by the committees continue to ensure that ATC Accreditation Standards further strengthen the ministry's integrity and professionalism by creating a framework by which all programs under the ATC brand function.

APPENDIX A: MISSION STATEMENT & STATEMENT OF FAITH

INDICATOR 1.1

Mission Statement (Revised 2001)

To provide youth, adults and families with an effective and comprehensive Christian faith-based solution to life-controlling drug and alcohol problems in order to become productive members of society. By applying biblical principles, Teen Challenge endeavors to help people become mentally sound, emotionally balanced, socially adjusted, physically well, and spiritually alive.

Statement of Faith

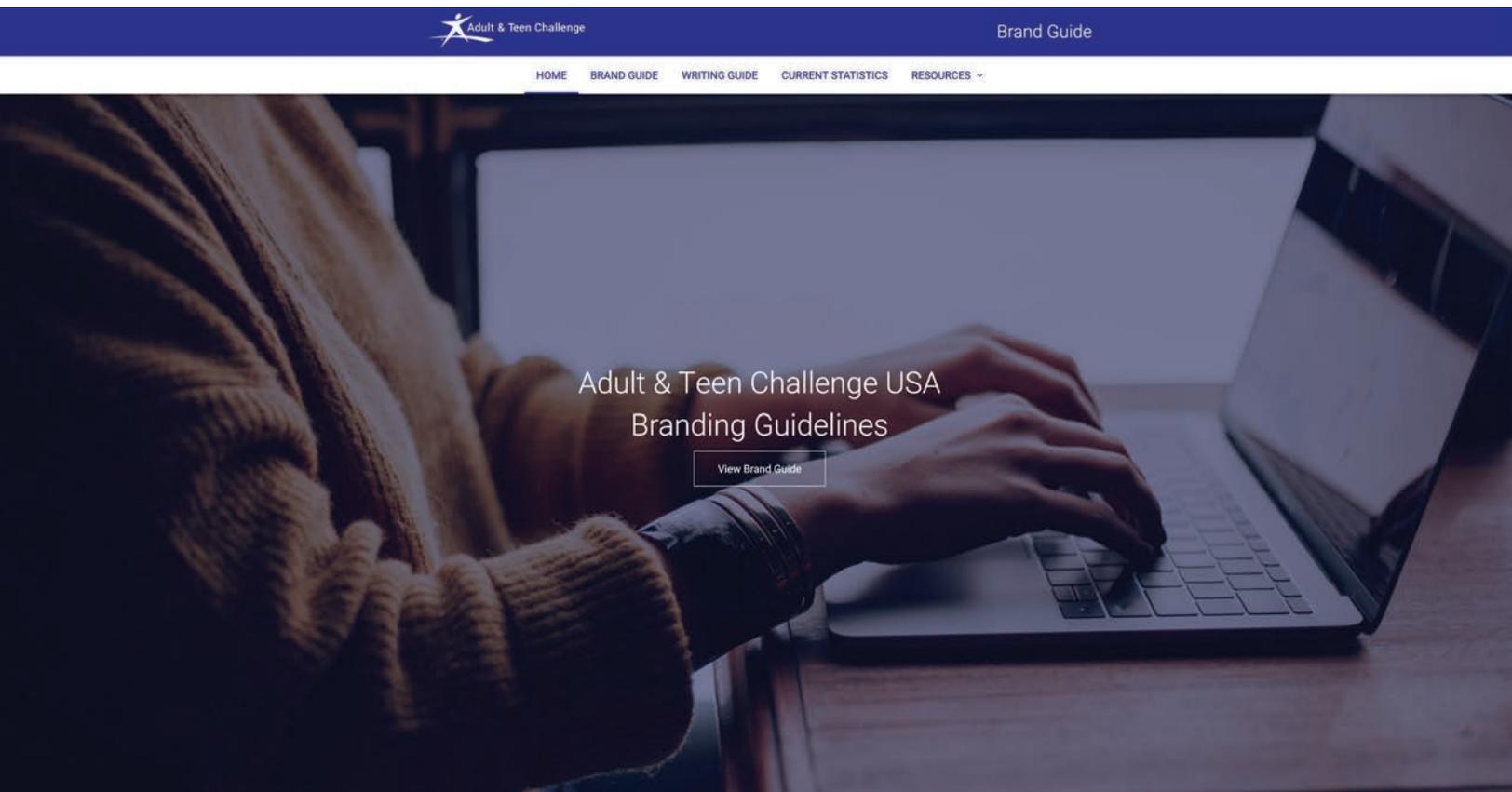
- i. We believe the Bible is the inspired, infallible, and authoritative written Word of God.
- ii. We believe there is one God, eternally existent in three persons: God the Father, God the Son, and God the Holy Spirit.
- iii. We believe in the deity of our Lord Jesus Christ, His virgin birth, His sinless life, His miraculous ministry, His vicarious and atoning death, in His bodily resurrection, in His Ascension to the right hand of the Father, in His personal return to earth, at which time he will judge the quick and the dead.
- iv. We believe the only means of being cleansed from sin is through repentance and faith in the precious blood of Jesus Christ, and that regeneration by the Holy Spirit is absolutely essential for personal salvation.
- v. We believe in the ordinances of the church: Holy Communion and Water Baptism by immersion.
- vi. We believe the Baptism in the Holy Spirit, according to Acts 2:4, is given to believers who ask for it.
- vii. We believe the redemptive work of Christ on the cross provides divine healing of the human body in answer to believing prayer.
- viii. We believe in the sanctifying power of the Holy Spirit by whose indwelling the Christian is enabled to live a holy life.
- ix. We believe in the Blessed Hope, the imminent return of Jesus Christ followed by his reign on the earth for 1,000 years.
- x. We believe in the resurrection of the saved and the lost, the one to everlasting life and other to everlasting damnation.

