

Student Handbook



Home of Hope Women & Children's Center

PO Box 10985 | Casa Grande, Arizona 85130 | 520.836.5030 | tczhomeofhope.org



5.6.1.2 Admissions Booklet

Rev 3.15



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1. General Information

- 1.1. Teen Challenge is an international, non-profit, interdenominational, faith-based program ministering to people with life-controlling problems. Teen Challenge of Arizona, Inc. is a nationally accredited program which is financially an entity of its own and governed by a local board of directors.
- 1.2. Teen Challenge, Home of Hope disciples and cares for women 18 and older, along with their young children, to help people become mentally sound, emotionally balanced, socially adjusted, physically well and spiritually alive through the power of Jesus Christ.
- 1.3. We suggest that the prospective student should have tried some type of professional counseling (pastor, psychologist, etc.), getting help from a local church and/or local drug or alcohol clinic or program before considering committing themselves to Teen Challenge's yearlong residential program.

Note: Teen Challenge of Arizona, Inc. reserves the right to accept or deny program applications.

2. What does the Teen Challenge program offer?

- 2.1. Teen Challenge is concerned with the whole person. The program structure is aware of each person's spiritual, mental, physical, social and educational needs.
 - 2.1.1. Spiritually: Teen Challenge deals with the person's problems as symptoms, which relate to deeper issues and causes. Zeroing in on spiritual needs begins the real healing process. Faith in God gives hope and brings the "running" to a stop.
 - 2.1.2. Mentally: Rebuilding an abused mind is of key importance. Consistent study of the Bible enhances mental healing and growth and serves as the foundation for the restructuring of broken down thought patterns, creating new and more stable ways of living.
 - 2.1.3. Physically: Teen Challenge cares for such needs on a long-term basis. Assistance is given for shelter, food, clothing and recreation.
 - 2.1.4. Socially - Through the benefits of a group living situation students are helped to work on relationship problems and to more successfully relate to family and peers once they complete the program. Such interaction promotes strong character of moral fiber and right attitudes.

3. Program Phases

- 3.1. The program is very structured and broken down into 5 phases. Restoration is additional support if needed.
- 3.2. Phase 1: Evangelism



3.2.1. Evangelism outreach is provided directly to the people through outreach services, jail & prison services, help-line substance abuse prevention programs, drop-in counseling, literature distribution and more.

3.3. Phase 2 & 3: Preparation and Induction

3.3.1. This is the beginning of the residential program. Students and children live in a home-like atmosphere where everyone shares in the work assignments. Individualized study is a major part of daily life, partnered with one-on-one life coaching. This is a period of adjustment and spiritual response.

3.4. Phase 4: Christian Growth

3.4.1. Bible studies and coaching continue. Academics, vocational training, and other life skills are added.

3.5. Phase 5: Re-entry

3.5.1. The purpose of this phase is to re-establish the person in society through learning to cope successfully with everyday stress and challenges. Each individual is assisted in job placement, budgeting money, establishing personal goals, paying room and board, finding new friends, establishing church fellowship and is challenged to disciple oneself as well as others.

3.6. Restoration

3.6.1. This involves the process of assisting graduates of Teen Challenge who have experienced some problems or a relapse and require a safe place to recover and regroup.

3. **Statement of Faith**

Note: Teen Challenge is a mission department of the Arizona District of the Assemblies of God, therefore we fully embrace their doctrinal values and teaching full acceptance of this statement is not required for acceptance into or graduation from the Teen Challenge program

3.1. We believe:

3.1.1. The bible is the inspired word of God (2 Tim 3:16-17; Thes 2:13, 2 Pet 1:21)

3.1.2. In one true God (reveled as trinity of persons in relationship and association, Father, Son and Holy Ghost) (Duet 6:4; IS 43:10; Mt. 28:19; Lk 3:22)

