

Program Registration and Information Packet

2022-2023

Dear Parent or Guardian:

Welcome to Youth Guidance! You have received this registration packet, because your child either wants to participate in a Youth Guidance (YG) program or because someone has made a referral for your child to participate in a YG program. More detailed information about the program your child is enrolling in can be found on the program information sheet at the following web address:

<https://www.youth-guidance.org/register>.

If your child is under the age of 18, you must enroll and provide your consent for your child to participate in the BAM-FI program. To do so, you must complete and sign the “*Youth Guidance Program Registration and Consent for Services Form*” in this packet.

This packet provides detailed information you need to know before enrolling and consenting for your child to participate in the YG program. We recognize that there is A LOT of information in this packet, but it’s important that parents and guardians, as well as the youth we serve, understand what it means to participate in a YG program, what your and your child’s rights and responsibilities are, how and why we collect different kinds of information about the youth we serve, and how we use that information. All information provided on this paper consent will be uploaded to our electronic data system. In addition, because we sometimes share information with other organizations, we want to make sure you understand what we do in those situations to protect the privacy and confidentiality of our participants. If you have any questions about the program your child is enrolling in or about the information in this packet, please contact the YG staff member working with your child or the YG main office at 312-253-4900 or clientsupport@youth-guidance.org.

Steps to Enroll Your Child in a Youth Guidance Program:

- 1) Read this information packet

- 2) Fill out the **Youth Guidance Program Registration and Consent for Services Form**.
 - a. Please note that to enroll your child, you must mark “Yes” to *Parent/Guardian Consent for Program* on the consent form. However, you may mark “No” on all others and your child may still participate. This includes the Holistic Student Assessment for the BAM-FI program.
 - b. Please complete all fields on the form.
 - c. If your child is 12 years or older, we will also ask for their permission (“assent”) to participate in the Youth Guidance program.
 - d. Please complete all fields on the form.
 - e. If your child is 12 years or older, we will also ask for their permission (“assent”) to participate in the Youth Guidance program.

- 3) Sign the bottom of the **Youth Guidance Program Registration and Consent for Services Form** and return it to the Youth Guidance staff member working with your child.

Your child is enrolling in Youth Guidance's Becoming A Man – Fellowship Initiative ("BAM-FI") program. This is a multi-year program consisting of different elements, some of which your child can opt-in to. Here is some information you should know about the **different elements of the program** and what you and your child should expect.

- The main program element is called BAM, and all students who enroll will participate in BAM activities throughout their high school years. BAM primarily takes place during the school day.
- At the end of 9th grade BAM, your child can also elect to join the BAM-Fellowship Initiative (BAM-FI) Track which provides extensive additional supports throughout 10th-12th grades. The BAM-FI activities take place primarily on Saturdays.
- If your child doesn't opt-in to the BAM-FI activities, they would continue to participate in BAM.

About BAM

- BAM is a **character education and academic enrichment** program for youth in grades 9-12.
- Youth will develop **social and emotional skills** through the Core Values of Integrity, Self-Determination, Accountability, Positive Anger Expression, Respect for Womanhood, and Visionary Goal Setting.
- **BAM groups** typically include groups of 8-12 students who meet **once a week for 45 minutes** during the school day in a designated classroom at the participant's school. During BAM groups, participants engage in a variety of activities geared toward building self- and social-awareness, identity development, and relationship building with peers.
- A **BAM Youth Specialist** who has experience in youth engagement, mentoring, and social-emotional development, will be stationed full-time in your child's school, enabling them to lead BAM groups as well as provide 1-1 supports for BAM participants, including support for academic engagement.
- The **BAM Curriculum** includes sharing through check-ins, activities that foster team building, and discussions about stories and experiences that challenge youth to think about their experiences in new ways.
- Students will be **pulled from non-core classes** for BAM group sessions with the expectation that they complete assignments. Individualized supports and other brief encounters occur on an as needed basis.
- Youth may have **access to afterschool activities** including field trips, sports mentoring in some schools, and cultural activities.
- A **social-emotional development survey** called the Holistic Student Assessment (HSA) is used by the BAM Youth Specialist to assess strengths and challenges of BAM participants in resilience, relationships, and learning and school engagement to tailor the types of support provided. Other **general surveys** will be given to understand program satisfaction.
- A **BAM Youth Specialist** will provide referrals for other services or crisis situations (harm to self or others).
- During 11th grade BAM participants will be introduced to a component called @Work. This special curriculum focuses on postsecondary success and includes additional supports for career exploration, job readiness, and related employment opportunities.
- During 12th grade BAM participants dive deeper into the BAM Core Values, applying them to their personal lives to advance their future goals.

