



PROGRAM STRUCTURE PACKET

HOME OF HOPE for WOMEN and WOMEN with CHILDREN

Mission Statement

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 of Arizona endeavors to help people become mentally sound, emotionally balanced, socially adjusted, physically well and spiritually alive through Jesus Christ.

To New Students:

Welcome to Teen Challenge – we are glad that you are here. It is our deepest hope that you have an encounter with God, while you are in the program that will change your life forever. The program will provide you with structure, but the program itself cannot offer the change you seek. God’s grace, truth, time and relationships with other people will bring about the heart transformation that you desire. Let’s seek God together and discover His plans for our lives.

Sincerely,

Teen Challenge Staff & Leadership

STATEMENT OF FAITH – TEEN CHALLENGE OF ARIZONA BELIEVES

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

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

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

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

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

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).

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).

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).

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).

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).

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).

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: 45).

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).

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).

A Final Judgment Will Take Place for those who have rejected Christ. They will be judged for their sin and consigned to eternal punishment in a punishing lake of fire (Matthew 25:46).

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)

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.

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 reflection of the image of God within that person.

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.

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.

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.

That God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ.

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.

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.

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.

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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THE FOUR PILLARS OF CHANGE

IDENTITY - CHRIST-LIKENESS - PROTECTIVE LOVE - SELF EVALUATION

The Teen Challenge Discipleship Ministry is held up by these important pillars. Staff and students embrace the truth and process contained within each pillar to experience genuine transformation.

IDENTITY

Correctly perceived identity is crucial for lasting, meaningful life transformation. “We will all live in accordance with our perceived identity. In fact, no one can consistently behave in a way that is inconsistent with how he perceives himself.” (Neil Anderson, Victory over the Darkness) All behavior is purposeful.

Learning who we are in Christ will help us establish our true identity and is key to the development of a life-long relationship with God and lasting relationships with other people.

CHRIST-LIKENESS AS THE STANDARD

The Quality Standard of behavior for staff and students is Christ-likeness. Rules, regulations and laws should be respected in every area of life, but as Christians our standard for conduct isn't set by them. Our thoughts and conduct are determined by our character and the standard for our character is set by the example of Jesus Christ.

You shall love the Lord your God with all your heart, and with all your soul and with all your mind. This is the greatest and foremost commandment. The second is like it; you shall love your neighbor as yourself.

Matthew 22:37-39

PROTECTIVE LOVE

Protective Love for our behavior holds forth a quality standard for both staff and students. All agree to embrace Christ-likeness as the quality standard. If Christ-likeness as the quality standard is not fully embraced, and protective love is left to slip, the healing environment will be compromised.

Restoration from sin is accomplished by commitment to personal, internal and external life changes with Christ-likeness as the quality standard for all areas of our life. All behavior (especially matters of the heart) will be discussed. Personal accountability is examined with self-evaluation, a process that is redemptive rather than punitive. *James 5:16*

Protective Love is designed to create an environment that encourages positive personal life changes through self-evaluation, leading to Christ like choices.

SELF-EVALUATION

Examine yourselves to see whether you are in the faith; test yourselves. Do you not realize that Christ Jesus is in you – unless, of course, you fail the test? *2 Corinthians 13:5*

Therefore confess your sins to each other and pray for each other so that you may be healed. The prayer of a righteous person is powerful and effective. *James 5:16*

Let us examine our ways and test them, and let us return to the Lord. *Lamentations 3:40*

The ability to effectively evaluate one's own behavior is key to lasting personal change. Lists of rules, behavior modification, and punishment do not allow people to be internally transformed, but rather, are tools of control that push people to merely conform.

If we do not allow each other the freedom to fail we do not allow each other the freedom to change. Self-Evaluation with Christ-likeness as the Quality Standard allows people the freedom to fail, the freedom to experience God's life-changing grace flowing from others, the freedom to make better choices, and ultimately the freedom to change from the inside out.

Self-Evaluations should be presented within two days of being lead into it.