3.1.3. In the Deity of the Lord Jesus Christ (Mt 1:23; Lk 1:35; Acts 2:32; Rom 1:4; Phil 2:9-11; Heb 1:3)

3.1.4. In the fall of man (Gen 1:26; 2:17; 3:6; Rom 5:12-19)

3.1.5. In the salvation of man (Lk 24:47; Jn 3:3; Rom 10:13-15; Eph 2:8; Tit 2:11-12; 3:5-7; Rom 8:16; Eph 4:24)

3.2. Ordinances of the Church:



- 3.2.1. Baptism in water (Mt 28:19; Mk 16:16; Act 10:47,48; Rom 6:4)
- 3.2.2. Holy communion (Mt 26:14-30; Mk 14:17-26; Lk 22:14-30 ; I Cor 11:23-34)
- 3.2.3. The baptism in the Holy Spirit (Matt 3:11; Mk 1:7,8; Lk 3:16; Jn 1:26; Act 1:4-8)
- 3.2.4. The evidence of the baptism of the Holy Spirit (Act 2:4; 10:44-46; 11:15-17; 15:7-9; 19:6)
- 3.2.5. Sanctification (Rom 12:1,2; I Thes 5:23; Heb 12:14; I Pet 1:15,16)
- 3.3. The Church and its Mission:
 - 3.3.1. Agency for evangelizing the world (Mat 28:19,20; Mk 16:15; Act 1:8; Eph 3:10)
 - 3.3.2. Corporate body for worshiping God (Jn 4:23,24; I Cor 12:13)
 - 3.3.3. Channel for edifying the saints (I Cor 12:28; 14:12; Eph 4:11-16)
 - 3.3.4. The ministry (Mk 16:15-20; Eph 4:11-16; I Tim 3:1-7; Tit 1:5-9)
 - 3.3.5. Divine healing (Isa 52:4,5; Mat 8:16,17; Jas 5:14-16) The Blessed Hope (Rom 8:23; I Cor 15:51,52; I Thes 4:16,17; Tit 2:13)
 - 3.3.6. The millennial reign of (Zech 14:5; Matt 24:27, 30; Rev 19:11-14; 20:1-6)
 - 3.3.7. The final judgment (Mat 25:46; Mk 9:43-48; Rev 19:20; 20:11-15; 21:8)
 - 3.3.8. The new heaven and the new earth (2 Pet 3:13; Rev 21; 22)

4. Cost of Program

- 4.1. The cost of the Teen Challenge, Home of Hope program is listed below. Teen Challenge of Arizona does not want lack of finances to keep anyone from receiving the help they need. Please discuss your financial situation with the Intake Coordinator.
 - 4.1.1. You are required to pay an Application Fee before entering the program. The fee is \$100 for those applying from within the state of Arizona and \$200 for out of state applicants. This fee is nonrefundable.
 - 4.1.2. The cost to enter the program \$1500 per student, plus \$100 per child. It is to be paid at intake, the day you arrive and will cover the first month.
 - 4.1.3. The monthly tuition is \$2000 per month, plus \$100 per child per month, starting the second month of the program. A signed Fee Agreement will be executed at intake.
 - 4.1.4. All checks and/or money orders are to be made payable to Teen Challenge of AZ, Home of Hope. Mail all payments to P.O. Box 10985, Casa Grande, AZ, 85130.
 - 4.1.5. You are required to apply for all the Department of Economic Security programs that you qualify for after entering the program and agree to give Teen Challenge of Arizona, Inc. Power of Attorney over all benefits.



- 4.1.6. Students with small children in the program must agree to apply for WIC assistance from the County Health Department.
- 4.1.7. If you qualify for Social Security Disability, you agree to contribute your benefits toward your tuition, minus \$30/person per month in your family for personal use.
- 4.1.8. You are required to participate in the sponsorship program, fundraising events and other activities as part of your program.

4.2. We require that you do your best to help in these ways. The whole program, including assisting with the cost of your care, will require you to put forth a full effort.