About the BAM-FI Track

The **BAM – Fellowship Initiative (BAM-FI) Track** is a **three (3) year experience that provides participants in BAM with more intensive learning experiences** that are designed to help them achieve their education and career goals. To achieve these goals, **the BAM-FI Track** fosters a college-going culture and helps the **BAM-FI Fellows** acquire the knowledge, skills, and resources needed to successfully complete high school and persist in college. BAM students can elect to be a participant in the BAM-FI Track at the end of their 9th grade year.

- Specifically, **the BAMFI Track** enrichment activities support:
 - **Academic success** by engaging **BAM-FI** Fellows in academic instruction, tutoring, and project-based learning
 - **Personal development** emphasizing self-reflection by engaging the **BAM-FI** Fellows in activities that are grounded in sharing personal experiences, emphasize youth voice, and provide leadership opportunities
 - **College knowledge and readiness** through college research and planning workshops, college visits, ACT/SAT preparation, financial aid and scholarship support, and 1:1 college counseling
 - **Skill building and professional development** through exposure to different cultures, social issues, professionals, and other experiences that lead to discovering and nurturing interests and talents
 - **Positive relationships and peer networks** that help **BAM-FI** Fellows build social capital, through program connectedness, coaching, mentoring, brotherhood, and family engagement
- Programming primarily takes place for a **full day on 2-3 Saturdays per month** during the academic year. Supplemental workshops, field trips, college tours, community service project, and overnight retreats take place during school breaks and the summer.

PARTICIPANT AND PARENT/GUARDIAN RIGHTS, EXPECTATIONS, AND RESPONSIBILITIES

Information collected on this paper Program Registration and Consent for Services Form will be uploaded to our electronic data system.

Youth Guidance will not release any personally identifiable information about individuals, households, or businesses to law enforcement agencies such as ICE, INS, DHS, or similar unless required to do so by federal law. Participating in Youth Guidance programs will not affect anyone's application for change in legal status.

If you have any questions about the program your child is enrolling in or about the information listed in this packet, please contact the YG staff member working with your child or the YG main office by phone at [312-253-4900](tel:312-253-4900), or clientsupport@youth-guidance.org.

RIGHT TO FAIR AND APPROPRIATE SERVICES

- YG provides service to any eligible participant who meets program requirements regardless of race, disability, color, creed, religion, sex, gender identity, age, national origin, ancestry, citizenship, veteran status, sexual orientation, or other related factors and legally protected characteristics. We will make every effort to communicate with participants in a familiar language and use communication technology to address difficulties in hearing and sight.
- Program participants have the right to be free from abuse, neglect and exploitation.
- Program participants will have services provided in the least restrictive setting.
- Program participants have the right not to be denied, suspended, or terminated from services or have services reduced by exercising any rights.
- Program participants have the right to accommodation for their disabilities as required by the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and state laws where we are providing services.

RIGHT TO REFUSE TREATMENT

- Participants and parents/guardians of participants under 18 have the right to remove consent for services at any time by completing YG's Removal of Consent Form, which can be provided to you by any YG staff member or by emailing clientsupport@youth-guidance.org. Please note that if consent is removed, the participant will no longer be able to participate in the YG program.

RIGHT TO CONFIDENTIALITY

- Program participants have the right to expect their conversations or records of conversations they have with YG staff members will remain confidential, except under these circumstances:
 - If a participant indicates that they may pose a danger to themselves or to others, the YG staff person is obligated to report it as required under state and federal law.
 - If a participant indicates that someone else is hurting or going to hurt them, including if a YG staff member suspects child abuse or neglect.
 - If YG receives a court order to release information about a participant, YG is obligated to honor it.
 - If the parent/guardian or adult participant submits a request for or authorizes YG to disclose information to a third party such as Medicaid (where appropriate) or insurance provider.
- YG may provide some information about the participant's program participation with the staff at the school. For more information see the section under Data Practices at YG below titled, ***"With whom outside of YG might we share limited personal information?"***
- Depending on the type of services being provided and the setting in which they are provided, the right of a YG participant to confidentiality shall be governed by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Family Educational Rights and Privacy Act (FERPA), and/or any applicable state privacy and confidentiality laws. Please see the "Data Practices at Youth Guidance" section below for more information about how data is collected and used at YG.
- Participants and parents/guardians of participants under 18 have the right to look at any of the information YG shares with the school and to talk with the YG staff member working with the participant about what information they are sharing.
- Our agency reserves the right to change its privacy policy based on the needs of the agency and changes in state and federal law.