THE ART OF ASKING GOOD QUESTIONS

Our goal is to ask questions that help people think, and to identify the values that lead to their choices. There are some simple guidelines to the art of asking good questions in Self-Evaluations:

What To Do & What Not To Do:

- Ask questions that cause them to think (not answer yes or no)
- Help them become aware of their value systems that lead to their choices
- No “WHY” Questions
- Do not attempt to give advice
- Lead people to evaluate *their own* behavior
- No preaching
- Don’t make it about your “stuff”, it is their evaluation

Examples of good questions:

- Will you help me understand what you were doing?
- Under what conditions does this tell you about your heart, and where it is?
- How do you get your love and belonging needs met?
- When do you think you are at your best?

The Bottom Line:

- What can they discover about themselves?

House Safety Issues are:

1. Drug or alcohol use or abuse of prescription medication.
2. Theft
3. Assault – Physical, verbal, sexual, racial, or possession of a weapon

WHEN YOU CHOOSE TO ACT OUT AGAINST ANY OF THE HOUSE SAFETY ISSUES, YOU HAVE MADE THE CHOICE TO LEAVE THE PROGRAM.

PROCESS FOR LEAVING THE PROGRAM

When a student chooses to leave the program in this way, she must leave the program immediately. Staff will help in every possible way to coordinate an exit plan.

Three options are available for students who choose to leave in this manner:

1. The student may choose to go her own way and not return to Teen Challenge.
2. The Center Director reserves the right to uphold the student’s decision and not allow her the opportunity to be reinstated.
3. The student may ask for a meeting with the Peer Support Group for the purpose of being reinstated.

If the student chooses to meet with the Peer Support Group she must contact the Center Supervisor to be considered for reinstatement. Any calls after a 30 day period will result in the individual not being considered for reinstatement.

If the Peer Support Group or the Center Director upholds the students decision to leave, or the student chooses not to ask for reinstatement he must:

1. Make arrangements to collect all of her belongs within seven days of her departure. Teen Challenge is not responsible for the storage or security of items left past seven days.
2. Prior to a student’s reinstatement, she doesn’t have permission to attend any Center events.

PEER SUPPORT

Peer Support consist of two or three students, elected by the student body, and two or three staff members chosen by the Center Leadership.

Peer Support has two purposes:

1. To meet with students who have chosen to leave the program because of a House Safety Issue, desiring to be reinstated.
2. To meet with students who struggle with reoccurring issues without breakthrough, in order to formulate a plan moving forward.

HOUSE STRUCTURE

Structure is important to community living because it provides order, peace and safety in our work and living environments. Choosing to be in the program is choosing to live within the structure. We choose to be guided by Christ-likeness in our relationships with one another rather than by lists of rules and regulations. We must differentiate between the rules that govern our structure and the relationship required to uphold this structure.

FACILITIES

Student Rooms

A steward is a person who has been given responsibility to care for something that is not theirs. Jesus said "...if you have not been trustworthy with someone else's property, who will give you property of your own?" (Luke 16:12)

Home of Hope reserves the right to conduct room searches for drugs and anything harmful to the welfare of the program and residents.

Being a good steward is a Christ-like standard, and keeping your rooms clean is a stewardship opportunity.

1. We choose to make our beds before devotions, neatly tucking our sheets and blankets under our mattresses so there are no wrinkles.
2. We choose to empty our trash cans daily.
3. We choose to keep personal items away in our dressers and closets.
4. We choose to keep our shoes put away in the closet.
5. We choose to keep our walls and rooms free from clutter.
6. We choose to keep our dressers and closets neat and organized.
7. We choose to place our dirty laundry inside our basket and keep them in our closets.
8. We choose to keep our rooms free from electrical hazards like extension cords.
9. We choose to have our rooms in this condition by the end of chore time and will keep it in this condition at all times. We choose to deep clean our rooms on Saturdays before free time.
10. We choose to have clocks without radios.

Common Area

We choose to keep the common area clean and in order at all times. Students can choose to display Christ-likeness by cleaning up after themselves.

