

Teen Challenge of Arizona, Inc.

Springboard Home for Youth in Crisis



Program Information Packet

“Anyone who belongs to Christ is a new person. The past is forgotten, and everything is new.”

CEV 2 Corinthians 5:17

Greetings!

This letter is sent in response to your inquiry about the Springboard program. Times like this can be difficult on the parents and families of young women in crisis as you seek out the best solution for your daughter. You desire a safe place where your daughter can overcome her life-controlling issues, change her defiant and destructive behavior and give her the tools she, and the entire family needs, to move forward. I hope that the information provided here will be helpful to you and will answer the many questions I know you have.

Since 1976, the Teen Challenge of Arizona Springboard Home for Youth in Crisis has been helping young women, ages 12-17, find help and hope through our 3-5 month program. Located in Tucson, Arizona the Springboard Home provides the faith-based solution to the drug epidemic...and so much more. During her stay, your daughter will be given foundational Christian instruction through the Teen Challenge National Curriculum from a certified teacher, individual and family Biblical Counseling from qualified Biblical counselors and compassionate care through well-trained and experienced house-parents. As a state licensed DCS facility, our home provides a standard of excellence in the care we provide.

It is our desire to help you during this time, so please review the information provided carefully and call our office with any questions you might have. It is important that you are comfortable with placing your daughter in our care and that we agree that a stay at Springboard is the best choice for her at this time.

Again, please call with questions. Our staff will assist you in any way possible. Thank you for your inquiry.

Consumed by the Call –

Rev. Debra Stevenson M.E.D
Center Director – Springboard Home
Teen Challenge of Arizona, Inc.

Teen Challenge of Arizona's
Springboard Home for Youth in Crisis

MISSION STATEMENT



Teen Challenge of Arizona's Springboard Home for Youth in Crisis endeavors to help young ladies, ages 12-17 become mentally stable, emotionally balanced, socially adjusted, physically well, and spiritually alive.

VISION STATEMENT



Teen Challenge of Arizona's Springboard Home for Youth in Crisis seeks to accomplish its' mission through excellent care, compassionate counseling and Christian curriculum administered by competent and caring staff and supported through the generosity of a concerned community.

CORE VALUES



We value the **Opportunity** to lead each of our students into a genuine relationship with their loving Lord and Savior, Jesus Christ.



We value the **Work of the Holy Spirit** in providing deliverance and life-long change in the lives of our students.



We value **Providing a grace-saturated environment** for our students that fosters respect, growth, and effective ministry.



We value **Excellence and Integrity** in all that we do in the course of business and ministry.



We value **Mature Christianity** as evidenced by the fruit of the Holy Spirit in the lives and ministry of the Springboard staff.



We value **Compassionate Counseling** based solely on the Word of God.



We value **Sound Teaching** of doctrinal truth in our care, curriculum, and counseling.



We value **Restoration of Families** and are committed to family ministry.



We value **Community Outreach** as a means of education and prevention.



We value our **Partners** who support and encourage this important work.



We value **Wise Stewardship** of the resources God has entrusted us with for the furtherance of His Kingdom.

Teen Challenge of Arizona's Springboard Home for Youth in Crisis Program Description

In compliance with DES Standard R6-5-7423

Since 1976, the Teen Challenge of Arizona's Springboard Home for Youth in Crisis has been helping young women, ages 12-17 overcome life-controlling substance abuse, defiant behavior, abuse, neglect and other tragedies. Through our 3-5 month program, Springboard helps both these troubled young women and their families through several methods.

Each week, the young women and their families receive faith-based counseling designed to address the immediate issues faced by the family in crisis as well as provide long-term tools to ensure complete family reconciliation and success in subsequent challenges. A Service Care Plan is created at the time of admission to ensure that the necessary counseling services are provided to each family we serve.

A Teen Challenge certified teacher on staff leads each of the students through a Nationally Accredited Teen Challenge curriculum instructing the young ladies in character development, faith-based principles as well as practical living skills. A total of three (3) units must be completed in the above areas for their program to have reached completion and to be considered for annual graduation from the program. Many school districts will offer credit for physical education, home economics, community service, language arts and choir to the young ladies who successfully complete the Springboard program.

