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## GLOBAL TEEN CHALLENGE

## STANDARDS

## OF

## OPERATION

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GLOBAL TEEN CHALLENGE

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**DEFINITIONS:**

The definitions are as follows:

1. **Shall** *means* mandatory compliance.
2. **Should** *means* mandatory but allows for an effective alternative.
3. **Recommended** *means* compliance is preferred though not mandatory.

**ORGANIZATIONAL AND LEGAL STRUCTURE**

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**EVANGELISM AND PREVENTION MINISTRY**

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**INTRODUCTION AND THANKS**

These Teen Challenge Accreditation Standards were developed by Global Teen Challenge "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). These Standards have been expanded, improved and revised over the years and reflect input from hundreds of experienced Teen Challenge workers, directors, board members, missionaries and national leaders.

These standards set forth the principles that define Teen Challenge as an organization and are used as a guideline to help centers around the world develop into successful discipleship ministries.

**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 endeavors to help people become mentally sound, emotionally balanced, socially adjusted, physically well, and spiritually alive.

**GOALS**

 ***The Standards of Operation are:***

1 A tool for facilitating universal quality and consistency in all Teen Challenge Centers.

2. Utilized with respect to the sovereignty of each Teen Challenge center but with concern for the legal, ethical, spiritual, physical and emotional well being of all.

3. Used to assist in providing a measure of credibility which can help in public relations and fund-raising efforts and with government recognition.

**VERIFYING COMPLIANCE WITH ACCREDITATION STANDARDS**

It is understood that the records kept in compliance with a standard are a part of the evidence a reviewer needs to see to verify compliance. A reviewer may also interview staff or students to verify compliance.

*Accreditation Goals iii*

**IMPORTANT NOTE**

While it IS possible to verify the basic structure, rules, schedules and policies of a Teen Challenge Center, it must be understood that **the quality and ultimately the success of a program depends mostly on** **the spiritual maturity and Godly role models of the leadership and staff.** While implementing these Standards of Operation it must be remembered that the Word of God and the Holy Spirit (II Corinthians 5:17, Acts 1:8, and Psalms 119:9,11) are the keys to the success of Teen Challenge ministry worldwide.

**ORGANIZATIONAL AND LEGAL STRUCTURE**

**Standard 1: Ministry Authorization**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. A statement of faith, mission statement, constitution and by-laws which are

in agreement with Global Teen Challenge. (See addendums)

 2. Written government recognition as a religious non-profit corporation.

 or the subsidiary of a religious non-profit corporation.

 3. Written approval from Global Teen Challenge.

 4. A current copy of the Constitution and By-Laws on file with Global Teen

Challenge.

**Standard 2:** **Board** **Composition**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. A Board which consists of dedicated evangelical Christians who are in

harmony with the goals and philosophy of Teen Challenge.

 2. The program's constitution and bylaws shall define the method of selection

and election of members, the president and board of directors.

 3. The Board shall meet two times a year.
 4. The Board members should preferably be unrelated by birth to each other

and to the majority of the members of his/her work team.

**Standard 3:** **Board** **Authority**

The program's constitution, bylaws, and policies **shall** define the responsibilities, powers and duties of:

 1. The Board of Directors
 2. The Executive Director
 3. The Audit Committee

**Standard 4: Board of Directors Duties**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

The duties of the Board of Directors **shall** include, but not be limited to:

 1. Appointment of a qualified Executive Director with a written description of

his or her responsibilities.

 2. Adoption, review, and revision of the ministry’s by-laws and policies.

 3. Review and approval of an annual written financial report and annual

budget.

 4. Safeguarding the assets of the corporation.

 5. Developing policies for making resources available: i.e., funds, staff,

equipment, supplies, and facilities to ensure the program is capable of fulfilling

its stated purposes.

**Standard 5: Board of Director’s Meeting Minutes**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. Minutes kept of the Board of Director’s meetings. The minutes shall

include, but not necessarily be limited to:

 a. The date of meeting.

 b. The names of members attending and those absent.

 c. The topics discussed.

 d. The decisions reached and actions taken.

 e. The target dates for implementation of recommendations.

 f. All reports presented.