Sincerely,
REV SNOW PEABODY
Executive Director

5. Terms for Refund

- 5.1. Request for refunds of the Intake Fee will only be considered if:
 - 5.1.1. The student leaves the program within five days of entering.
 - 5.1.2. The request for refund is made within three business days of the date the student leaves the program.
 - 5.1.2.1. Refund payments are made to the original payee only.
- 5.2. If it is determined that a refund will be made the terms will be as follows:
 - 5.2.1. Refunds will be less a refund processing charge of \$300.
 - 5.2.2. Refunds will be less \$100 per day, for however many days the student was in the program.
 - 5.2.3. Refunds will be less the cost to repair any damaged property

6. Cold Turkey Policy

- 6.1. Teen Challenge's method of drug, alcohol, and tobacco withdrawal is totally and absolutely without substitute medications. Our "cold turkey" policy must be agreed upon for acceptance into the program. Applicants must indicate their need for medical detoxification. Periodic urine drug testing will be made to check for drugs, including nicotine.

7. Official Aids Policy

- 7.1. Teen Challenge does not discriminate against those who are HIV positive in its admission procedures. Because a large number of IV drug users have been exposed to the HIV virus at any time there may be one or more students in the program who are HIV positive. This center does not require students who are HIV positive to notify other students in the program of their HIV status. Teen Challenge is not a medical care facility and is unable to provide 24-hour on-site medical care supervision. Therefore, all students entering the program must be in good health and be able to participate in all activities in the program. If a student's health



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deteriorates to the point where he/she is no longer able to participate in daily activities of the program, or medical condition requires 24 hour supervision, that person should leave the Teen Challenge program after securing alternative living arrangements.

8. Entrance Requirements

- 8.1. Women must be 18 years old or older. Children birth to six years of age may accompany their mother into the program, exceptions to this requirement and conditions may apply.
- 8.2. Pregnant women must be stable in the pregnancy. Home of Hope does not have the ability to care for high-risk pregnancies.
- 8.3. Read, understand and agree to uphold the Student Handbook guidelines.
- 8.4. Complete and notarized student application.
- 8.5. Physical and Health Examination with results not older than 90 days.
- 8.6. Payment of \$100 application fee, \$200 for out-of-state applicants.
 - 8.6.1. Application fee is non-refundable.
- 8.7. Payment of intake fee: \$1500, plus \$100 per child.
 - 8.7.1. Due the day you arrive at intake to start your program.
- 8.8. Entrance Requirements Check List:

Entrance Requirements Check List	Completed
Application Fee Amount: _____	
Intake Fee Amount: _____	
Student Requirements	
Original state issued picture identification card	
Original Birth Certificate	
Original Social Security Card or receipt for duplicate card from Social Security Administration	
Marriage License, if applicable. Required for communication with spouse.	
High School Diploma/GED	
Completed Application	
Physical and Health Examination with results not older than 90 days.	
Child Requirements	
Original Social Security Card for each child or receipt for duplicate card from Social Security Administration	
Original Birth Certificates for each child	
Current immunization records for each child	
Custody papers for each child, if applicable	

9. Personal Belongings



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9.1. Space is limited. Be conservative in the amount of belongings you bring and accumulate.

9.1.1. Each student may bring only two suitcases or one trunk and one suitcase per child.

9.1.2. A student who is dismissed or who voluntarily leaves the program must take all of their personal property with them at the time of program departure. The Home of Hope will not be responsible for any personal property left.

Note: Closet space is limited so bring just enough clothing for one week.

9.2. All student money will be kept on account. Students may have a maximum of \$30 on account. An additional \$30 is allotted for each child, \$50 if the child is in diapers. Any amount above that will be designated towards the student's tuition.