RIGHT TO FILE COMPLAINTS AND GRIEVANCES

- Participants and parents/guardians of participants under 18 have the right to file a grievance or complaint if they feel that the participant has not received proper treatment, YG has failed to respond to the participant's rights requests, or YG has not complied with federal or state privacy laws. For information about this process, please review the ***Service Appeal and Client Grievance Procedure*** section of this packet.

PARTICIPANT EXPECTATIONS AND RESPONSIBILITIES

- YG participants are expected to demonstrate respect for themselves and others at all times.
 - The following actions or behaviors are prohibited: abusive or harmful language; physical aggression; bullying; taking someone else's property.
- Unless they are given specific permission from the YG staff member working with them, participants are NOT permitted to use electronic devices during YG programs, including cell phones, portable music players, headphones, handheld gaming devices, personal computers, and the like. Unauthorized items may be confiscated by program staff and returned at the appropriate time.
 - YG is not responsible for lost or stolen items.
- YG program participants being served in schools are expected to complete all school-related work and assignments if they are pulled from a class to participate in the YG program.
- YG program participants being served in schools are expected to follow the school's behavioral guidelines and the school district's Code of Conduct at all times. The school district Code of Conduct is available from the school's main office, the YG office, or by visiting the school district's website.
- Participants must not be in possession of any school district contraband items, such as cigarettes, vaping devices, drugs, weapons, etc.

PARENT/GUARDIAN EXPECTATIONS AND RESPONSIBILITIES

Parents/guardians are valued partners with YG in their child's success in school. YG expects parents/guardians to become involved with program activities as appropriate. Parents/guardians should expect open communication with the YG staff member who works with their child. This may include:

- Introductions to the program and YG staff members.
- Updates on their child's progress or concerns about program involvement, academics, behavior at school.
- Invitations to participate in program, school, or parent activities (e.g., parent orientation, parent-teacher conferences or report card pickup, workshops, etc.).
- Planning for periods when school is not in session.
- Encouragement and support for their child in the skills they are learning in the program.
- Advising YG staff of changes at home that may impact the child's progress or if related support is needed.

TELEBEHAVIORAL HEALTH SERVICES

- Although most services YG provides occur in schools or other community sites, some services may be offered remotely, especially in cases when schools are shut down (such as COVID-19). In those cases, participants may receive services through phone calls, text, apps, or video conferencing technologies. This is called ***telebehavioral health***.
- The laws and professional standards that apply to in-person behavioral services also apply to telehealth services. The technologies YG uses in telebehavioral health use network and software security to protect the confidentiality of participant information. These security measures are there to safeguard personal information. However, it is still the responsibility of the participant to maintain privacy on their end of communication. For example, participants may want to be sure they are in a private place if personal information is discussed.
- YG will only provide telebehavioral health services through technologies and apps allowed by the school district where the participant is enrolled, and we will follow all applicable government and school district acceptable use policies. Participants receiving these services will need access to the appropriate technology in order to participate. That may include a computer with a camera and microphone and a reliable internet connection, or a smart phone with a sufficient data plan to support a video conference.
- Participants may decline any telebehavioral health services at any time without jeopardizing their access to future services.

DATA PRACTICES AT YOUTH GUIDANCE

Youth Guidance uses data including personal information to continually track the progress and outcomes of our programs to ensure we are providing high-quality services to our participants. It is important that participants and parents/guardians know what information is being collected at YG, how it is being used, and how we protect the privacy and rights of our participants.

- **What Personal Information is Collected by YG?**

Enrollment and Participation Data: YG staff record data in a YG record-keeping system. This includes personal information (e.g., name, address, birthdate, student ID number) and a record of the services they provide to participants (for example attendance in our sessions, and notes about the sessions). This helps our staff understand the needs of our programs and the progress our participants are making.

Experience and Satisfaction with the YG Program: We may ask participants to complete surveys so we can better understand their experience and satisfaction with the program. The surveys are voluntary and may be administered at the end of the school year. The participant may still participate in the program if they choose not to complete a survey.