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**FISCAL** **MANAGEMENT**

**Standard 6:** **Fiscal** **Integrity**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. Policies and practices that reflect its commitment to honesty and adherence

to high standards of integrity and accountability in the management of all finances.

 2. Documentation regulating the possession of property, including time and

conditions of use.

**Standard 7**: **Annual Budget**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. An annual budget plan, in writing, income and expected expenses.

 2. A budget plan which list all income by source and all expenses by category/

department.

 3. Development of the budget plan should include the participation of

appropriate officials.

 4. All sustainability projects must be reviewed and approved by the Board.
 5. Any change in the budget plan for the fiscal year must be approved by the

Board.

**Standard 8**: **Financial** **Registration**
**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

The Cash Book **shall** show:
 1. The direct and indirect costs in each category/Teen Challenge department.
 2. How each transaction must be documented; i.e. issuance of bills, cash,

reimbursement to staff, purchase order, etc.

**Standard 9: Financial Statement**To qualify as a Teen Challenge center, the ministry **shall** have:

 1. A reporting procedure that shows the relationship of all financial transactions,

including both 'income' and 'expenses' by category.

 2. Financial reports must be made available for:
 a. The Executive Board.
 b. General Assembly.

**Standard 10: Financial Audit**To qualify as a Teen Challenge center, the ministry **shall** have:

 1. An active supervisory board in accordance with standard accounting

procedures.

 2. Supervisory Board reports must be submitted and approved by the General

Assembly.

**Standard 11: Financial Policies** 1. The institution **shall** issue receipts for all donations and income and maintain

control.

**Standard 12: Designated Funds**

 1. The ministry **should** insure that Designated Funds must be used exclusively

for the purpose specified by the donor. Changes must be approved by the

donor and also documented.

**Standard 13: Student Fees**

If students are charged for the services, the ministry **should** have

 1. A contract for payment of tuition that is made available to students and

their parents or guardians.

 2. The Board should be aware of fees.

**Standard 14: Insurance Coverage**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. Vehicle insurance.

 2. Insurance of property.

**PERSONNEL MANAGEMENT**

**Standard 15: Staff Personnel Policies**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

The Teen Challenge **shall** have policies and procedures in writing:

 1. To describe criteria of staff recruitment, selection, promotion and

termination.

 2. To establish team rules: conduct, rights, responsibilities and lines of authority.

 3. For all employment agreements must include:

 a. Salary and benefits.

 b. Vacation, holidays, time off, and the requirements of the normal

week.

 c. A criterion for evaluating the performance of work.

 4. Establish a policy that individuals convicted of a serious offense related to a

sexual act should not be considered for employment in Teen Challenge.

**Standard 16: Staff Background Checks**

 1. There **shall** be an adequate and appropriate background check shall be

completed on every employee and volunteer providing an hour or more of services in a week.

**Standard 17: Staff Job Descriptions**

 1. There **should** be written job descriptions for all staff positions describing the

job title, specific responsibilities and lines of communication.

**Standard 18: Staff Orientation**

 1. There **should** be an orientation/training program for new staff members

which shall include:

 a. An introduction to the ministry philosophy, goals, policies, and

procedures in written form.

 b. A written copy of the job description.

 c. A written criteria for job performance evaluations.

**Standard 19: Staff Files**

 1. A personnel file **shall** be kept on each staff member which shall contain the

following:

 a. The application for employment.

 b. Letters of recommendation and results of the investigation of

references.

 c. Job performance evaluations.

 d. A Signed *Christian Conflict Resolution Agreement.*

**Standard 20: Staff Performance Evaluations**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. Each staff member shall be evaluated annually. The staff member shall

review and sign the evaluation.

 2. Where there are problems with job performance, the staff member shall be

informed of the skills, knowledge, or attitudes he or she needs to develop to perform the job at an optimal level.