9.2.1. Students are permitted to have Walmart cards. Walmart shopping is conducted once a month.

9.3. Do not bring:

9.3.1. Cell phone, radios, stereos, TVs.

9.3.2. Personal cars, motorcycles or bicycles.

9.3.3. Mouth wash or other hygiene products containing alcohol.

9.3.4. Aerosol products.

9.3.5. Markers or highlighters with offensive odors, liquid white out, etc.

9.3.6. Secular; books, magazines, music.

9.3.7. CD's that are copies of an original.

9.3.8. AA-NA-CA literature or books.

9.3.9. Materials or behavior associated or identified with witchcraft, astrology, new age, or anything related to demonic acts of worship.

9.3.10. Photos of boyfriends or male acquaintances.

9.3.11. Pornography or sex toys of any kind.

9.3.12. Tobacco in any form, alcohol, illegal drugs, or paraphernalia.

9.3.13. Pets

9.3.14. Large toys

Note: Unauthorized items will be disposed of.

10. Items to bring



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Student	Complete
Personal items; hairbrush, toothbrush, toiletries, etc.	
Panties (thong underwear is not permitted).	
Bras, worn at all times outside the room.	
Modest pajamas, robe & slippers	
Work clothes; closed toe comfortable shoes, loose comfortable clothes.	
Casual clothes; long shorts, capris, long pants, pullover shirts, etc.	
Dress clothes; business suits, blouses, skirts, dress pants, church dress.	
Shoes & socks; work, casual, dress.	
Bible, any version except Life Recovery.	
Notebook, paper, envelopes, backpack, & postage stamps.	
Car seats/booster seats for children, as required by Arizona State law.	
Toilet Paper (12 rolls) & Paper Towels (2 rolls)	
Laundry basket, laundry soap, dryer sheets, 30 hangers	
Alarm clock without radio.	
Pictures; immediate family only placed in photo album	
Pre-paid long distance calling card.	
OTC medication in original container, no sleep aids.	
Pre-paid long distance calling card.	
Wal-Mart gift card	
Children	Complete
Personal items; hairbrush, toothbrush, toiletries, sippy cups, bottles, formula, diapers, wipes, diaper bag, etc., as applicable.	
Underwear, shoes & socks	
Pajamas, robe & slippers	
Casual (play) cloths	
Dress cloths	
Small toys/books	

11. Legal



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- 11.1. All legal issues must be disclosed prior to intake. This includes court hearings, criminal and misdemeanor charges, warrants, involvement with attorneys and law enforcement agencies. All legal expenses incurred by a student, including transportation, meals, lodging, supervision, etc. shall be the responsibility of each student.
- 11.2. Home of Hope will cooperate with outside law enforcement agencies, courts, parole and probation departments, attorneys, etc., by providing information, progress reports and other written documentation required while the student attends the Teen Challenge program.
- 11.3. Students will not be permitted to marry while in the Teen Challenge program.

12. Medical

- 12.1. You are required to pass the Physical and Health Examination as documented in the application. The test results must not be older than 90 days on the day of intake.
- 12.2. You are responsible to notify a staff member if you or your child is sick.
- 12.3. Medical appointments are made through the Student Services Office.
- 12.4. Over the counter medications will be given per the manufacturer's label.
- 12.5. Prescription medications will be given as per doctor's instructions.
- 12.6. Sleeping pills, antianxiety, antidepressants and narcotics are not part of the HOH program
- 12.7. All medical and dental expenses incurred by students while enrolled in the program shall be the responsibility of each individual student.

13. Sexual/Moral Standard

- 13.1. Teen Challenge, Home of Hope upholds Christian, biblically based moral standards. In our teaching and in practice observed by staff and students, all forms of sexual activity outside of marriage between a husband and a wife are inappropriate and outside the boundaries of what God has ordained. Therefore adultery, extra marital sex, either heterosexual or homosexual, will not be allowed while in the Teen Challenge program.