***Accepted in the Teen Challenge National Executive Committee meeting 2/28/91.
Revised & approved January 23-24, 2001**

APPENDIX B: BRAND GUIDE

INDICATOR 1.7

The website **brand.teenchallengeusa.org** specifies the guidelines that ATCHQ uses for all design and media, both internally and externally. Other Adult & Teen Challenge centers are required to follow the logo standards, and are highly encouraged (but not mandated) to adopt the other brand standards for their centers, as well. ATCHQ will use **Adult & Teen Challenge** as its standard brand. Other corporations may use either **Adult & Teen Challenge** or **Teen Challenge**. However, all centers within the corporation must use the standard set by their parent corporation. Adolescent centers may use branding that is distinctive to their center. However, they are required to place the logo on their website homepage and letterhead with the statement, **“A ministry of Teen Challenge.”**



APPENDIX C: PUBLIC SOLICITATION GUIDELINES

INDICATOR 4.7

These Solicitation Guidelines, when adhered to by ATC programs as a whole, foster and promote a sense of **family, cooperation, mutual respect, and honor** among programs in each state and region dedicated to promoting the love of Christ to those who seek help. In **Romans 12:18** Paul commands believers in Jesus Christ to *do our part in the keeping of **peace** among one another*. In the ATC Network, the way we treat each other and root for one another as co-laborers in Christ– united in *mission, calling, and purpose* separates us from many other organizations and ministries.

For this set of guidelines, public solicitation is defined as door to door, storefront solicitations, church services, contract services, direct mail appeals, telephone calling campaigns, and similar activities to promote an ATC center and solicit funding:

- I. Affiliates shall respect the boundaries set in this policy and do their public solicitation within their own state and/or geographical denominational district. The two exceptions allowed are as follows:
 1. Regional ATC Training Centers that serve multiple states (where a corporate-owned center is also located).
 2. Affiliates located closer than 50 miles from the state line, can go into the next state, but only within a 50-mile radius of their own ATC center. *This is allowed only if there is not another ATC center in that neighboring state within that 50-mile radius.* The ATC center shall use prominent signage with ATC name and contact information that informs the public being solicited which city and state the ATC center is located so those giving will know if they're giving to a local ministry or one outside their area or state.
- II. ATC centers that fall under the exceptions must communicate with the affected ATC centers **and** the Regional ATC Rep – noting **location, dates & times, and types of fund-raising activities planned**. The ATC center must honor any existing ATC corporate agreements. If there is more than one ATC organization represented in the same state/district, the ATC directors of that state must collaborate to create acceptable boundaries for public solicitations. The boundaries must be reviewed and reaffirmed every two years.

Note: When any of these ATC centers hire a new Executive Director, then these boundaries must be reviewed within 9 months of that new director assuming his/her position. When setting boundaries, consideration should be given to: Zip Code,

County or Parish Lines, Metropolitan Area Lines, Major highway designations and Suburb borders. If these ATC centers are not able to come to an agreement on these boundaries, it will go to the Regional ATC Rep to help facilitate a solution. If that does not work, then it will go to binding arbitration with ATCHQ acting as the arbitrator.