Social and Emotional Well-Being: Depending on what program the participant is in, we may ask them to complete surveys about their social-emotional skills, outlook on school and life, and relationships with peers and adults. Our counseling programs may also include questions about trauma, depression, anxiety, emotional regulation, self-esteem, and/or aggressive behaviors. Surveys about social and emotional well-being are voluntary and may be administered at the beginning and end of the school year. The participant may still participate in the program if they choose not to complete a survey. Please see the Consent for Holistic Student Assessment (HSA) section for details on the administration and use of this social-emotional assessment for BAM participants and in some school districts, also WOW participants.

Teacher/School Staff Feedback and Academic Information: The YG staff member might need to gather information about how a participant is doing in school by talking with school staff members such as teachers, counselors, and/or social workers. The staff member might also collect information – such as attendance records and grades - from the participant's school about how they are doing in school. This information will be used by the YG staff member to see if there are ways that we can help the participant do better in school and/or in the YG program. All information collected this way, both documents and conversations, will be kept confidential.

Academic Records (if applicable): YG collects participant academic records from schools in relation to behavior, attendance, and grades to support participants' academic engagement throughout programming. Through our own internal evaluation, YG also analyzes academic data (e.g., attendance, grades, school conduct) to help us understand if participating in YG programs helps participants improve in school. In some school districts, YG needs parent/guardian or adult participant permission for us to collect this data from the school district. In these instances, a separate consent is required for the collection of this data. A participant may still participate in the program whether or not you decide to give your permission for YG to collect academic data.

Health & Wellness: YG collects *optional* participant health and wellness information regarding any allergies, known health issues or medical needs, medical accommodations, and medication information. YG collects this *optional* information to ensure participants are safe during programming. Participants who require personal aids during school are required to have an aid (provided by the parent/guardian or the school) during programming. It is the parent/guardian's responsibility to provide information on any relevant medical condition if accommodations are needed. This information is not shared with entities outside of YG.

- **How Does YG Collect Personal Information About Participants?**

In order to provide services, YG collects personal information from: parents and guardians or the adult participant during the registration process; participants themselves throughout the course of the program via personal interactions and surveys completed through the course of the program; and teachers, school staff, and district staff through discussion and data requests.

- **How Does YG Use the Personal Information it Collects?**

Meeting Client Needs: The information collected from participation records and surveys allow YG to better understand the individual needs of participants, as well as the progress they make in the program.

Continuous Improvement: YG looks at data trends to understand whether our programs are being run effectively and if youth are experiencing benefits from participating in them. The overall results (not individual data) are shared with program leaders to understand ways we can improve our programs.

Reports to Community Supporters and Funders: YG relies on a wide variety of funding sources to operate our program. We provide summary reports about our programs to our funders and agency partners. These reports include only summaries of results and never include anything that would identify an individual participant. Results from these reports may also be shared on YG’s website or other social media.

- **Who at YG has Access to the Personal Information Collected about Program Participants?**

All YG staff members who have access to participant data are trained in client and data privacy practices and are required to adhere to them.

YG Program Staff: YG staff members, including counselors and youth workers who meet with participants on a regular basis – as well as their supervisors, coaches, and/or managers – will be able to see the service records, survey responses, and academic data provided by the school. Other YG staff may also access this information on a strictly as-needed basis.

YG’s Evaluation and Quality Improvement Staff: Members of YG’s Department of Evaluation and Quality Improvement have access to all of the data collected, as they are responsible for managing, analyzing, and reporting on all of the data collected by YG staff.

- **With whom outside of YG might we share limited personal information?**

School Staff and Social Service Partners: When appropriate, YG staff may tell staff at the school (or site where the program is held) and/or other social service partners involved in our programs that a youth is participating in a YG program. To best serve the participant, we may also talk with these individuals about what and how the participant is doing in the program. Private details about participants and their experiences in the program will not be shared.

School Districts: YG provides school-based services and it is sometimes necessary to share program enrollment, demographic information, and attendance records with the school district. In these cases, YG ensures that data is being entered into a school district-approved system that is only accessible by individuals who have school district approval to see that data. It is important to note that when we share data with the school district, the data then becomes a part of the student’s academic record and therefore the privacy of that data is maintained by the district under its policies and practices.

Community Partners: YG works with a variety of funders and organizations to operate and evaluate its programs. Sometimes, these partnerships require that we share participant data and/or that we enter participant information into partners’ documentation systems. For example, some of our contracts require us to document participant information including program enrollment, demographic information and attendance records, into systems that are accessible by approved staff members of those community partners. Whenever data is shared with outside partners, it is done so in a way that protects our participants’ privacy. We will only share data with partners who sign a data sharing agreement with YG which includes the requirement that partners keep the information confidential and abide by relevant state and federal policies around data and privacy practices.