14. Behavioral Expectations

- 14.1. Teen Challenge, Home of Hope upholds Christian, biblically based standards. As a result the following behaviors are not permitted. Any violation could result in dismissal from the program.
 - 14.1.1. Tobacco, alcohol, illegal drugs or gambling.
 - 14.1.2. Arguing or debating a directive given by a staff member.
 - 14.1.3. Profane language and boasting about past lifestyle.
 - 14.1.4. Bullying, physical threats, intimidation, or violence.
 - 14.1.5. Communication with boyfriends/fiancée or making new relationships with men while in the program.



14.1.6. Astrology, witchcraft, new age, and discussion or practice of the occult.

14.1.7. Proper care of Teen Challenge property is expected and required at all times.

15. Dress and Appearance

15.1. Dress modest and feminine; appropriate to the occasion. Clothing that is too tight or too revealing is unacceptable.

15.1.1. Undergarments must be worn at all times outside of room.

15.1.2. Hair must be kept clean and neat, dyed hair in natural colors only.

15.2. Piercing jewelry, including gauges are not allowed. Exception for pierced earrings.

15.3. Appropriate clothing is required for each activity.

15.4. Chapel, Church, Classroom: Business casual; dress, skirt and blouse or casual pants and shirt, low healed dress shoes.

15.5. Work Experience: Work clothes appropriate to assigned area.

15.6. Housekeeping, Kitchen: Work clothes; jeans, t-shirts, tennis shoes.

15.7. Offices, Boutique: Business casual; dress, skirt and blouse or casual pants and shirt, low healed dress shoes.

15.8. Childcare: Scrubs, comfortable shoes.

15.9. Banquet: Banquet dresses, low healed dress shoes, neutral colored hosiery.

15.10. Ministry Team: Black dress pants, HOH shirt (supplied), tank top undershirts, low healed black dress shoes.

16. Living in a Community

16.1. Be kind and courteous to others even if they do not act that way to you.

16.2. Treat others with respect.

16.3. Respect each other's property. If it does not belong to you, do not take it or break it.

16.4. Respect each other's personal space.

16.5. Do not go into another student's room.

16.6. Clean up after yourself and your children.

16.7. Do not share make up or other personal items.

16.8. Hair dyeing is only to be done in the Beauty Shop.

16.9. Conserve water and electricity.

16.10. Keep the noise down.

17. Caring for your children



- 17.1. Children must be under adult supervision at all times.
 - 17.2. Dressed modestly, appropriate to the occasion.
 - 17.3. Mothers are required discipline their children appropriately. Screaming, yelling or hitting a child in anger is not permitted. Staff will assist the mother as needed.
- Note: Teen Challenge of AZ, Home of Hope is a mandatory reporter. This means we are required to report all suspected child abuse incidents.
- 17.4. Children are eligible for passes with approved family members upon intake. Passes are arranged through the Student Services Office.
 - 17.5. Children attend their designated Sunday school or nursery class during church services.
 - 17.6. Children attend the Home of Hope Christian Child Care Center. School age children attend Cottonwood Elementary school.
 - 17.7. Attend your child's school events such as open house, school plays or holiday programs and teacher meetings.

18. Mail

- 18.1. Mail is limited to approved family members, pastors, and probation officers.
- 18.2. You are not permitted to communicate with boyfriends while in the program.
- 18.3. The Home of Hope reserves the right to approve, deny or monitor all mail

19. Phone Calls

- 19.1. Phone calls are limited to approved family members, pastors, and probation officers.
- 19.2. Telephone calls are scheduled for each student and limited to 15 minutes.
- 19.3. You are not permitted to communicate with boyfriends while in the program.
- 19.4. Calls may be monitored by Teen Challenge staff.
- 19.5. All long distance calls must be made collect or with a phone card.
- 19.6. The Home of Hope reserves the right to approve, deny or monitor all telephone calls .