- III. Multi-state ATC corporations, shall set the boundaries for their ATC centers within those states and allow its ATC centers to fundraise across state lines within that corporation's area if they so choose. However, if the state also includes ATC centers of other corporations, **then point "II" above applies**, taking precedence in the setting of the boundaries within that state.
- IV. If a few, select states, there is a designated ATC State Director. If this is the case within a state, the State Director sets the boundaries in consultation with the directors of those respective ATC centers.
- V. ATC organizations that set up a separate 501 (c) 3 ministry with a different name and fundraise under that name using ATC students and/or the ATC ministry is directly benefiting financially, the following criteria shall be met:
 1. All fundraising by the ATC ministry's separate 501 (c) 3 ministry shall be done within the agreed upon boundaries it has with other ATC ministries and in compliance with all other aspects of Standard 4, Indicator 4.7.
 2. The separate 501 (c) 3's literature and signage (i.e., banners, etc.) shall inform the public what city and state it is so the public will be informed if they're giving to a local ministry or one outside of their area or state.

New Center Start-up

If an ATC center has been approved by the National Board by a resolution to open a center in another state or district, then they can conduct public solicitation in the state they have been approved to open. However, the new start-up must comply with the requirements noted in sub-point "II" under Public Solicitation above.

Conducting Church Services

All solicitation for Church itinerating shall be confined to a center's local state, district, or region. If a student's home church, whether in state or out-of-state, desires to host an ATC service for them, the visiting center shall provide timely communication to the local ATC center in the area so that they can have representation in the service. If an ATC director receives an unsolicited invitation to minister at a church in another ATC's fundraising area, the visiting director shall provide timely communication to the local ATC center in the area so they can have representation in the service, if desired. The visiting center or director shall encourage the local support for the ATC program in that area to promote cooperation and collaboration.

Contract Services

When a center is under contract to a company or group to provide a service outside its state, district, or region, *as a matter of professional courtesy*, the center under contract shall inform the local ATC centers of their presence in the area.

Direct Mail Appeals and Telephone Calling Campaigns

Over the years, an ATC center will build relationships that are out of its state of incorporation. If an ATC organization wishes to buy mailing lists for out-of-state fundraising, there should be a concern to purchase names that are not in its primary state or states of operation. These same concerns should apply to telephone solicitation campaigns as well.

ADDENDUM A: EXECUTIVE DIRECTOR JOB DESCRIPTION

TITLE: EXECUTIVE DIRECTOR

Cultural Fit, Objectives, Roles & Responsibilities

REPORTING RELATIONSHIP

Reports directly to the ATC Board of Directors

DNA ALIGNMENT

ATC is a Christ-centered, non-profit ministry focused on substance abuse treatment and recovery. Our vision is freeing all people from life-controlling issues through the power of Jesus Christ. This position requires someone who is a born-again, Spirit-led believer and agrees to the Christian doctrines found on the ATC website. This role also requires the individual to live/work in and through these core values:

- **INTEGRITY**
We treat people like Jesus did, with eyes of grace while speaking the truth.
- **EXCELLENCE**
Everything between the long-distance vision to the day-to-day tasks, our ministry is worth our very best effort.
- **SERVICE**
The men, women, and teens in our care are treasured by our Savior, and we are honored to serve them.
- **LEADERSHIP**
We live to become more like Jesus and invite as many people to come with us.

CULTURAL FIT

Energetic, positive thinker who is humble, hungry and smart. Humility in always serving others and making the engagement experience powerful, whether it's a customer, a donor or fellow team member. Hungry to perform with excellence while striving in continuous learning. The ability to be socially and relationally smart in interacting and engaging others on behalf of the ministry, understanding every team member represents ATC.

CORE OBJECTIVES

Execute the mission and vision of Adult & Teen Challenge (ATC) in support of the vision and goals of the Board of Directors. Work closely with ATC staff, donors and partners to develop, execute and communicate the ministry vision, values, and strategy of ATC. Cultivate a healthy culture within and external to the ministry of ATC. Keep the Adult

&Teen Challenge DNA and spiritual focus alive while also attentively supporting the implementation of ATC's strategic initiatives:

- Programming effectiveness
- Sustainability
- Innovation
- Outreach

RESPONSIBILITIES

- **Spiritual leadership and formation**
 - Provide Christ-centered, spiritual leadership to the staff and students through messages, coaching and mentoring.
 - Ensure the ministry stands firm in the Christ-centered DNA that Adult & Teen Challenge was founded on. Evangelism and discipleship must be at the center of everything the ministry does. The methods are many, the principles are few.
 - Collaborate and partner with churches and other Christ-centered ministries to ensure community engagement involvement.
- **Strategic vision and leadership**
 - Collaborate with the board to refine and implement the strategic plan while ensuring that the budget, staff, and priorities are aligned with ATC's core mission.
 - Provide inspirational leadership and direction to all team members and ensure the continued development and management of a professional and efficient organization; establish effective decision-making processes that will enable ATC to achieve its long- and short-term goals and objectives.
 - Cultivate a strong and transparent working relationship with the Board and ensure open communication about the measurement of financial, programmatic, and impact performance against stated milestones and goals.
 - In partnership with the Board, help build a diverse and inclusive Board, representative of the communities that is highly engaged and willing to leverage and secure resources.
- **Development**
 - Ensure that the flow of funds permits ATC to make continuous progress towards the achievement of its mission and that those funds are allocated properly to reflect present needs and future potential.
 - Formulate and execute comprehensive marketing, branding and development strategies that will ensure consistency throughout the organization and enhance revenue from major donors, foundations, government agencies, and corporations.
- **Strengthening infrastructure and operations**
 - Ensure the delivery of high-quality services while managing for current and future growth.
 - Support and motivate the organization's staff.
 - Facilitate cross-departmental collaboration and strengthen internal communications with staff throughout the organization; create and promote a

positive, multicultural work environment that supports consistency throughout the organization's strategy, operational methods, and data collection needs.

- Oversee the financial status of the organization including developing long and short-range financial plans, monitoring the budget and ensuring sound financial controls are in place; set financial priorities accurately to ensure the organization is operating in a manner that supports the needs of the program and staff.
- **Program Development**
 - Rationalize the delivery of programs through new and existing centers and partnerships.
 - Increase efficiencies and consistency throughout the organization by developing and implementing standardized programs, services, and program office marketing.

QUALIFICATIONS

- Minimum of a BA, ideally with an MDIV, MBA, or related advanced degree
- At least 15-20 years of overall professional experience
- Prior nonprofit experience ideal; management of a multisite organization preferred
- Significant board development, fundraising, marketing/branding and fiscal management experience a must
- A financially savvy and politically astute leader with the ability to set clear priorities, delegate, and guide investment in people and systems; keen analytic, organization and problem-solving skills, which support and enable sound decision making
- Excellent coalition building skills with an ability to communicate and work effectively with a variety of internal and external stakeholders; a persuasive negotiator able to achieve consensus amongst differing opinions
- Outstanding presentation and communication skills and the experience and proclivity to be an outgoing spokesperson, relationship builder, and fundraiser
- Strong commitment to the professional development of staff; successful track record of recruiting and retaining a diverse team

ADDENDUM B: EMERGENCY ACTION PLAN (EAP)

(FORMERLY: THE CRISIS PLAN)

If your TC ministry receives an on-site inspection from OSHA, the inspector will ask to see the Emergency Action Plan or EAP. Your TC ministry's Crisis Plan can be used however, OSHA makes mandatory a few things to be in an employer's EAP that your current Crisis Plan may lack. Please review the minimum requirements below and include any mandatory item not currently in your Crisis Plan. To help facilitate communication between the TC staff and the OSHA inspectors, change the name of the Crisis Plan to the Emergency Action Plan (EAP). OSHA considers the EAP a key document to help facilitate and organize employer and employee actions during workplace emergencies. The EAP must be read by all staff and stored in an easily accessible place.

The EAP must have as a minimum:

- Emergency contact numbers for local emergency services. Also include TC leadership contact numbers.
- Procedure on how to report an emergency to the leadership.
- Procedures the staff carry out in the following types of emergencies:
 - Fire and any natural disasters that may be expected. (e.g. hurricanes, tornadoes, blizzards, earthquakes, floods, etc.)
 - Hazardous material spills (cleaning chemicals, wood finishing stains, infectious bodily fluids, etc.) OSHA requires that new staff receive training in Universal Precautions. This is also an accreditation standard.
 - Exit route assignments (i.e. person assigned to supervise the safe area all evacuees are expected to assemble, the person assigned as the last one out, the duties assigned to these roles in an emergency etc.)
 - Assigned travel routes to use ahead of an impending natural disaster (i.e. hurricanes, forest fires, etc.).
- Floor plans for all facilities that both staff and students use.
 - Plans must show assigned exit routes, "You Are Here" indicated and identify the refuge or safe area to assemble at. OSHA requires an employer to assign two refuge or safe areas: a primary safe area and a secondary one if the primary area is not safe. A refuge or safe area can be a parking lot, open field or street located away from the emergency and provides sufficient space to accommodate all evacuated occupants.
 - Assigned exit routes and refuge or safe areas are to be color coded to help staff and students to quickly determine the route to take. Note: these fire exit plans must be mounted behind glass like a picture frame or behind Plexiglas.
- How to use a fire extinguisher.
- Where the first aid kits are located.