**Standard 21: Staff Schedules**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. Written policies designed to confirm that the Teen Challenge

is appropriated staffed throughout the period of operation with qualified people.

 2. The staff should not normally be scheduled to work more than 44 hours a

week.

 3. When team members are scheduled for more than 44 hours a week,

additional compensation should be provided in cash or by free time.

 4. Weekend, holiday and overtime work should be distributed equally among

the team with similar functions, unless they have committed specifically to work for a particular period as weekends or nights.

**Standard 22: Volunteers**

To qualify as a Teen Challenge center, the ministry’s volunteers **shall** be:

 1. Required to sign a Christian Conflict Resolution Agreement.

 2. To fill out an application to be considered by the Director for full-time work.

 3. To receive guidance and training that full-time staff receive.

 4. To be supervised as full time staff.

 5. To subscribe to a "Volunteer Agreement"

 6. To receive a detailed job description.

**Standard 23: Staff Training**

There **should** be written policies that establish a staff training program, which provides:

 1. Guidance for new staff and others who take a new position.

 2. There shall be a written schedule detailing the staff training being planned

for the current year with projected completion dates showing when each

training session will be done.

 3. Opportunities for targeted education for work or personal growth.

 4. An annual report to the Board by which the effectiveness of the staff training

program can be evaluated.

 5. Training seminars within the center by qualified teachers.

 6. Quality resources such as books and videos

 7. Training offered by Global Teen Challenge

 8. Access to local educational institutions and internet training

**RESIDENT PROGRAM**

**Standard 24: Students Admission**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

The following information **shall** be collected and recorded by all applicants upon admission.

 1. Name, address, and phone number.

 2. Date of birth, sex, and race or ethnic origin.

 3. Abuse current substance or earlier and / or trouble managing lives.

 4. Medical Assessment.

 5. Date of recording information.

 6. Signature of employee who recorded the information.

 7. Name of referring agency, if appropriate.

 8. An agreement of Christian Conflict Resolution signed.

 9. A letter in his own hand asking for admission to and (if necessary) release

from the program.

**Standard 25: Student Medical Examination**

 1. Every student **shall** have a physical examination to enter Teen Challenge.

**Standard 26: Student Admission**

During the admission process, applicants **should** be clearly informed about:

 1. General nature and goals of the program.

 2. Rules governing the conduct of students as stipulated in the student manual.

 3. Cost of the program if it has to be borne by students.

**Standard 27: Student Referrals**

 1. The Teen Challenge center **should** have a list of referrals for other services

not available at Teen Challenge.

**Standard 28: Curriculum**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. A student program which includes a minimum of three hours a day

of structured Bible classes at least 5 days of the week.

 2. Group Studies for New Christians (GSNC) should be taught.

 3. Literacy can be offered when needed, if possible.

 4. Personal Studies for New Christians (PSNC) should be used and the

teacher must be certified.

**Standard 29: Food Management**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. Teen Challenge must comply with applicable laws and/or regulations

regarding storage, preparation and serving food.

 2. Menus must confirm that balanced meals are served regularly.

 3. A member of staff should be trained with food handling procedures.

 4. Health inspections should be conducted at least once a year by the

appropriate agency.

**Standard 30: Counselling**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. Teen Challenge Counseling should be done in a biblically consistent manner,

using trained counselors or certified staff as appropriate.

 2. Written policies shall indicate which directors are responsible for counseling,

including the number of counselees assigned and the type and frequency of counseling.

 3. There must be a documented record kept on the nature and progress of each

student counseling session.

**Standard 31: Student Legal Situations**

 1. Written policies **shall** describe the program’s responsibilities and relationship

to students who have legal situations while in Teen Challenge.

**Standard 32: Health Services**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. Referral criteria to local health services in the event of health concerns.

 2. During admissions, qualified personnel should review the medical evaluation

of students to be received to check their medical needs.

 3. Written policies on how to deal with HIV positive students and confidentiality

 4. No change should be made to medications, dosages or frequency of use

without written permission from a doctor.

