

	Greater SM Youth Council
Application Completeness Check for 2026 HSAB Funding	Children's Shelter
Amount Requested	\$15,000
Questions	
Are all questions answered?	Yes
Is the application signed? (this is a certification)	Yes
Does the program have measurable outcomes?	Yes
Is the agency a Human Services Agency?	Yes
Is the agency overseen by a Board of Directors?	Yes
Required Attachments	
BUDGETS	
1. Program budget for current fiscal year	Yes
2. Program budget proposed for next fiscal year	Yes
3. Budget showing the exact uses of the HSAB funding, to be included in the contract	Yes
BOARD OF DIRECTORS INFORMATION	
4. Board of Directors membership roster	Yes
5. Board of Directors City of Residence	Yes
6. Board of Directors Meeting Attendance Record	No
7. Board of Directors membership criteria	Yes
ORGANIZATION INFORMATION	
8. Current IRS Form 990, pages 1 and 2 (not required for churches)	Yes
9. Non-discrimination policy statement	Yes
PROGRAM INFORMATION	
10. Final Performance Report for 2024 Funding (if funded)	Yes
11. Letters of support for the program - how many	3 letters
12. Policies and Procedures for the proposed Program, if available	Yes

City of San Marcos Human Services Grants
FY2026 Application

I. SUMMARY INFORMATION

Please spell out the organization name and program name completely, without acronyms.

Applicant Organization: Greater San Marcos Youth Council

Contact Name: Julia Ramsay New Telephone: ()

Contact E-Mail Address: Website: www.gsmyc.org

Mailing Address: P.O. Box 1455, San Marcos, Texas 78667

San Marcos Service Address for this Program: 1406 IH35 North, San Marcos, Texas 78666

Who is authorized to execute program documents? (Name, Title) Julia Ramsay New, Executive Director

Program Name: Children's Shelter

Amount of Funds Requested: \$15,000.00

What percentage of the cost of this program is requested as funding through this application? 2%

II. QUESTIONS

All questions must be answered. Please type your answers. Application evaluations will be based on, but not necessarily limited to the criteria stated in each section.

OVERVIEW

1. Summarize the program for which funding is being requested, the services it provides, and the clients it serves.

The Youth Council operates the only shelter in Hays County dedicated to serving abused, abandoned, and neglected children. Licensed by the Department of Family and Protective Services, the shelter provides 24/7, year-round care for children ages 2 to 17. Its continuous availability ensures that local law enforcement can quickly place displaced children in a safe environment and allows youth and families in crisis to access immediate support. In 2024, the Children's Shelter served 155 children, achieving a 98% success rate.

COMMUNITY NEED AND JUSTIFICATION –15 POINTS

Evaluation: documentation and justification of the need for the program in the City of San Marcos.

1. Describe in detail the need for this program in San Marcos.

The children and families of San Marcos—and communities across Texas—face serious and complex challenges that deeply impact their well-being. Although organizations like the Greater San Marcos

Youth Council (GSMYC) work tirelessly to provide critical support, persistent systemic issues continue to threaten the health, stability, and future opportunities of the state's youth.

Statewide, Texas ranks 43rd in the nation for overall child well-being, according to the 2024 *Texas Kids Count* report. The state performs poorly across several key areas. In health, Texas ranks 48th, reflecting major concerns in children's physical well-being. The state ranks 47th in the family and community domain, suggesting widespread instability and a lack of supportive environments. Economically, Texas ranks 43rd, underscoring the struggles many families face in achieving financial security.

Educational outcomes are also a concern, with Texas ranking 41st, indicating significant room for improvement in school readiness and achievement (WalletHub). Perhaps most troubling, Texas ranks 49th in children's mental health services, with access continuing to decline. For the second year in a row, Texas has been named the worst state in the nation for overall mental health care.

Locally, the challenges in San Marcos reflect these broader trends and, in many cases, are even more severe. The poverty rate in San Marcos is 27%, nearly double the state average of 14%. Within the San Marcos Consolidated Independent School District (SMCISD), over 55% of students are considered economically disadvantaged, and more than 77% qualify for free or reduced lunch. These economic hardships are often intensified by the limited availability of mental health services, which leaves many families without the resources they need to navigate crisis or sustain long-term stability.

These intersecting issues—poverty, insufficient mental health care, and educational disparities—create a difficult landscape for children and families to overcome. While agencies like GSMYC provide vital shelter, counseling, and outreach services, a broader, coordinated effort is necessary to drive meaningful change. Addressing these issues requires increased funding, policy reforms, and sustained advocacy at all levels of government.