ADDENDUM C: STUDENT ACKNOWLEDGMENT & AGREEMENT FOR WORK THERAPY ASSIGNMENTS

Statement of Student

1. I understand that if I am admitted as a student I will be required to participate in the Teen Challenge Work Therapy Program.
2. I acknowledge that I have read and fully agree with Teen Challenge’s description of its Work Therapy Program; which addresses the importance of my work assignments in helping to build in me the Biblical values of a good work ethic and the character of a responsible, upright individual.
3. I understand that if I am admitted to Teen Challenge as a student I will be performing work assignments not as an employee; but, solely for my benefit to further my spiritual growth, maturity, character development, recovery from controlled substances and a preparedness to go back into the workplace.
4. I further understand that under no circumstances can Teen Challenge be under any obligation to me; and that I am a beneficiary and not an employee.
5. Accordingly, by signing this Agreement, I am not applying for a position of employment with Teen Challenge, and if admitted as a student into the program, I understand I will not receive any compensation or in-kind benefits in exchange for the performance of my work assignments.
6. I further understand that if I fail to perform my assigned work-related tasks, Teen Challenge may revoke my status and privileges as a student. Because, performance of work assignments is a consideration for the receipt of such status and benefits, each student’s participation in the Work Therapy Program is a necessary and vital part of the restoration process.

Student Signature

Date

Printed Student Name

Staff Signature

Date

ADDENDUM D: PHASES OF ADULT & TEEN CHALLENGE DEFINED

Outreach: Outreach and Evangelism is carried out in this phase of Adult & Teen Challenge. It is the core of the process and the reason why Teen Challenge was birthed. In its very essence, this phase entails going out into the community, seeking those who require the assistance of Teen Challenge, and making them aware that life can be better. Centers also utilize official ATC non-residential programming such as small groups, both in-person and/or virtual in this phase.

Crisis & Referral: Crisis and Referral is the procedure of assisting individuals with the immediate crisis at hand in relation to the use and/or abuse of drugs and alcohol. ATC provides individuals with an appropriate and accurate referral to services that are conducive to his/her needs. In rare instances, a crisis and referral center may include in its services, short term (1-4 weeks) residential care while placement is applied for and readied at another ATC program or Induction Center.

Induction: Induction Center is the beginning of residential services at Teen Challenge and is the service most commonly referred to when “entering” the program. Typically, an Induction phase is 3-6 months of residential care. During that time, the participant will experience all aspects of the program after an initial orientation phase.

Training/Discipleship: Training Center is typically a 6-12-month residential phase of the program following a successful completion of the Induction Phase. The curriculum, policies and experiences a participant has in this phase vary dramatically from program to program. Many Teen Challenge programs offer life-skills classes in personal money management, relationships, job skills, adult basic education and GED classes.

Re-entry: Re-entry is offered in many programs after graduation if a participant chooses to relocate into the area of the program instead of going back home. Normally the program consists of part-time help at the Teen Challenge Center and a 6-month contractual arrangement involving bank accounts, purchasing an automobile, and other necessary steps towards independence.

Restoration: Restoration is the most diverse of the phases at Teen Challenge and is currently available in limited areas. This involves the process of assisting graduates of Teen Challenge who have gone out and experienced some problems or experienced a relapse and require a safe place to recover and regroup. (Not yet widely recognized or adopted as a phase in the ATC program, although widely practiced)

HOW TO PREPARE FOR AN ACCREDITATION REVIEW

Since 1989, the ATCHQ has provided Accreditation Standards and regular compliance reviews to help guide centers towards one common goal: Excellence! Please review the following information to prepare for the online and on-site Accreditation Review processes.

Goals of Accreditation

1. To keep ATC unified, dedicated to providing excellent care to all individuals/families seeking help, and to protect the God-given vision, identity, and DNA of the organization.
2. To provide a comprehensive review and follow-up process that ensures quality and consistency in all Teen Challenge affiliates with minimal direct oversight from ATCHQ.

Terms & Definitions

The terms & definitions used in the Accreditation Standards document are unique to Adult & Teen Challenge Accreditation. They can be found on page v at the beginning of this document.