 5. The drugs will only be distributed by employees. A written record must

contain the date, time, amount and to whom the drug was given or refused. It should also be signed by the employee and the student.

 6. Medicines should be kept in a locked area accessible only to designated

employees.

**Standard 33: Mental Health**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. Written policies should identify mental conditions or behaviors that exceed

the capacity of the Teen Challenge so that it refers the person to the most qualified institution to deal with the problem at hand.

 2. A list of available Mental Health professionals must be maintained.

**Standard 34: Physical Development**

 1. There **should** be policies that describe the timing and type of recreational activities to be carried out regularly by students.

**Standard 35: Daily Devotional**

 1. Each student **shall** have a daily, individual devotional time.

**Standard 36: Chapel Services**

 1. Chapel Services **should** be attended daily.

**Standard 37: Participation in the Local Church**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. A "home church" where students attend church regularly.

**Standard 38: Christian Emphasis**

 1. Teen Challenge is a Christian organization from Protestant evangelical

origins. As a core value this **shall** be emphasized and taught through biblical principles and modeled in every aspect of the program.

**Standard 39: Student Records**

To qualify as a Teen Challenge center, the ministry **should** have:

 1. Written policies and procedures governing the collection, maintenance,

disposal and disclosure of individual student records. They must confirm that the ministry keeps student files in which information and documents are kept in a standardized, secure and confidential manner.

 2. There should be a periodic review of the students' files to ensure that they

are updated and maintained in accordance with established policy.

 3. Establish criteria to train employees in the use of student’s files.

**Standard 40: Students File Contents**

There **should** be a file, maintained for at least five years, of each student. It must contain:

 1. Results of all examinations, tests, and other accessment information.

 2. Reports and treatment plans from referring sources.

 3. Medication Files should contain a record of the monitoring of all drugs used.

 4. Correspondence related to the needs of students and their progress, including

letters and notes of telephone conversations.

 5. Consent forms.

 6. Student Admission Form.

 7. Progress notes with files in chronological order, including the date each

relevant observation was made, and the signature and position of who entered the information.

 8. Proof confirming the dismissal and any other relevant information.

**Standard 41: Work Therapy Program**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. Students must participate in work details while in the program.

 2. Students should not be required to participate in the work program activities

more than 30 hours per week.

 3. Spiritual activities and classes should have priority and should not be pre-

empted in order to create opportunity to schedule work details.

 4. Students should not be used to participate in work details outside of the

center during their first six months in the program. If they are part of such a work detail it must be supervised by staff.

**Standard 42: Students' Rights**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

To qualify as a Teen Challenge center, the ministry **shall** have:

 1. Written policies that describes the rights of students. The rights of students are:

 a. The right to a humane and safe environment, free from abuse,

neglect and exploitation.

 b. The right to be treated with dignity and individual privacy.

 c. The right to claim a grievance.

**Standard 43: Abuse, Neglect or Exploitation**

There **shall** be a written procedure that ensures compliance with the following:

 1. Any staff member or volunteer who has any knowledge of an alleged

incident involving acts or omissions which may constitute abuse, neglect, or exploitation shall made an immediate verbal report to the ministry director or designee and shall be handled in accordance to prevailing law.

 2. The staff member or volunteer involved shall submit a written incident

report to the Executive Director within 24 hours, who shall inform the Board of Directors.

**Standard 44: Student Grievances**

 1. Teen Challenge **should** have student grievance procedures allowing the

student right to grieve directly to any staff member, and if necessary to the Executive Director and the right for grievances to be resolved in a timely fashion.

**Standard 45: Student Discipline Policies**

 1. There **shall** be a written policy on student discipline. Student discipline

policies shall state that:

 a. Corporal discipline shall be prohibited.

 b. Students shall not be subjected to any harsh, cruel, or excessive

discipline, (eg. withholding food).

 c. Discipline shall not be used for the personal convenience of the staff, it

shall be administered in a just and equitable manner.

 d. Normal discipline may include but not be limited to the restriction of

privileges, extra work details, writing and/or reading assignments, etc.