1. We choose to view and listen to Christ-like movies, and music during approved times.
2. We choose to be kind and courteous to others, respect others, their space and personal property.
3. We choose to not go in another student's room. We will not share make up or personal items.
4. We choose to clean up after ourselves and our children.
5. We choose to dye our hair **natural colors** in the Beauty Shop ONLY.
6. We choose to conserve water and electricity.
7. We choose to keep the noise down.
8. We choose to supervise our children or have them supervised by an ADULT at all times.

Caring for Your Children

Note: Teen Challenge of Arizona, Home of Hope is a mandatory reporter. This means we are required to report all suspected child abuse incidents.

1. Mothers are required to discipline their children appropriately. Screaming, yelling or hitting a child in anger is not permitted. Staff will assist the mother as needed.
2. Children are eligible for passes with approved family member upon intake. Passes are arranged through the Center Supervisors Office.
3. Children attend their designated Sunday school or nurse class during church services.
4. Children attend the Home of Hope Christian Child Care Center. School age children attend Cottonwood Elementary School.
5. Mothers are expected to attend their child's school events such as open house, school plays and holiday programs and teacher meetings.

Kitchen & Pantry

1. We choose to be in the kitchen or pantry areas only when assigned to work there and only during our assigned shift.
2. We choose to wear appropriate work attire and tennis shoes to meet health code standards.

Laundry Room

1. We choose to drop off and pick up our laundry during assigned day and posted hours.

Classroom

1. We choose to be quiet in the classroom at all times.
2. We choose to keep our desks organized and neat.
3. We choose to be in the classroom during our scheduled times.
4. We choose to keep the classroom neat and clean, putting books and materials back after we use them.
5. We choose to not bring drinks and/or food items into the classroom, with the exception of water in closed lid cups and or water bottles.

Vehicles

1. We choose to keep the vehicles clean at all times.
2. We choose to only be in the vehicles at assigned times.

FASTING

Students are encouraged to pray and seek God's guidance before making a decision to fast for any length of time. Students who wish to fast need to fill out and submit a request form for approval from the Center Supervisor.

SCHEDULE

A daily schedule is provided to all students

1. We choose to attend, be on time and prepared to all scheduled classes, groups, meetings, chapels, Bible studies, meals and work halls.

DRESS CODE & HYGIENE

1. Teen Challenge services, ministry teams, and fundraisers have a standard in place for appearance and respect. We choose to dress modestly and feminine, appropriate to the occasion. Nothing revealing or too tight. Undergarments must be worn at all times outside of rooms. Hair must be kept clean and neat. We choose to follow the dress code.
 - a. Ministry Teams / Banquet – Black dress pants, HOH shirt (supplied), tank top undershirts, and low heeled black shoes lack dress shoes. Banquet theme attire (polos, tee-shirts), dresses, neutral

hosiery and low heeled dress shoes.

- b. Fundraising – Home of Hope polos (supplied), name tags, nice casual pants or jeans, nice tennis shoes and socks.
 - c. Sunday & Wednesday Church/Chapel and Classroom – Business casual; dress, skirt, blouse, pants, shirt, polo, and low heeled dress shoes.
 - d. Day to day at the Center – Nice t-shirt or collard shirt, shorts or pants, shoes with socks or sandals. We choose not to wear cut-offs, tank tops, or sleeveless shirts.
 - e. Offices and Work Areas / Childcare / Kitchen / Boutique – Work clothes appropriate to assigned area; Business casual attire, dresses, skirts, blouses, shirts, dress and casual pants, low-heeled dress shoes, scrubs, comfortable shoes, tennis shoes (Kitchen area)
 - f. Children will be dressed modestly and appropriately to the occasion.
2. We choose to not wear any body piercing jewelry other than earrings. Gauges are not allowed.
 3. We choose to shower once per day, and be considerate of others who need to shower.

TOBACCO FREE ENVIRONMENT

We choose to have a completely tobacco free environment at all times, and our goal is to overcome all unhealthy addictions. Two out of three people in recovery who continue to use tobacco addictively relapse within one year. We are willing to help you with any issues that would lead you to choose to use tobacco, however, continuous use of tobacco in our tobacco free environment will be considered a House Safety Issue violation.

VISITATION

Visits will begin after two weeks in the program. Visitations are on Sunday's 12:30 p.m. - 4:30 p.m. and limited to family members, pastors, and probation officers on approved list. 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.