ATCHQ Accreditation Certification Categories

1. **Accredited** – Valid for 3 years. This center meets ATCHQ Accreditation Standards and is considered compliant and in “good-standing.”
2. **Provisional** – Valid for 1 year. A Provisional Certificate is given for one of two reasons:
 - Provisional Accreditation is provided to new ATC programs who are working to prepare for their first accreditation review. A provisional certificate is valid for 12-18 months. Following the provisional period, a review resulting in full accreditation must be achieved.
 - Provisional Accreditation can be provided at the discretion of ATCHQ if a center falls short of full compliance. A re-inspection must be conducted within 6-months resulting in the status of PASS. If a center fails to obtain full accreditation, it risks becoming non-accredited. The re-inspection will be done at the full expense (travel, hotel, transportation, meals, and time) of the ATC center/corporation that failed.
3. **Non-accredited** – The organization has major deficiencies in several areas of the national standards. The affiliate has failed to assure the welfare or safety of ATC students and/or the organization has failed to bring its program or properties into substantial conformance to the standards.

Note: Accreditation Review timeframe (currently every 3 years) is subject to change. If it becomes apparent that a center is not going to bring itself into compliance with one or more mandatory standards, ATCHQ has been directed to notify the center's Board of Directors in writing providing the center with a timeframe within which compliance must be achieved. If compliance is not achieved following the aforesaid timeframe, regrettably, a recommendation to pull the center's affiliation with ATC will be made at the subsequent ATCHQ BOD meeting.

How Compliance is Verified

The 3-year review will begin online and conclude with the on-site visit shortly following the completion of the online component. Please note that reviewers will also interview staff or students at the center to verify compliance in various areas.

- 1. Online:** Approximately 2 months before the scheduled on-site visit, ATCHQ will contact the center's Administrative Office and the local Program Director (or designee) regarding the Pre-Check materials needed ahead of the on-site visit. The Administrative Office representative will be responsible for Indicators traditionally provided to ATC by a central office (governance, HR, BOD, etc.), while the Program Director will be responsible for completing the pre-check requirements regarding residential operations, ATC DNA, etc.. It will be the Program Director's responsibility to assure that all pre-check materials are received no later than 2 weeks before the scheduled on-site visit. Communication between the local program and the administrative office will be very important.
- 2. On-Site:** After the pre-check items have been received and reviewed, a team of two reviewers will arrive on location to continue the process. The reviewers will tour the facilities to complete the inspection. The on-site items of interest are located on the "on-site checklist" for review in this manual.
- 3. Observation:** When the review team is on-site, they will ask to see examples of how the center is practically walking out policies and procedures found within each of the six core standards. Please be prepared to show the team how your center is meeting the standards within the day to-day operations and interactions with students, staff, volunteers, etc. It may be necessary for items typically housed off-site (administrative office, etc.) to be present on-site for observation. The Program Director is responsible for assuring evidence required for on-site review is present at the time of the appointment. Copies are acceptable.
- 4. Interview:** The review team will request to interview students, staff, and if available, volunteers while on-site. Interviews help to verify compliance to policies and procedures, while also giving the review team an opportunity to assist center leadership in gauging the understanding of the local team regarding center operation and vision. Interviews are confidential.

Important Recommendations

1. Read through the Accreditation Standards and Indicators to familiarize yourself and your staff with them.
2. Communicate with your administration office if your center needs information from a central location to provide evidence for Indicators regarding HR, BOD, and Fiscal Management. There is required information that may be stored at your administration office. All centers are responsible for obtaining and uploading documentation that may have been provided by a central location in previous reviews.
3. Print a copy of the Accreditation Standards and conduct a self-inspection using the checkboxes provided on the document next to each piece of evidence.

Direct all questions to Accreditation@TeenChallengeUSA.org.

ADMINISTRATION OFFICE COMPLIANCE CHECKLIST

Provide the following documentation for verification of compliance.

Authorization

- IRS Approval Letter as a 501(c)3 non-profit
- Most recent copy of the constitution & bylaws (**Pre-Check**)
- A signed copy of the ATC Affiliation Agreement with ATCHQ
- The corporation has a Statement of Faith and Mission Statement
- Center is up-to-date with required monthly online reports to ATC

Board of Directors

- Board Minutes, with reports received and approved by the BOD, from each meeting held in the previous year (**Pre-Check**)
- If the BOD only meets bi-annually, provide the quarterly financial reports that were viewed by the Executive Committee between the two BOD meetings
- Updated list of all members of the BOD, their affiliations and contact information (**Pre-Check**)
- The current operational budget along with the BOD minutes where the budget was reviewed and approved

Financial

- Upload or e-mail ATC a copy of the previous financial audit, financial review, or compiled financial statements done since the last Accreditation Review. (**Pre-Check**)
- A signed statement on ATC letterhead from the ATC's BOD Secretary stating that the organization is in compliance with the Fair Labor Standards Act (FLSA) rules regarding minimum wage, overtime, and record keeping, as well as any applicable state laws (**Pre-Check**)
- Current on all required Service fees due to ATC HQ.