**Standard 46: Follow-up/Re-entry**

 1. Policies **shall** describe the follow-up/re-entry plan for students after

graduation from the program. A graduate tracking system and an alumni association are strongly recommended.

**Standard 47: Facilities and Equipment Management**

**Please check the appropriate box(es): Exists, In Use, Not In Use, In Process**

 1. Teen Challenge **should** have written policies governing the use and

maintenance of its facilities, equipment and property.

 a. All buildings and grounds shall be kept clean, painted, and

landscaped and in good repair.

 b. All equipment will have regular cleaning and maintenance.

 c. Regular pest control and waste removal shall be maintained.

**Standard 48: Security**

To qualify as a Teen Challenge center, it is **recommended** that the ministry have:

 1. Written policies which safeguard the well-being of students and staff.

 2. Relationships with agencies with expertise in safety such as the fire

department, health department, etc., are encouraged.

 3. As a minimum, each center shall ensure safety by providing:

 a. Regularly inspected/charged fire extinguishers.

 b. First aid kits and fire extinguishers in ministry vehicles.

 c. Posted fire escape plans and easily seen exit signs.

 d. Smoke detectors on each floor of bedrooms.

 e. Regularly conducted and documented fire and disaster preparedness

drills.

**Standard 49: Vehicles**

To qualify as a Teen Challenge center, it is **recommended** that the ministry have written policies outlining the following:

 1. Use and maintenance of ministry vehicles.

 2. Passenger rules and regulations.

 3. Vehicle accident procedures.

**EVANGELISM AND PREVENTION MINISTRY**

**Standard 50: Outreach and Prevention Ministry**

To qualify as a Teen Challenge center, it is **recommended** that the ministry have: 1. The program shall establish strategies for outreach ministries with evangelism

as the primary goal.

 2. Teen Challenge shall have a drug prevention program for churches, schools

and the community.

**ADDENDUMS**

**STATEMENT OF FAITH**

1. The Bible is the inspired and only infallible and authoritative Word of God. (II Timothy 3:15; I Peter 2:2)
2. There is one God, eternally existent in three persons: God the Father, God the Son, and God the Holy Spirit. (Deuteronomy 6:4; Matt. 28:19; Mark 12:29; John 5:17-30)
3. The deity of our Lord Jesus Christ is shown in His virgin birth, in His sinless life, in His miracles, in His atoning death, in His bodily resurrection, in His personal future return to this earth in power and glory to rule a thousand years. (Isaiah 7:14; Hebrews 7:26; Acts 1:9-11, 2:22; I Corinthians 15:3,4)
4. The Blessed Hope is the Rapture of the Church at Christ’s coming. (I Thessalonians 4:16,17; Romans 8:23; Titus 2:13; I Corinthians 15:51,52)
5. Then only means of being cleansed from sin is through repentance and faith in the blood of Christ. Regeneration by the Holy Spirit is absolutely essential for personal salvation. (Luke 24:47; Romans 8:16, 10:13-15; Titus 2:11, 3:5-7; Ephesians 2:13,14)
6. The redemptive work of Christ on the cross provides healing of the human body in answer to believing prayer. (Isaiah 53:4,5; Matthew 8:16,17; James 5:14-16)
7. The Son of God baptizes believers who ask for the Holy Spirit, with power for life and service. (Luke 24:49; Acts 1:4,8, 2:4, 10:44-46, 15:8,9)
8. The indwelling of the Holy Spirit, through its sanctifying power, enables the Christian to live a holy life. (Hebrews 12:14; I Peter 1:15,16; Phillippians 2:12,13)
9. There is resurrection of both the saved and the lost, the one to everlasting life, and the other to everlasting damnation. (Matthew 25:46; Mark 9:34-48; Revelation 19:20, 20:11-15, 21:8)
10. The Church is the Body of Christ, and is made up of all true believers. It is both universal and local. The purpose of the Church is for evangelism, fellowship, unity, and teaching of doctrine. (Ephesians 1:22,23, 2:22; Hebrews 10:23-25, 12:23; Acts 2:42)