Additionally, 24 hour care under the supervision of highly-trained staff, ensures that each of the young ladies we serve gets the best physical and emotional care while they are recovering from a time of crisis. Although a highly-structured program, recreation, field trips and other fun activities are implemented for the purpose of providing a well-rounded experience to meet the many needs of our residents. Each of our students are treated with the utmost of respect and dignity and find a valuable balance between these elements of the Springboard program. Follow up with each family varies upon completion of the program, but no less than 3 months of follow up care is completed with each graduate.

Each year, we measure our success as a program against our desire to help those controlled by drugs and alcohol, exhibiting defiant behavior, experiencing broken family relationships and poor decision making. The following factors are considered in that annual analysis: successful family reconciliation, continued education and/or graduation from jr./sr. high school, clean and sober lifestyle and improved decision making (as evidenced by an absence of additional legal / school / family problems). Nationally, the Teen Challenge program boasts an unparalleled 86% success rate as documented through multiple independent studies.

In its 40 plus years, over 8,000 young people have been helped through Teen Challenge's Springboard Home, making it one of the longest running, most successful programs in the state of Arizona.

FREQUENTLY ASKED QUESTIONS:

What does the Springboard program cost?

When compared to the typical \$30,000 for 30-day program, the Springboard program fees are exceptionally reasonable. As a ministry, it is our desire to help you and your family and have kept our fees affordable...especially when comparing the success rates of traditional programs (3-11%) to the well-documented success rate of Teen Challenge – 86%! The breakdown is as follows:

Intake fee: \$500 (one-time, non-refundable) This fee reserves your daughter's Intake date into our program. A date for her intake cannot be scheduled until this fee has been received.

Program Fees: \$16,000 total program cost

Is Springboard covered by my insurance?

That is up to your provider. Guidelines for coverage vary so you will need to contact your insurance company. We are not a medical/clinical facility. We are a qualifying care organization that helps young women, ages 12-17 recover from life-controlling substance abuse, defiant behavior, abuse, neglect and other tragedies.

Is Financial Aid Available?

NOT AT THIS TIME

What does the Program Fee cover?

The program fee for Springboard covers all costs associated with your daughter's stay once she arrives at Springboard. Her meals (at least 270 of them!), lodging (cost of home maintenance, utilities, telephone, etc.), 24/7 supervision from qualified and well-trained staff, weekly individual, family and group counseling, customized Teen Challenge Nationally Accredited curriculum, recreational / educational activities, program travel, special event clothing, etc.

NOT included are incidentals, such as toiletries, clothing, books, prescriptions or travel for family visits, medical care, or damage/vandalism done by the student.

What do you mean by 'faith-based'?

Teen Challenge is known to be the most successful program of its' kind with a well-documented independent study reporting an 86% success rate! The key? Jesus.

We are a program designed to get to the root of whatever the problem might be...our desperate need as sinners to have a personal relationship with Jesus Christ. Every aspect of our program – the curriculum, counseling and 24/7 ministry – is Christ-centered and focused on teaching these young women that there is a hope, a future and a plan for their lives through Jesus. Springboard students participate in daily devotions, Bible study, foundational Christian curriculum, chapel, church / worship services, Scripture memorization and the daily living of Godly principles for relationships, personal responsibility and attitude. While Teen Challenge of Arizona and the Springboard Home does not refuse admission to any child on the grounds of race, religion or ethnic origin, these activities are not optional activities in our program. *Please do NOT enroll your daughter in our program if you are unwilling to agree to her full participation in all planned activities.*

What is your policy on withdrawal management?

As it is our desire to teach a dependence upon the Lord for the strength to overcome all addictions, Teen Challenge has a 'coldturkey' policy in place for all addictions – nicotine, alcohol or narcotic drugs. No substitutes will be allowed, including, but not limited to nicotine patches, gum or lozenges, etc.

What if my daughter doesn't WANT to participate in these activities?

Each one of us has to make a decision of whether we want to accept the message of the Cross or not. It is a personal decision that no one can force on anyone else. While we understand that not everyone may agree with the message, or appreciate the activities, we do require respect towards these areas and participation in all activities. Completing the curriculum is a requirement of our program, regardless of whether or not

someone agrees with the message. Attending church services are required and we ask that an attitude of respect is shown even if they do not desire to participate 'whole-heartedly'. There will **never** be consequences given to a student for a student's lack of agreement in what we teach – merely if they show disrespect.

Are you a locked facility or can my daughter run away?