Insurance

- Verification that the minimum required insurance coverages have been purchased for the ATC Ministry (**Pre-Check**)

Personnel

Staff Files that contain the following:

- Completed Employment Application
- Current Job Description
- Background Checks with signed consent form
- Properly completed I-9 forms for all paid employees (stored in a separate file)

LOCAL PROGRAM COMPLIANCE CHECKLIST

The following documentation for verification of compliance will be checked at your scheduled on-site review

Personnel

- Current Employee Handbook or Staff Manual
- Copy of each employee's annual job performance review that has been signed and dated by the employee and supervisor conducting the review
- Staff Training Plan for the year with documentation verifying the training is getting completed
- Staff Schedules for current and previous month
- Documentation verifying that all staff have completed the required courses:
 - Confidentiality
 - Universal Precautions (staff at residential centers only)

Regular Volunteers

- Application
- Documented Confidentiality Training & Universal Precautions
- Background Check with signed consent form

Certified Food Handling

- Verify that at least one current staff member is certified in safe food handling

Misc. Inspections

- If the following inspections take place at your center, post all documentation provided by the inspecting authority:
 - Health Department Inspection
 - Fire Inspection
 - Food Bank Inspection

Discipleship

- The Ministries Referral List
- Student Handbook
- Complete Intake Packet
- Weekly Student Schedule
- Student Work-Therapy Schedule
- Student Medication Log
- Student medication is adequately locked up and stored in a locked room

Student Files

- Student Application
- Results from Medical Tests
- Monthly Progress Notes
- GSNL & PSNL verification (each student is doing both)
- Discharge Reports in archived files
- PSNL Certified staff (1 for every 20 students)
- Meal Menus from previous 2-months
- Fire Drill Log (one drill at least quarterly)

Ministry-Owned/Operated Vehicles

- Stocked First Aid Kit
- Fully charged ABC fire extinguisher
- Current Registration
- Clean Interior
- Doors/Seatbelts in working order

Kitchen and Food Storage

- Working Dishwasher or three bay sink (if in a commercial kitchen)
- Well maintained and clean food prep area
- Signage by sink showing proper handwashing
- Pantry organized, clean and without food stored on the floor
- Cleaning supplies stored separately from food
- Cleaning supplies clearly marked to identify contents
- Refrigeration units regularly monitored and temperatures documented

Electrical

- All electrical outlets and light switches are secure (do not move when plugging or unplugging cord)
- GFI protected outlets if within 24 in. of water source
- Covered Junction box for all splices
- All wiring around work areas within reach are in flex or ridged conduit
- All missing pop outs in metal junction boxes covered with the correct plugs
- Access to electrical panels are clear of clutter
- Electrical panels have operable doors/covers to restrict immediate access to charged wiring

Doors and Windows

- Exterior windows have intact windowpanes & screens (no damages)
- Doors and jams installed properly and operate safely

Emergency Exits

- Fire exit routes are at least 28" wide and the route is without clutter or obstruction
- Exit signage is clearly visible
- Each dorm room floor has a posted fire exit plan in visible location
- Each fire exit plan is clearly marked with "You are here" feature
- Each fire exit plan shows where both the primary and secondary refuge areas are located (OSHA requirement)
- Emergency exit doors do not lock from the inside or need a special key to open to the outside

Building Safety

- Stairways with 3 or more steps/risers have a secure handrail installed
- Floors are in good repair (no holes, loose flooring, etc.) and free of trip hazards
- Walls and ceilings are in good repair (no holes, missing tiles, etc.)
- Low hanging beams are clearly marked and padded to avoid injury
- Fire extinguishers are fully charged and mounted 3.5 ft. to 5 ft. off the floor. They are spaced no further than 75 feet apart on each floor.
- Furnace closets are clear of clutter and combustible materials
- At least one working smoke detector installed on each floor with dorms
- All rooms and hallways have operable lighting

Exterior

- Outside grounds are groomed and clear of garbage, clutter
- Garbage cans have closed lids
- Building exterior is in good repair (siding, windows, roof, doors, paint)

Interior

- Rooms are clean (dusted furniture, clean walls, etc.)
- Areas behind furniture are clean
- Restrooms have operable toilets with seats and covered tanks
- All showers have shower heads and do not leak
- Sinks have hot/cold operable faucets
- Mirrors are in good repair and cannot be tipped over

Emergency Action Plan (EAP)

Every ATC location is required to have an EAP in writing, kept in a place that is easily accessible in an emergency. Each center must show that all employees have reviewed the EAP and know where to locate it in an emergency.