20. Visitation

- 20.1. Visits will begin after two weeks in the program.
- 20.2. Visitation is limited to approved family members, pastors, and probation officers.
 - 20.2.1. You are not permitted to communicate with boyfriends while in the program.
- 20.3. Home of Hope staff must approve all visits.
- 20.4. Home of Hope reserves the right to approve or deny visitation guests for anything that may be harmful to the student's progress, safety and welfare.



21. Room/Belongings; Searches and Drug testing

- 21.1. Home of Hope reserves the right to conduct room searches and if necessitated a physical search of the student for drugs and anything harmful to the welfare of the program and residents.
- 21.2. All items brought to a student by approved visitor must be checked in with staff. The items will be searched prior to being giving to the student.
- 21.3. All suitcases, bags, packages, etc., will be checked coming in & going out of the center.
- 21.4. Teen Challenge reserves the right to require students to submit to drug testing upon demand. Refusal to submit to such testing shall be grounds for immediate dismissal.

22. Work Experience Program

- 22.1. Participation in the Work Experience program is vital to your recovery and your overall participation in the Home of Hope student program.
 - 22.1.1. Administration, retail, childcare, culinary, landscaping, are just a few of the opportunities offered.
 - 22.1.2. For promotional positions, there is an application and interview process.
 - 22.1.3. You will be expected to dress in clothing appropriate to assigned area and be on time.

23. Student Rights

- 23.1. The right to give informed consent, or to refuse treatment or medication, and to be advised of the consequences of such a decision.
- 23.2. The right to a grievance procedure.
- 23.3. The right to a humane and safe environment, free from abuse, neglect, and exploitation.
- 23.4. The right to dignity and personal privacy.
- 23.5. The right to know about the cost and third-party coverage of treatment, including any limitations on the duration of treatment.
- 23.6. The right to receive a complete explanation of student rights in clear, non-technical terms in a language the student understands.
- 23.7. The right not to be detained against the legal consenters' will.
- 23.8. The right to medical or psychological/psychiatric care either through referral or direct service delivery.
- 23.9. The right to be informed of the financial responsibility for these services.

24. Program Phases



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Student Privileges	Induction 0-30 days	Training 1 1-4 months	Training 2 5-7 months	Re-Entry 8-15 months	Intern/Work Status	Restoration
Accountability partner	Yes	No	No	No	No	No
Carry cash on person	No	No	\$10	Yes	Yes	Evaluate @ 3 months
Carry personal ID	No	No	Yes	Yes	Yes	Evaluate @ 3 months
Cooking meals in room	No	No	No	No	Yes	No
Driving	No	No	No	Restricted	Yes	Evaluate @ 3 months
Financial Life Coach	No	No	Yes	As needed	As needed	Evaluate @ 3 months
Independent Classroom time	Yes	Yes	Yes	Yes	Yes	Yes
Manage schedule	No	Yes	Yes	Yes	Yes	Yes @ 1 month
Ministry Team	No	>30 days	>30 days	>30 days	Open	>30 days
Monitor own mail	No	No	Yes	Yes	Yes	Evaluate >30 days
Overnight passes	No	No	Yes	Yes	N/A	Evaluate >30 days
Personal, scheduled, phone calls	1-2 weekly > 14 days	1-2 weekly	Unlimited	Unlimited	Unlimited	1-2/week, Evaluate @ 30 days
Phone calls are monitored	Yes	As needed	No	No	No	Monitored, Evaluate after 30 days
Cell phone/personal computer/internet	No	No	No	Restricted	Yes	Evaluate @ 4 months
Shopping	No	Staff approved	Assist with transportation	Assist if needed	Independent	Evaluate after 30 days
Sunday passes	No	No	Yes	Yes	N/A	Evaluate after 30 days
Train in Child Care	No	Yes	Yes	Yes	Interview	Evaluate after 30days
Use of Internet	No	No	With approval	With approval	Yes	Evaluate @ 3 months
Work Experience	< 14 days 20 hour week	40 hour week	40 hour week	Off-site employment.	Interview	Evaluate