External Researchers Studying YG’s Programs: On occasion, YG works with research partners to evaluate the success of our programs and publish research papers and reports that improve knowledge to the general public about programs like ours. Any research that takes place with YG participants will first be approved by the YG executive team and a government-approved Institutional Review Board (IRB).

Sometimes participation in research means we would share data collected by YG staff with external research partners. However, we would only do so with partners who have signed a data sharing agreement as described above. Sometimes, research conducted on YG programs requires a separate consent from the parent/guardian and the participant, depending on their age. If a participant’s program will be a part of a research study that requires a separate consent, the parent/guardian, adult participant, and/or youth participant will be asked to voluntarily provide a separate consent for their participation in the research. If the parent/guardian or the participant declines research participation, it will not impact their eligibility to participate in the program.

Third party payers for medical services: Some YG services may be paid for by third party payers, such as Medicaid or insurance providers. In those cases, with the permission of the parent/guardian or adult participant, client records that are used to bill for these services will be shared with those payers. If the participant is eligible, you will receive additional information and consent forms.

- What are the Parent/Guardian’s and Participant’s Rights Regarding the Personal Information YG Collects?**

Right to Know: Parents/Guardians or adult participants have the right to be notified each year of their rights under FERPA, HIPAA, and applicable state laws.

Right to View: Parents/Guardians or adult participants have the right to look at any of the information YG shared with the participant’s school and to talk with the YG staff member working with the participant about what information they are sharing with the school.

Right to Correct: Parents/Guardians or adult participants may request a correction to incorrect, inaccurate, or misleading personal information YG has about the participant. Also, they may request that the participant’s personal information be deleted or removed from YG’s records. To do so, parents/guardians or adult participants may contact us at 312-253-4900 or clientsupport@youth-guidance.org. Please know that YG may have legal, regulatory, or compliance obligations or reasons to keep the information as is and not make the requested changes or deletions.

Right to Decline or Remove Consent: By providing consent for services, a parent/guardian or adult participant is also consenting to YG’s data practices as described in this document. However, a parent/guardian or adult participant has a right to take away consent at any time by completing YG’s Removal of Consent Form, which can be provided by any YG staff member or via email request to clientsupport@youth-guidance.org. However, by declining or removing consent, YG will not be able to provide the participant with further services.

Right to Complain: Parents/Guardians or adult participants have the right to file a complaint about YG’s alleged failure to respond to their rights or comply with federal or state privacy laws. For information about this process, please review the **Service Appeal and Client Grievance Procedure** in this packet.
- How Long Does YG Keep the Personal Information?**

YG keeps the personal information for as long as is necessary for the purpose(s) for which we collected it, or for our other legitimate business purposes, including to meet our legal, regulatory, or other compliance obligations.
- Updates to this Consent**

Should updates or revisions be made to the originally signed consent, all stakeholders will receive an email notification. It is the responsibility of the parent/guardian and participant to keep contact information up to date.
- How May I Contact YG about its Data Practices?**

If you have any questions about YG’s data practices, including how we use, manage, and protect data, please contact us at 312-253-4900 or clientsupport@youth-guidance.org.

HOLISTIC STUDENT ASSESSMENT (HSA)

Youth Guidance is excited to partner with the Partnerships in Education and Resilience (PEAR) to promote the positive social-emotional development for BAM participants. There is increasing evidence that helping students feel good about themselves, their school, and their relationships improves their overall wellbeing.

Youth Guidance, in collaboration with PEAR, will administer the Holistic Student Assessment (HSA) to BAM participants in grades 6-12. As part of this effort, your child will be asked to complete a brief survey about themselves at the beginning and end of the school year. This information will help tailor support for your child’s unique strengths and needs. There are no foreseeable risks involved with taking the HSA. We are requesting your permission for your child to take the HSA as part of the BAM program. Even if you don’t give permission for your child to take the HSA, your child may still participate in the BAM program.

PEAR will be assisting the BAM program with the collection and analysis of HSA data to support these programs’ work. All HSA data securely managed by PEAR will be destroyed when no longer needed by the programs to guide services provided to your child.

PEAR will use data from the BAM programs for research and educational work. Your child's name or other identifying information will *never* be used as part of this research. Nothing else will be asked of you or your child as a participant in this research. All information will be kept confidential until it is destroyed by PEAR.