No. We are NOT a lock-down facility and your daughter can walk out the doors anytime that she desires. We will not physically restrain her from doing so and will not chase after her. Our location in NW Tucson, provides an environment that encourages most young ladies to resist the urge to run. We are conveniently located in the desert, full of wild-life, several miles away from civilization of any kind. Should they decide to run from Springboard, or any place where we are visiting (church, concerts, banquets, etc.) our policy is to notify the police immediately. Their name is placed on a nationwide runaway bulletin and they will be detained upon being picked up. While we may have students run away from time to time, most of our students will decide that remaining at Springboard is the preferable choice to running and the consequences that brings with it.

A note of caution: If your daughter has a history of running from facilities such as ours, has family in the Tucson area or other contributing factors to be considered that would make this a high-risk situation, a lock-down facility, facility in an unfamiliar area or different style of program may be a better option for her own protection.

Will my daughter go to school while at Springboard?

No. Springboard does not provide traditional academics. As a short-term program, we make the most of the time that we have with your daughter to help her change her life-destroying behaviors. That is why we focus on the Teen Challenge curriculum instead of providing more traditional scope and sequence subjects.

Many schools DO award school credits for much of what we do here at Springboard. Although it will vary from school district to school district, many times our graduates are awarded credits in physical education, home economics, language arts, choir and community service. (Christian schools will award Bible credits as well!) At the end of your daughter's successful completion of the Springboard program, we can provide you with a letter outlining the credit subject and hours of participation for your school's consideration.

What are the qualifications of the staff at Springboard?

As a state-licensed agency and nationally accredited Teen Challenge program, Springboard has minimum requirements for its staff. *Minimally*, each of the Direct Care staff (house-parents) has been fingerprinted, trained in CPR/First Aid, de-escalation, and meets annual CEU requirements (24 per year). Springboard is continually providing training to ensure that our staff is the best it can be!

Additionally, the counselors on staff are Biblical counselors, well-trained in the dynamics of Biblical Counseling and working with troubled and at-risk youth. The Teacher on staff is a Nationally Accredited Teacher with Teen Challenge USA, having met the requirements of certification with our national office. Their work is overseen by a well-qualified Director.

In general, Springboard is proud to not only meet the minimum requirements set forth by the state of Arizona and Teen Challenge USA, in regards to education and experience, but far exceeds those requirements in all areas. All members of the staff are caring, compassionate and well-qualified!

What if my daughter does not want to go to Springboard?

Not many of the young ladies that come to Springboard are thrilled when they first come to the home. They are scared, resistant to change and a little defiant. That is to be expected. Chances are... this was YOUR idea for them and not theirs. We ask that the young ladies that come to Springboard agree to comply with the rules of the home and participate fully in the activities of our program. They do not have to be happy about it.

After a period of adjustment, most realize that Springboard isn't all that bad and that they can, with the right attitude, actually learn a thing or two while they are here! We have strict rules and high expectations of them but they will typically rise to the challenge and follow the rules relatively well. Occasionally (very rarely), we will have a young lady who refuses to comply and becomes incorrigible and defiant refusing to comply with any rules of the program or participate in any activities. We will do everything we can to encourage their participation however we will not ever physically force them to participate. If they continue in this manner, and we are unable to convince them otherwise, we will be left with no choice but to dismiss them back into your care and help you find a program that can more forcefully encourage their participation.

What if my daughter has pending legal problems?

Your daughter's legal issues will not prevent her from getting the help she needs at Springboard. Simply fill out the information on the Application and provide us with all of the information requested. Remember that you will still be responsible for any transportation to and from court appearances. If you are from a state other than Arizona, you will need to secure an Interstate Compact from the state prior to your daughter coming into the Springboard program as Teen Challenge of Arizona abides by the Interstate Compact on Juveniles and Indian Child Welfare Act. Contact the Arizona Secretary of State's office for information.

What if my daughter has pending medical problems?

Your daughter's medical issues will not prevent her from getting the help she needs at Springboard, however, we ask that any routine doctor / orthodontist visits be taken care of before they enter our program. While we will immediately respond to any medical emergency that may arise, routine or scheduled doctor/orthodontist visits remain your responsibility **and will only be allowed during regularly scheduled family visit times.**

What if we are coming from out of state and my daughter needs to fly home for visits or at the completion of the Springboard program?

