



Tennessee Department of Children's Services

Protocol: Teen Outreach Program (TOP) at a Youth Development Center (YDC)

COA Standards: PA-JJR 5.06; PA-JJR 10.01; PA-JJR 13.02, 13.03; PA-JJR 14.03, PA-JJR 14.05

DCS partners with the Oasis Center, a certified replication partner with the Wyman Center's Teen Outreach Program (TOP). TOP is an evidence-based positive youth development approach that helps youth build three essential qualities: healthy behavior, life skills, and a sense of purpose. Conforming to the prescribed model ensures the program is delivered with fidelity. This protocol guides staff to ensure the program is implemented and maintained according to the program guidelines

Goals & Outcomes of TOP

The primary goals of Wyman's TOP are to help youth develop:

- Effective life management skills;
- Healthy behaviors;
- Sense of purpose;
- An enhanced sense of self-efficacy;
- Improve social emotional learning and life skills;
- Support development of a positive sense of self;
- Strengthen connections to others; and Improve academic outcome and decrease risky behavior.

Objectives

Youth involved in Wyman's TOP, experience the following:

- Participation in normalized typical teenage activities; Caring supportive relationships with adults; and A safe, positive, youth-centered group.

In order to facilitate TOP sessions, group facilitators are required to achieve thirty-three (33) of the forty-four (44) possible points on the TOP Facilitator Feedback Rubric.

Preparation by YDC staff:

Effective Date: 3/18
Rev: 02/20
Supplemental to: None
RDA SW22

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1. The YDC Superintendent/designee is responsible for the following:
 - a) Appoints a staff person to act as the TOP Coordinator, ensuring this person is able to devote time to TOP;and
 - b) Incorporates at least one (1) hour a week into the facility schedule, common planning time/prep-time for facilitator/facilitation team to prepare lessons and coordinate to make the program's environment a unique space for participants.

2. The TOP Coordinator/designee has full authority to determine what is required of TOP group facilitators making sure that TOP expectations are followed. The TOP Coordinator/designee is responsible for the following duties:
 - a) Sends designated YDC staff a monthly schedule of TOP activities including which service learning activity is completed by identifying which curriculum sections are covered;
 - b) Ensures fidelity to the program model for YDC TOP facilitators;
 - c) Administers required pre/post survey, the Personal Responsibility Education Program (PREP), to youth when beginning or completing the program;
 - d) Serves as liaison with Oasis staff; and
 - e) Ensure group sessions are guided by facilitators who have completed the initial three (3) day, TOP facilitator training.

3. The YDC Volunteer Coordinator/designee is responsible for the following duties:
 - a) Conduct background checks on Oasis staff who are working at the YDC in accordance with DCS Policy [4.30, Department of Children's Services Volunteer Services Program](#), the [Volunteer Services Procedure Manual](#);
 - b) Coordinate an on-site YDC orientation and security meeting for Oasis staff, before they are allowed to enter the YDC; and
 - c) Provide/ensures the completion and documentation of the Prison Rape Elimination Act (PREA) training in accordance with DCS Policy [18.8 Zero-Tolerance Standards and Guidelines for Sexual Abuse, Sexual Harassment, Assault or Rape Elimination Act \(PREA\)](#) Section I 3(b), 5 & 6; **Juvenile Facility PREA Standards and COA: PA-JJR 14.03,PA-JJR 14.05**

4. The Oasis Training Manager is responsible for the following duties:
 - a) Cooperates and submits, in a timely manner, paperwork/releases requested by the YDC Volunteer Coordinator for background checks in accordance with the DCS Policy [4.30, Department of Children's Services Volunteer Services Program](#) the [Volunteer Services Procedure Manual](#) and participates in Prison Rape Elimination Act (PREA) training in accordance with DCS Policy [18.8 Zero-Tolerance Standards and Guidelines for Sexual Abuse and Sexual Harassment Incidents and Prison Rape Elimination Act \(PREA\)](#) Section 3(b) & 5; **Juvenile Facility PREA Standards and COA: PA-JJR 14.03, PA-JJR 14.05.**

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- b) Monitors to ensure groups are guided by facilitators who have completed the initial three (3) day, TOP facilitator training.