Please understand that participation is completely voluntary. You may withdraw your permission at any time and your child may still participate in the BAM program. If you wish to see further description of the HSA, please review the **HSA Definitions and Sample Items** information sheet.

If you have any questions about this effort or would like to see a copy of this survey, you may contact Youth Guidance at (312) 253-4900 or clientsupport@youth-guidance.org.

CONSENT FOR PHOTO/MEDIA RELEASE

Photo/Media Release: Occasionally during YG programs, we allow groups or activities to be documented via video, photo, or interviews. This is to help the public better understand our programs. External sources, such as school districts, news media, etc. may request additional permissions outside of this [YG] release. Please note that providing permission for photo/media release is optional. If you mark "No," your child may still participate in YG programming. If at any point you wish to revoke your permission, please email clientsupport@youth-guidance.org. By marking "Yes" on the **Youth Guidance Program Registration and Consent for Service Form** for Photo/Media release:

By marking "Yes" to *Consent for Photo/Media Release* on the **Youth Guidance Program Registration and Consent for Service Form**:

You consent for the participant to be photographed, videotaped, audiotaped, and/or interviewed by YG staff, related entities (such as the YG Board of Directors or partners of YG), or the news media while under the supervision of YG staff. You also give consent for YG to use photographs, likeness, or participant voice in: promotional materials, in the news media, on the Internet, or in print publications, articles, and recruiting brochures without prior notice. You understand that for confidentiality purposes, the participant would be identified by first name, grade and/or school only.

- a. You agree to release and hold harmless YG, its employees, Board of Directors, contractors, and volunteers from and against any and all claims, demands, actions, complaints, suits, or other forms of liability that shall arise out of or by reason of, or be caused by the use of the participant's photograph, likeness or voice on television, radio, or motion pictures, or in the print medium, or on the Internet or any other electronic/digital medium.
- b. You understand and agree that no money or other forms of compensation, including reimbursement for any expenses incurred by you or the participant, will become due to you or the participant at any time because of participation in any of the above activities or the above-described use of photographs, likeness, or voice.

CONSENT FOR USE OF PARTICIPANT'S ARTWORK

Occasionally during YG programs, the participant may create artwork, a piece of writing, or another assignment. YG requests your consent to use this material or copies of it in connection with YG publicity or advertising. Please note that providing consent for use of this artwork is optional. If at any point you wish to revoke your permission, please email clientsupport@youth-guidance.org.

By marking "Yes" to *Consent for Use of Participant's Artwork* on the **Youth Guidance Program Registration and Consent for Service Form**:

- a. You agree to permit YG to use artwork or assignments created by the participant for publication.

You understand and agree that no money or other forms of compensation, including reimbursement for any expenses incurred by you or the participant, will become due to you or the participant for use of their artwork or other assignments.

Note that in order to complete enrollment on behalf of your child, you must select “Yes” under the Parent/Guardian Consent for Program Participation and Informed Consent for Provider Contact below. You may select “No” under the Consent for Holistic Student Assessment, Consent for Photo/Media Release and/or under Consent for use of the Participant’s Artwork and your child may still participate. Upon signature, this consent for services is valid until the start of the next school year unless otherwise indicated. If at any point you wish to revoke your permission, please email clientsupport@youth-guidance.org.

Service Appeal & Client Grievance Procedure

WHAT
{ CAN WE }
DO BETTER
FOR YOU?

Youth Guidance is committed to providing high-quality services to children, youth and families in schools and the community. The goal of these services is to support both academic achievement and social and life skill development. Youth Guidance trains and supports staff so that they understand the client’s needs and the role of staff in providing services. However, on occasion situations do occur when there are differences of opinion regarding services provided.

When these situations arise, you have the right to voice your concerns and to use Youth Guidance’s Service Appeal and/or Client Grievance Procedure to have those concerns addressed in a fair, reasonable and timely manner. Initiating a Service Appeal or registering a formal grievance will not affect your ability to receive services.

Service Appeal Process

Concerns should be discussed with the Youth Guidance staff member. When a client feels that their concerns have not been addressed by the YG staff member or that they are uncomfortable discussing the matter with the YG staff member, the participant should contact the YG staff member’s supervisor/manager or a YG Program Director. Participants are welcome to call Youth Guidance or to put their service concerns in writing then mail/email them to a Youth Guidance Program Director.