It is generally strongly discouraged that you have your daughter fly home for visits and/or completion of the Springboard program without supervision. However, we understand that from time to time, you may not have any alternative. Should it be necessary for you to schedule flights for your daughter to take, we require that *all flights be direct, non-stop flights from Tucson to your final destination.* You must coordinate all of these arrangements with your daughter's counselor as you are reliant upon them for transportation to and from the Tucson International Airport. Should you make arrangement from any other airport, you will be charged an additional \$150 transportation fee to cover all staffing and vehicle expenses. This fee must be paid before transportation will be provided.

What if my daughter is a vegetarian/vegan or has other dietary needs?

As a state-licensed facility, Springboard is required to maintain a menu consisting of a well-balanced diet for all of our students. We do NOT make special menus for those who are vegetarians / vegans and require that they eat what is served here at Springboard which will include meat and other proteins. For those struggling to come off of drugs, it is not uncommon for students to want to exercise control over what they eat instead. We track eating habits and insist that all students eat the well-balanced meals provided.

If your daughter has a severe food allergy, we ask that we be notified of this prior to scheduling an intake date. Some food allergies are very difficult to accommodate in a group setting such as ours and we want to make certain that we are not putting your daughter at risk. Most allergies are not a problem to accommodate however, for our records, we would need to have written documentation of this allergy from her primary care physician to place in her file.

What is required of me during my daughter's stay at Springboard?

Yes – there are requirements of you as an active participant in your daughter's recovery. You will be required to participate in regularly scheduled family counseling, weekly visit phone calls, family weekend retreats/workshops as scheduled, parent counseling assignments, financial support/ fundraising, on-going medical care of daughter, and understanding and cooperation with the program rules. Your counselor will request that you read books on specific subjects or work on specific assignments for family counseling. These will help you understand your daughter's experience at Springboard and how you can best help her now and when she returns home. We appreciate your full cooperation and participation. Failure to do so could result in withdrawing financial aid if awarded or ultimately, your daughter's dismissal from the Springboard program.

If you have any questions regarding any of the above, or other questions regarding the Springboard program, please contact our office at 520-887-8773. We want you to have as much information as possible prior to enrolling your daughter in the Springboard Home for Youth in Crisis.

Well....

We hope that you have found this information packet helpful and that you will consider allowing us to help you during this time of crisis for your family.

If after reading this informational packet you decide that Springboard is the right program for your daughter, you will need to follow the Application process. First, call the Springboard Home at (520) 887-8773 or go online at <https://www.springboardhome.com/admissions-process/> to request / download the Springboard Program Application (make sure you have the right one!!!). Once the Program Application has been completed, you can Fax it to: (520) 887-8786, ATTN: Intake Coordinator

If you are requesting financial aid in the form of scholarship, you may also request one, complete the Springboard Financial Aid Application and Fax it along with your Program Application.

Upon receipt of your Program Application (and Financial Aid application if necessary) and approval, you will be notified of an available Intake date. To secure this date, you must send your Intake fee of \$500. An Intake date will not be scheduled until that fee has been received at our office. Upon receipt of the Intake Fee, the Intake date will be scheduled and confirmed.

Once scheduled, you will receive information regarding the Intake process. You will need to secure any necessary belongings for your daughter (clothing in compliance with our dress code, appropriate toiletries, school supplies, etc.) as well as schedule your daughter for a medical health screening to be completed no later than 48 hours before Intake. This Intake Information packet will have the health screening form and a belonging inventory and intake process checklist for you to follow.

On Intake day, you will need to arrive at your scheduled time with all of the items requested. Allow 4 hours for Intake (average time of Intake is 2 hours). You will be meeting with your family Counselor, Center Supervisor, taking a tour of the home as well as completing the Intake forms. We will need copies of birth certificates, immunization records, custody documents (if applicable and necessary for sole custody issues) and court documents for any existing probation, pending charges, etc.

You can feel free to call us at anytime during this process so we can answer questions that might arise. The entire process from inquiry to intake can range from 1 week to 1 month or longer, depending upon our current capacity and waiting list. The faster you complete the Application forms, the faster we can help!

We want this to be a smooth process for you during a difficult time and try to prepare you as much up front as possible. During the Intake, you will also be receiving a Parent Handbook full of information for you to take home and read during your daughter's stay. While your daughter is the one living at Springboard for 90-days, we are here to serve the entire family as best we can. This is a partnership between parent, program and the student and your daughter's success is our primary focus.



We look forward to hearing from you. God Bless.