To ensure that every child in Texas has the opportunity to thrive, we must invest in mental health services, reduce poverty, and improve access to quality education. Only through collaborative and systemic change can we build a stronger, more supportive future for the families of San Marcos and beyond.

2. Has the need for this program been increasing in recent years?

There has been a noticeable increase in the need for residential childcare services, particularly for sibling groups and children younger than 12 years of age. Additionally, we are seeing longer lengths of stay and a growing demand for continued support for youth transitioning to adulthood after graduating from high school. During a recent site visit, our contract manager from the Department of Family and Protective Services affirmed the importance of our work, stating, *"There will always be a need for your service."*

To reduce the number of children entering the foster care system, the Texas Legislature has taken several steps. These include eliminating anonymous reporting of suspected abuse and neglect of Texas Statewide Intake, reforming child abuse investigations, and increasing funding for prevention programs. These policy changes come in the context of a long-standing federal lawsuit, filed in 2011, in which a judge ruled that Texas was violating the constitutional rights of children in foster care. As part of the state's response, lawmakers have mandated basic support such as backpacks for children in care and assistance in setting up bank accounts for those aging out of the system.

Texas is also undergoing a major shift in its foster care model. The state plans to replace the long-standing level-of-care system, which categorizes children into four tiers based on behavioral or mental health diagnoses (basic, moderate, specialized, and intense), with a new child-centered care model. This approach aims to better address each child's individual needs rather than labeling them by their behaviors or diagnoses. While the intended goal is to improve long-term outcomes, it is still unclear how this change, set to take effect in 2027, will impact service providers. Many current foster care providers may opt out of the new system, potentially increasing the demand for emergency and residential care facilities like ours.

IMPLEMENTATION –15 POINTS

Evaluation:

- *The application demonstrates that resources needed to manage the proposed program are available and ready.*
- *Applicant has clearly defined objectives focusing on results and measurable outcomes vs. only program activities descriptions and numbers served.*
- *Past performance of programs funded by Human Services Grants has met expectations.*

1. Are all resources in place to be able to implement this program? If not, what is missing?

Yes, all resources are in place to implement this program.

2. What specific, measurable outcomes or results do you hope to achieve with this program?

Children who enter our care may arrive physically hurt or emotionally unwell, but with time, safety, and support, healing is possible. In our nurturing environment, children begin to feel secure enough to focus on their own growth and well-being. Our shelter provides a consistent, stable setting, staffed by highly trained professionals who offer genuine care and support.

While in our care, children have the opportunity to continue their education through the public school system and engage in enrichment activities and learning opportunities facilitated by shelter staff and agency counselors. This comprehensive approach helps children recover, regain a sense of normalcy, and build a foundation for a healthier future.

3. If funding is not available at the requested amount, what is the minimum Human Services Grant funding needed to be able to run this program? \$12,000

IMPACT AND COST EFFECTIVENESS –15 POINTS

Evaluation:

- *impact on the identified need*
- *implementation costs compared to impact*
- *use of available resources (financial, staff, volunteer)*
- *impact compared to other applicants*

1. Programs can provide value by deeply impacting the lives of a few, with effects that may ripple through generations, or by providing smaller but meaningful impact to a larger group. Describe in detail the impact this program will have on the identified need and on San Marcos residents.

Extensive research conducted by numerous organizations has consistently revealed the deeply troubling consequences of child abuse and neglect. The long-term effects include impaired brain development, cognitive delays, chronic health problems, and significant emotional and mental health challenges. Survivors are at increased risk for substance abuse, domestic violence, incarceration, post-

traumatic stress disorder, and diminished economic productivity. Additionally, many experience early sexual activity, teen pregnancy, and involvement in the criminal justice system (Child Welfare Information Gateway).

Abuse often perpetuates across generations. Multiple studies show that approximately one in three victims of childhood abuse go on to engage in neglectful or abusive parenting. However, this cycle can be broken, particularly when early intervention and prevention services are made available to children under the age of 14.

Although removal from the home can be traumatic, it is sometimes necessary to ensure a child's safety. A brief stay in a small, well-run emergency shelter like ours—with skilled, compassionate caregivers—can provide critical stabilization during a crisis. These benefits extend beyond the individual child to society as a whole by reducing long-term costs associated with untreated trauma.

Children arrive at our shelter after experiencing abuse, neglect, or disruptions in foster placements. For many, our facility is their first out-of-home experience; for others, it serves as a safe refuge following a breakdown in foster care or other forms of rejection. In all cases, the primary goal of our care team is to build trust, helping each child understand that not all adults cause harm, and that they deserve love, safety, and respect.