Youth Guidance expects that a representative from Youth Guidance will meet with the participant within ten (10) working days to address all concerns. A record of the meeting and the outcome will be recorded, and a copy will be supplied to the participant. The written record of a grievance starts with this step.

Client Grievance Procedure

What is a grievance? A grievance is any disagreement you may have with Youth Guidance about the type or quality of service you have received from Youth Guidance that cannot be successfully resolved through the appeal process described above.

To register a grievance about any aspect of Youth Guidance’s services, participants should write down the grievances and send them to the Youth Guidance Program Director responsible for the applicable Youth Guidance program (to the extent applicable) with a copy to the Chief Program Officer.

Youth Guidance expects that a Youth Guidance Director will meet with you within ten (10) working days of receipt by Youth Guidance of your written grievance.

If the meeting does not resolve the situation, you will be requested to send a written grievance to the Chief Executive Officer (“CEO”) of Youth Guidance. We will provide assistance in completing this step if you would like.

If a written grievance to the Youth Guidance CEO has not been received within thirty (30) days of your meeting with a Youth Guidance Director, a letter of closure will be sent to you by Youth Guidance.

If a written grievance from you is received by the Youth Guidance CEO within thirty (30) days of your meeting with a Youth Guidance Director, Youth Guidance will send you a letter acknowledging receipt of the grievance and confirming a review of the situation will be undertaken by the Youth Guidance CEO.

The Youth Guidance CEO’s assessment and final determination will be presented to you in writing within thirty (30) days of the date of the Youth Guidance grievance acknowledgement letter.

The Youth Guidance CEO's decision on the grievance is final ("Decision Notice").

A record of, and the response to, submitted grievances will be kept by Youth Guidance in accordance with applicable law.

Outside Support

You may also seek assistance from an independent advocate. For example in Illinois:

[Illinois Guardianship & Advocacy Commission](http://www.illinois.gov/sites/gac)

<http://www.illinois.gov/sites/gac>



If services are funded through a governmental agency, you may have the right to contact the agency to review your grievance and how it was handled. The timeframe for obtaining a grievance review or appeal is limited and will vary based upon the governmental agency and type of services. For example, in Illinois, you may contact the following agencies for further information about the process and timeframe for grievance reviews and appeals:

**Illinois Dept of Human Services
Bureau of Hearings**
69 W. Washington Street, 4th Floor
Chicago, IL 60602

**Illinois Dept of Healthcare and Family Services
Bureau of Managed Care**
401 South Clinton Street, 6th Floor
Chicago, IL 60607
Additional information may also be found
at: <http://www.illinois.gov/hfs>

At Youth Guidance we believe that no matter what challenges young people face, they are more likely to succeed when they have caring adults in their lives. Our highly trained staff guides youth to overcome life and academic challenges so they can succeed in school and in life. Annually, Youth Guidance reaches more than 12,000 children in Chicago and surrounding suburbs; Boston; Los Angeles; Kansas City, MO; Dallas; and Washington, D.C.

The following is our full list of programming (please note that our programming is not available at all locations):

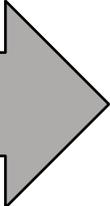
- Becoming A Man (BAM)®
- Community & Afterschool Programming
- Parent & Family Engagement
 - Project Prepare
 - Project Prepare BLUE
 - Project Prepare SOUTH
 - Project STRIVE
- School-Based Counseling
- The BAM-Fellowship Initiative (The BAM-FI)
- Working On Womanhood (WOW)
 - Career Readiness and Success
 - The Fellowship Initiative (TFI)
- Tuition Based Afterschool Programs
- Youth Guidance Alumni Programming

Youth Guidance is accredited by the Council on Accreditation (COA)

You must FULLY complete this form to register your child for Youth Guidance programs.
Please print. ALL INFORMATION WILL BE KEPT CONFIDENTIAL
ONLY Return these 2 forms and not the rest of the informational portion of this packet