1. Students may not visit with boyfriends while they are in the program.
2. Home of Hope Staff must approve all visits.
3. Students will not be permitted to use their visitors' phones, iPads, etc. during visits.

PASSES

After 5 months in the program students can take a 3 day pass within the state of Arizona or a 5 day pass outside of the state of Arizona. Students will be eligible to take a weekend pass every 6 weeks after their first pass. They are also eligible to take a day pass every other Sunday from 12:30 p.m. – 6:00 p.m. See the Center Supervisor for eligibility.

TELEPHONE CALLS

Personal Calls

During the Intake process scheduled telephone times are given to students. After 5 months in the program students can make or receive daily 15 minute phone calls, except on Sunday's and Wednesday's. There will be 2 calls monitored per week, all other calls are unmonitored.

1. Additional calls may only be approved by the Center Supervisor.
2. We choose not to give out any information about any past or present student.
3. We choose to call people on approved Phone Call List only.

Personal Business Calls

The Intake office handles all Legal calls and matters with students. Student Services Office handles all medical/dental appointments.

Appointments

Doctor's appointments must be made during Home of Hope business hours Monday – Friday 8:00 a.m. – 4:30 p.m. Transportation for appointments can be handled through ACCHS for Casa Grande Shuttles.

MAIL

Students are allowed to write family, pastors and anyone on the approved personal mail list. Both incoming and outgoing mail will be screened for the first 5 months of the program. However, ALL packages will be screened throughout the entire program. Please leave outgoing mail unsealed in the designated location, inside the envelope / box.

MONEY

After 5 months in the program a student can keep \$10 cash on them. Wal-Mart cards are held in the Student Services Office and loaded as needed. Any Debit cards that are being held in the Administrative Office will be given to the student at the Re-Entry Phase of the program. All requests are made through the Student Services Office.

MEDICATION

All medication must be locked in the medicine cabinet and logged in the medication log. Staff will witness students taking medication to ensure the medication is being taken as per instructions on the package or bottle.

URINALYSIS

1. Students may be asked to participate in random and routine urinalysis. It is the responsibility of each student to submit a urine sample before leaving the Intake Office or Med Room.
2. A positive urinalysis could result in a dismissal from the program.

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STUDENT RIGHTS

STUDENTS HAVE THE FOLLOWING RIGHTS:

- The right to give informed consent, or to refuse treatment or medication, and be advised of the consequences of such a decision.
- The right to a grievance procedure.
- The right to a humane and safe environment, free from abuse, neglect and exploitation.
- The right to dignity and personal privacy.
- The right to know about the cost and third-party coverage of treatment, including any limitations on the duration of treatment.
- The right to receive a complete explanation of student rights in clear, non-technical terms in a language the student understands.
- Students shall not be detained against their will.
- Students shall be afforded appropriate medical or psychological/psychiatric care either through referral or direct service delivery. The ministry shall communicate who has financial responsibility for these services.

STUDENT GRIEVANCE

A grievance process is available for students who believe a conflict is not being properly address through the program structure.

1. All complaints shall be acknowledged and documented within 24 hours (72 hours on weekends).
2. The Student shall be informed of the findings and recommendations within seven calendar days.
3. Students have these rights under the grievance policy:
 - A) The right to seek remedy to file a complaint.
 - B) Methods to be used to file a complaint.
 - C) The right to grieve directly to any staff member.
 - D) The right to have direct access to the Director at some point in the grievance process.
 - E) The right to submit a complaint in writing and to have assistance in writing if they are unable to read or write.
 - F) The right for grievances to be resolved in a timely fashion, generally within seven days.

Questions regarding the Student Grievance process can be directed to Center Supervisor.

RESTORATION GUIDELINES

Students will follow the six to twelve month program timeline for restoration. The restoration timeline depends on the student graduated, how long they have been out of the program and away from Teen Challenge.

PROGRAM PHASES

Student Privileges	Induction 0-30 days	Training 1 1-4 months	Training 2 5-10 months	Re-Entry 10-12 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 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	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