Our shelter operates like a large, nurturing family home. Highly trained staff members serve as consistent, caring adults who meet the physical and emotional needs of each child. Children attend public school, where they are encouraged to participate in extracurricular activities and sports. At the shelter, they engage in everyday childhood experiences, playing games, going to the movies, riding bikes, and bravely navigating their uncertain circumstances with the support of a stable and loving environment.

While out-of-home placement is never ideal, the structured, supportive setting we provide gives children the opportunity to begin healing. They receive proper nutrition, learn the value of a healthy lifestyle, and start to feel safe again. Many begin to catch up academically and experience the joy of educational achievement and positive peer engagement.

Unaddressed adverse childhood experiences (ACEs), including abuse and neglect, can have devastating effects on lifelong health and well-being. According to the Centers for Disease Control and Prevention, exposure to violence in childhood increases the risk of injury, substance use, delayed brain development, reproductive health problems, sexually transmitted infections, involvement in sex trafficking, non-communicable diseases, lower academic achievement, and reduced employment opportunities.

By offering a safe, structured environment with caring adults and access to education and support services, our shelter plays a vital role in interrupting these harmful trajectories and helping children reclaim hope, dignity, and the potential for a healthier future.

2. Briefly describe other funding sources, volunteers, or in-kind donations that will be used with this program.

Volunteers play a vital role in supporting our staff and enhancing the quality of our programs. Their service not only enriches the experiences of the children in our care but also helps reduce operational costs. We rely on dedicated volunteers from across the community, including local schools and

universities, civic organizations, churches, and businesses. These community partners also contribute to our fundraising efforts and help secure both in-kind and monetary donations, which are essential in offsetting the cost of services.

Our shelter operates under a contract with the Texas Department of Family and Protective Services, which provides a per diem reimbursement for each day a child in state custody is in our care. However, this reimbursement covered only 52% of the actual cost of care last year. For children who are not in state custody, no reimbursement is provided. To cover these expenses, we rely on alternative funding sources such as city and county support, United Way awards, and private donations.

3. How many total annual unduplicated direct clients is this program expected to serve? What percentage will be San Marcos residents?

150 unduplicated direct clients with 5% San Marcos residents.

COMMUNITY SUPPORT – 15 POINTS

Evaluation:

- *A minimum of three letters of reference that indicate strong local support for the program and the agency's ability to implement it as described in the application. Letters must be in support of the specific program requesting funding, not the agency as a whole. Letters will preferably be from San Marcos residents as well as direct clients of the program.*
 - *Evidence that volunteers play a vital role in the program or agency's operation.*
 - *Evidence that board members are actively involved in and supportive of the agency*
1. What actions do Board members take to support the programs of the agency?
Each board member supports our mission through both financial contributions and active participation in fundraising efforts. In addition to monetary donations, board members give in-kind support by volunteering their time and expertise to benefit our clients, staff, and programs. They play a critical role in expanding our reach by recruiting donors and volunteers and by serving as ambassadors in the community, sharing our mission and impact with others.
 2. Briefly describe the number and role of volunteers in the program or agency's operation.
Last year, 42 dedicated volunteers contributed a total of 396 hours to our Children's Shelter. They engaged children in enriching indoor and outdoor activities such as arts and crafts and basketball. In addition to spending quality time with the children, volunteers played a vital role in maintaining our campus by organizing supplies—particularly in our on-site clothing stores—repairing the privacy fence and completing other essential tasks that help ensure a safe and supportive environment.

COUNCIL PRIORITIES - 30 POINTS

1. How long has this program served San Marcos residents? (10 points if at least 2 years)

We have been serving the community for 39 years. In 1986, we first opened our doors in response to a legislative mandate addressing the housing needs of homeless and runaway teenagers. Following a brief merger with a similar organization in New Braunfels, Texas, the board of directors reorganized and formally established the Greater San Marcos Youth Council, Inc. in 1989.

2. Does the agency have an office in San Marcos? (10 points if it does)

We have proudly served the San Marcos community for 39 years. Our doors first opened in 1986 in response to a legislative mandate to provide safe housing for homeless and runaway teenagers. After a brief merger with a similar organization in New Braunfels, the board of directors reorganized and formally established the Greater San Marcos Youth Council, Inc. in 1989.

Since our inception, our services have operated exclusively in San Marcos. In 1989, we relocated from our original site on Smith Lane (behind Cuevas Produce) to our current facility, situated on land leased from the City of San Marcos.