Student Information	Participant's Full Name _____ Date of Birth ____/____/____	
	Address _____ Unit# _____ City & State _____ Zip _____	
Participant's Phone #: (____) _____ - _____ Participant's Email: _____		
School/Site _____ Student ID# _____		
Grade Level _____ Teacher & Room/Division # _____		
Participant's Race (please check all that apply)		
<input type="checkbox"/> Asian <input type="checkbox"/> Native American <input type="checkbox"/> Black/African American <input type="checkbox"/> Multi-racial <input type="checkbox"/> Latino(a)/Hispanic <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Other _____ <input type="checkbox"/> Cape Verdean <input type="checkbox"/> Prefer not to answer.		
Gender <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Nonbinary <input type="checkbox"/> Other _____ <input type="checkbox"/> Prefer not to answer		
Receive Free/Reduced Price Lunch? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Parent/ Guardian	Parent/Guardian Name _____ Relationship to participant _____	
	Address _____ Unit# _____ City _____ Zip _____	
	Home Phone (____) _____ - _____ Cell Phone (____) _____ - _____	
	Work Phone (____) _____ - _____ Parent's/Guardian's Email _____	
Is participant a youth in care? <input type="checkbox"/> No <input type="checkbox"/> Yes		
Program Enrollment	Please indicate which program you wish to enroll in: <input type="checkbox"/> The BAM-FI	Please Select Your School District Below: <input type="checkbox"/> District of Columbia Public Schools (DC)
	If you know the YG Staff member's full name for your program, enter it here: _____ _____	
	If you know the YG Staff member's email enter it here: _____ _____	
Health & Wellness	To ensure participants are safe during programming, we need to know of any medical conditions or allergies	
	Allergies _____	
	Other Health Issues/Medical Needs _____	
	Is your child taking any medications? <input type="checkbox"/> No <input type="checkbox"/> Yes → Type: _____	
<i>*Participants who require personal aids during school are required to have an aid (provided by the parent/guardian or school) during programming.</i> <i>**It is the parent/guardian's responsibility to provide information on any relevant medical condition if accommodations are needed.</i>		

PLEASE CONTINUE FOR SIGNATURE PAGE



1	<input type="radio"/> Y <input type="radio"/> N	<p>PARENT/GUARDIAN CONSENT FOR PROGRAM PARTICIPATION</p> <p>I give my permission for my child to participate in Youth Guidance Programs. By marking "YES" here and signing this document, I am acknowledging that I have read the <i>Client Rights, Expectations, and Youth Guidance Policies</i> listed in this packet, and that I understand and agree to Youth Guidance's policies and practices about how Youth Guidance collects, uses, and shares personal information about participants.</p>
2	<input type="radio"/> Y <input type="radio"/> N	<p>CONSENT FOR HOLISTIC STUDENT ASSESSMENT</p> <p>I give my permission for my child to complete PEAR's Holistic Student Assessment (HSA). By marking "YES" here and signing this document, I am acknowledging that I understand and agree to Youth Guidance staff administering the HSA and using its results as part of the BAM program in support of my child's social-emotional development. I understand that results of my child's assessment will remain confidential in accordance with Youth Guidance's data practices. I understand that PEAR will have access to my child's assessment in order to provide this information back to Youth Guidance but will not use this data for any other purpose and will also keep it confidential.</p>
3	<input type="radio"/> Y <input type="radio"/> N	<p>CONSENT FOR PHOTO/MEDIA RELEASE</p> <p>I give my permission to Youth Guidance, related entities, or the news media to photograph, videotape, audiotape, and/or interview my child while my child is under the supervision of Youth Guidance staff. External sources, such as school districts, news media, etc. may request additional permissions outside of this [YG] release. By marking "YES" here, I am acknowledging that I understand and agree to Youth Guidance's Photo and Media Release policy as explained in the <i>Program Registration and Information Packet</i>. I understand that consent for photo/media release is optional; even if I decline, my child can still participate in the Youth Guidance program.</p>
4	<input type="radio"/> Y <input type="radio"/> N	<p>CONSENT FOR USE OF PARTICIPANT'S ARTWORK</p> <p>I give my permission for Youth Guidance to publish, copy, or use my child's artwork produced while they are participating in a Youth Guidance program. By marking "YES" here and signing this document, I am acknowledging that I understand and agree to Youth Guidance's policies and practices for use of participants' artwork as explained in the <i>Program Registration and Information Packet</i>. I understand that consent for use of my child's artwork is optional; even if I decline, my child can still participate in the Youth Guidance program.</p>
5	* *	<p>If at any point you wish to revoke your permission, please email CLIENTSUPPORT@YOUTH-GUIDANCE.ORG</p>

SIGNATURE REQUIRED

<p>FOR INTERNAL USE ONLY</p>		
<p>_____ Parent/Guardian Signature</p>	<p>_____ Parent/Guardian Name (Print clearly)</p>	<p>_____ Today's Date</p>
<p>_____ YG Staff Member Signature</p>	<p>_____ YG Staff Member Name</p>	<p>_____ Today's Date</p>