INDEX

A		F	
Academic Development	5.20, 5.21	Facilities, Grounds, & Vehicles	4.17
Accreditation Fee / Monthly Reports	2.5, 6.3.1	Fair Labor Standards Act (FLSA)	4.8
Admissions	5.1, 5.2, 5.3, 5.7, 5.8	Fasting	5.30, 5.31
AG US Missions Tithe	4.20	Fiscal Management	2.3, 4.1-4.4
Affiliation Authorization	1.1, 2.1	FLSA (Federal Labor Law)	4.8
B		Food Handling Certification	4.19
Background Checks	4.8, 4.13, 4.16	Fundraising Policies	4.7, 6.1.11, <i>Appendix C</i>
Board of Directors (BOD)	2.2, 2.3, 2.6	G	
Brand Guide	1.7, <i>Appendix B</i>	Grievance (Staff & Student)	4.9, 5.13, 6.1.3
C		H	
Church Attendance	5.19	Human Resources	1.6, 4.19, 6.1.2, 6.2.9
Constitution & Bylaws	2.4	Health & Wellness	5.14, 5.15, 6.1.9
Compensation (FLSA req.)	4.8	I	
Confidentiality	4.19	Insurance	2.1, 4.5
Continuing Education (CEUs)	4.19, 6.1.1, 6.2.10	J	
Counseling / Progress Notes	5.22, 5.23	Job Descriptions	4.10, 4.13, 4.16
Curriculum	5.20, 5.21, 5.22	Juvenile Standards	Standard 6.1
D		L	
Data Collection	2.5, 3.1, 3.3, 6.3.3	Legal Assistance Licensed/Clinical Programming	5.17 Standard 6.3
Dietetics	5.30-31	M	
Discipline	5.26, 6.2.6	Manuals (Staff/Student)	5.13
Discrimination	4.8	MAT Services	6.3.6
E		Medical Conditions/Needs	5.14, 5.15
Emergency Action Plan (EAP)	4.18, <i>Addendum B</i>		
Employee Job Performance	4.9, 4.14		
Exec. Director / CEO & Job Description	1.3, <i>Addendum A</i>		

M (cont.)		S (cont.)	
Medication Control / Storage	5.27, 5.28, 5.29, 6.2.8	Student Rights	5.11, 5.31
Mental Health Referral	3.7	V	
Menus	5.30	Virtual Care Programs	Standard 6.4
Mission Statement	<i>Appendix A</i>	Visitation	6.1.12, 6.2.11
Mentoring Documentation	5.22, 5.23	Vocational	5.24, 5.25
Mission Statement	p.5	Volunteers	1.6, 4.16, 4.19, 6.1.1, 6.2.10
Mentoring Documentation	5.22-23		
N		W	
Nonprofit- 501(c)3	1.1, 2.1	Women with Children Programs	Standard 6.2
O		Work Therapy (Life Skills)	5.24, 5.25
Outreach & Evangelism	1.4	Work Agreement (Student)	<i>Addendum C</i>
P		Additional Standards (and Indicators) for Specialized Programs:	
Personnel Files	4.13	Adolescent Programs	Standard 6.1
Personnel	4.8- 4.12	Women with Children	Standard 6.2
Phases of ATC	<i>Addendum D</i>	Clinical / Licensed	Standard 6.3
Physical Activity	5.16, 6.1.9	Virtual Care	Standard 6.4
Physical & Blood Tests	5.4		
Progress Notes/Reports	5.22, 5.23		
Q			
Quality Improvement	3.4, 3.5		
R			
Record Retention	5.10		
Reporting Abuse (Child & Elder)	5.12		
Referral List	5.5, 5.7		
S			
Sexual Felony Policy (Staff/Volunteers)	4.16, 6.1.2, 6.2.1		
Solicitation Guidelines	<i>Appendix C</i>		
Spiritual Development	5.18-5.22		
Staff Scheduling	4.11, 4.12		
Staff Training	4.19, 6.1		
Statement of Faith	1.6, <i>Appendix A</i>		
Student Outcomes	1.4, 3.1		
Student Records	5.9		



Adult & Teen Challenge

staff.teenchallengeusa.org
accreditation@teenchallengeusa.org