

# Student Handbook



Home of Hope Women & Children's Center

PO Box 10985 | Casa Grande, Arizona 85130 | 520.836.5030 | [tczhomeofhope.org](http://tczhomeofhope.org)





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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



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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

### 3.1. Teen Challenge of Arizona (TC) Believes....

3.1.1. The scriptures are inspired by God and declare His design and plan for mankind (2 Timothy 3:15-17).

3.1.2. There is only One True God; revealed in three persons...Father, Son and Holy Spirit (Deuteronomy 6:4).

3.1.3. In the Deity of the Lord Jesus Christ. As God's son Jesus was both human and divine (Matthew 1:23).

3.1.4. Though originally good, Man Willingly Fell to Sin – ushering evil and death, both physical and spiritual, into the world (Genesis 1:26-27).

3.1.5. Every Person Can Have Restored Fellowship with God Through 'Salvation'...trusting Christ, through faith and repentance, to be our personal Savior (Luke 24:47).

3.1.6. In Water Baptism by Immersion after repenting of ones sins and receiving Christ's gift of salvation and Holy Communion as a symbolic remembrance of Christ's suffering and death for our salvation (Matthew 28:19).



- 3.1.7. The Baptism in the Holy Spirit is a Special Experience Following Salvation that empowers believers for witnessing and effective service, just as it did in New Testament times (Luke 24:49).
- 3.1.8. The Initial physical Evidence of the Baptism in the Holy Spirit is Speaking in Tongues, as experienced on the Day of Pentecost and referenced throughout Acts and the Epistles (Acts 2:4).
- 3.1.9. Sanctification initially occurs at Salvation and is not only a declaration that a believer is holy, but also a progressive lifelong process of separating from evil as believers continually draw closer to God and become more Christ-like (Romans 12:1,2).
- 3.1.10. The Church has a mission to seek and save all who are lost in sin. We believe 'the Church' is the Body of Christ and consists of the people who, throughout time, have accepted God's offer of redemption (regardless of religious denomination) through the sacrificial death of His son Jesus Christ (Ephesians 1:22-23).
- 3.1.11. A Divinely Called and Scripturally Ordained Leadership Ministry Serves the Church. The Bible teaches that each of us under leadership must commit ourselves to reach others for Christ, to worship Him with other believers, to build up or edify the body of believers-the Church and to meet human need with ministries of love and compassion (Mark 16:15-20).
- 3.1.12. Divine Healing of the Sick is a Privilege for Christians Today and is provided for in Christ's atonement (His sacrificial death on the cross for our sins) (Isaiah 53: 4,5).
- 3.1.13. In The Blessed Hope – When Jesus Raptures His Church prior to His Return to Earth (the second coming). At this future moment in time all believers who have died will rise from their graves and will meet the Lord in the air, and Christians who are alive will be caught up with them, to be with the Lord forever (1 Thessalonians 4:16-17).
- 3.1.14. In The Millennial Reign of Christ when Jesus returns with His saints at His second coming and begins His benevolent rule over earth for 1,000 years. This millennial reign will bring the salvation of national Israel and the establishment of universal peace (Zechariah 14:5).
- 3.1.15. A Final Judgment Will Take Place for those who have rejected Christ. They will be judged for their sin and cosigned to eternal punishment in a punishing lake of fire (Matthew 25:46).
- 3.1.16. And look forward to the perfect New Heavens and a New Earth that Christ is preparing for all people, of all time, who have accepted Him. We will live and dwell with Him there forever following His millennial reign on Earth. 'And so shall we forever be with the Lord!' (2 Peter 3:13)
- 3.1.17. God has ordained marriage and defined it as the covenant relationship between a man, a woman and Himself. TC will only recognize marriages between a biological man and a biological woman.



- 3.1.18. That God wonderfully and immutably created each person as male and female. These two distinct, complementary genders together reflect the image and nature of God. Rejection of one's biological sex is a rejection of the image of God within that person.
- 3.1.19. That the term "marriage" has only one meaning: the uniting of one man and one woman in a single, exclusive union, as delineated in Scripture. (Gen 2:18-25) We believe that God intends sexual intimacy to occur only between a man and a woman who are married to each other. We believe that God has commanded that no intimate sexual activity be engaged in outside of a marriage between a man and a woman.
- 3.1.20. That any form of sexual immorality (including adultery, fornication, homosexual behavior, bisexual behavior, bestiality, incest, and use of pornography) is sinful and offensive to God.
- 3.1.21. That in order to preserve the function and integrity of Teen Challenge of Arizona as the local Body of Christ, and to provide a biblical role model to the TC clients and staff and the community, it is imperative that all persons employed by Teen Challenge in a capacity, or who serve as volunteers, agree to and abide by this Statement of Marriage, Gender, and Sexuality.
- 3.1.22. That God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ.
- 3.1.23. That every person must be afforded compassion, love, kindness, respect, and dignity. Hateful and harassing behavior or attitudes directed toward any individual are to be repudiated and not in accord with Scripture nor the doctrines (policies) of TC.
- 3.1.24. Addiction is characterized by a progressive loss of control over the use of a substance or behavior. The user becomes obsessed with it despite adverse consequences and often vigorously denies the existence of a problem if confronted.
- 3.1.25. **The faith-based approach of Teen Challenge is that merely abstaining from addiction will not provide a lifetime of success; however, success can be achieved by replacing those addictions with a fulfilling and life-affirming experience with Jesus Christ.** In other words, we believe that the void which people often attempt to plug with addictions can be filled, instead, with a new identity in Christ.
- 3.1.26. The Statement of Faith does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible Word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind, is the sole and final source of all that we believe. For purposes of TC's faith, doctrine, practice, policy and discipline, our Board of Directors/Executive Management Team is TC's final interpretive authority on the Bible's meaning and application.



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## 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 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.



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8.8. Entrance Requirements Check List:

<b>Entrance Requirements Check List</b>	<b>Completed</b>
Application Fee <b>Amount:</b> _____	
Intake Fee <b>Amount:</b> _____	
<b>Student Requirements</b>	
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.	
<b>Child Requirements</b>	
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**

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.**





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## 11. Legal

- 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. 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 visit 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 given 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

<b>Student Privileges</b>	<b>Induction</b> 0-30 days	<b>Training 1</b> 1-4 months	<b>Training 2</b> 5-7 months	<b>Re-Entry</b> 8-15 months	<b>Intern/Work Status</b>	<b>Restoration</b>
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 Coaching	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
Sunday Visits	No	Yes	Yes	Yes	Yes	Evaluate after 30 days