Program Implementation:

The YDC TOP Coordinator:

- a) Integrates TOP into the facility's procedures and practices; identifies dedicated space, days and times when staff will implement TOP;
- b) Ensures TOP discussion group is conducted twice per week for at least one hour, using TOP curriculum at least 80% of the sessions in a month;
- c) Ensures the TOP program offers at least one hour a week of Service Learning;
- d) Ensures the TOP program maintains a ratio of at least one TOP facilitator per 12 teens (1:12);
- e) Ensures required pre/post surveys are administered to youth at entrance and exit (or at least after four (4) months of participation in TOP); and
- f) Allocates resources and arranges time for facilitators to receive booster sessions six (6) months after initial TOP training to reinforce implementation strategies and to learn how to continually engage youth.

YDC TOP Coordinator Fiscal Responsibilities

- a) The YDC TOP Coordinator, or designee, completes and sends a written request to the Oasis Training Manager to request funding for supplies/materials to complete TOP service learning projects.
- b) Upon receiving a written request, the Oasis Training Manager provides a gift card to purchase supplies for TOP activities.
- c) YDC staff purchasing supplies return receipts to document what was purchased and the balance on the gift card. A log is maintained with information regarding date of purchase, what was purchased, amount spent and amount, if any, remaining on the gift card. Copies of receipts are kept with the log.
- d) The YDC TOP Coordinator sends original receipts to the Oasis Training Manager.
- e) Any discrepancies are reported to the Director of Treatment.

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Note: There may be times when the regularly scheduled activities have to be rescheduled due to discipline, control, and safety or security situations.

The Oasis Training Manager:

- a) Conducts on-site visits and TOP session observations;
- b) Provides ongoing consultation and support for TOP facilitators;
- c) Helps to develop and refine facilitators' skills through coaching and mentoring;
- d) When requested, participates in YDC Team meetings to exchange information in support of the above and encourage program integration; and
- e) Monitors teen participation data and teen survey submission.

Documentation:

TOP Coordinator:

- a) Assigns unique TOP identification (ID) number to each youth and maintains master list of ID's and names;
- b) Ensures required pre/post and entry/exit surveys are submitted for each youth with proper labeling with no identifiable information on each survey;
- c) Forwards completed surveys and sends to Oasis by the fifth of the following service month; and
- d) Completes and maintains attendance roster for all TOP activities, ensuring at the end of the TOP service week, that fidelity data is entered into Oasis Excel/Dropbox.

Residential Case Manager:

Document each TOP group session as completed under the Service Sessions Icon in TFACTS for each individual youth, each entry should include the following:

- Date of session;
- Length of session;
- Type of session;
- Youth's participation level and engagement; and

- Youth's overall behavior

Monitoring:

Treatment Manager/or designee:

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1. Develops a plan to monitor staff for adherence to this protocol and that TOP is being delivered as designed:
 - a) Ensures TOP Coordinator monitors at pre-determined time frames and provides written feedback to facilitator, with consistent documentation;
 - b) Advises the facilitator's supervisor and the Oasis Training Manager of the feedback provided to the facilitator; and
 - c) Conducts a follow-up review to ensure that TOP facilitators implemented the corrective action plan recommended.
2. Ensures data is collected and used to enhance the TOP experience, including feedback from youth, YDC staff, and Oasis Training Manager.

Oasis Training Manager:

- a) Monitors the collection of weekly metrics from YDC TOP facilitators to ensure fidelity to the TOP model.
- b) Observes each facilitator, at least once a year and provides a written Feedback Rubric.

Program Assessment & Evaluation:

1. Immediate supervisors of all TOP facilitators are required to attend quarterly program assessment meetings with Oasis Training Manager to review outcome measures. The TOP Coordinator is responsible for scheduling this meeting.
2. TOP Coordinator, TOP Facilitators, and Oasis staff review Oasis/Wyman reports on youth participating in TOP during a given calendar year to track trends and gage program fidelity.
3. Central Office staff monitors effectiveness of service and evaluates TOP intervention utilizing the Standardized Program Evaluation Protocol (SPEP) tool, every one to two years.