3. Describe how this funding will create an increase in services or an increase in the number of people served. (10 points if creates an increase)

In addition to serving runaway and "throwaway" youth, children whose parents have been arrested, and victims of sex trafficking, there are many children in our community who would greatly benefit from access to short-term respite care. These are children who may not be in immediate danger but whose families are in crisis and need temporary relief. Providing respite care not only supports the well-being of the child but also helps stabilize families, offering them a chance to regroup, access resources, and prevent further breakdown. The impact of this service extends beyond the individual child, benefiting the entire family unit and contributing to the long-term health of the community. Additionally, the foster care system is undergoing its first major changes in nearly 40 years, while each legislative session introduces new mandates regarding child removals—making an increase in the number of children served increasingly likely.

RISK - 10 POINTS

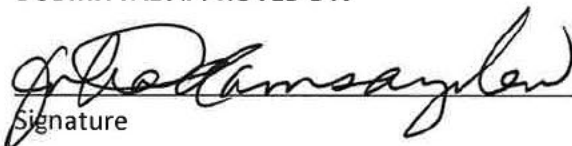
1. How many years of experience does the agency have in implementing a program of this size and complexity? (5 points if more than 5 years)
36 years
2. What percentage of the program's funding is non-City? (5 points if at least 50%)
98%

III. FUNDING RESTRICTIONS

By signing this application I certify the following to be true:

1. All Human Services Grant funding will be spent on San Marcos residents, except for school-based programs, in which case it may be spent within the San Marcos Consolidated Independent School District boundary.
2. Funding requested is not more than 50% of the total funding for the agency.
3. Funding will not be used to fund more than 20% of a full time position.
4. Agency has been in existence for at least 2 years. (This can include serving communities other than San Marcos.)

SUBMITTAL APPROVED BY:


Signature

7-21-25
Date

Julia Ramsay New
Printed Name

Executive Director
Title



HUMAN SERVICES ADVISORY BOARD GRANT QUARTERLY PERFORMANCE REPORT

Agency Name: Greater San Marcos Youth Council

Program Name: Youth Shelter

Program Year: 2025

Reporting Period: (check one)

- ☒ January through March (due April 30)
- ☐ April through June (due July 31)
- ☐ July through September (due October 31)
- ☐ October through December (due January 31)

Submit report to: cgriffith@sanmarcostx.gov

PROGRAM STATUS

Please provide a written description of actions taken this period and how they helped achieve your program goals.

The Shelter provides the following services: medical, dental, and psychological evaluations, transportation to appointments, food, clothing, hygiene products, and school supplies to children ages 2-17 who have been abused, abandoned, or neglected. The Shelter is licensed by the Department of Family and Protective Services. The Shelter provides a structured and nurturing environment where children can feel safe and begin to rebuild trust with supportive adults. Additionally, older children receive life skills training and participate in activities designed to prepare them for independent living. During this period in the Children's Shelter, the children were able to have a wonderful Spring Break thanks to donations from our very generous community. The Staff has been working hard with the children to ensure they stay on top of their academics but still have fun and get to do some fun warm-weather activities.

PROGRAM BENEFICIARIES

For the program that received HSAB funding, please report either number of unduplicated individuals served or number of unduplicated households served.

Check one: ☒ Unduplicated Individuals ☐ Unduplicated Households

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Year to Date
Total Served	26				
San Marcos Residents Served	0				
% San Marcos Residents	0%				

PROGRAM EXPENDITURES

For the final report of the year, please provide a bulleted list that briefly summarizes how the HSAB funding was spent.

- Residential Program Director Salary
- Case Manager Salary
-
-
-
-
-

Certification:

I certify that to the best of my knowledge and belief the information reported in this Quarterly Performance Report is factual and accurate.

Kara Lueckemeyer
Signature

April 9, 2025
Date

Kara Lueckemeyer
Printed name

Program Assistant
Title

Greater San Marcos Youth Council, Inc.
GSMYC FY25 Shelter Budget
September 2024 through August 2025

Expense

Maintenance of Equipment	\$1,229.29
Payroll Expenses	\$661,500.00
Insurance - Health/Dental/Life	\$31,972.50
Insurance-Prof Liability	\$6,945.75
Insurance-Building	\$6,063.75
Insurance-Vehicle	\$4,410.00
Insurance Worker's Compensation	\$452.03
Supplies (Food/Shelter/Office)	\$44,100.00
Clothing	\$3,858.75
Repairs	\$11,025.00
Grounds Maintenance	\$1,653.75
Security System	\$1,323.00
Telephone	\$1,323.00
Utilities-Cable	\$2,756.25
Utilities	\$22,050.00
Utilities-Dumpster	\$2,756.25
Transportation - Maintenance	\$1,102.50
Transportation - Parking	\$55.13
Transportation - Mileage	\$551.25
Transportation - Fuel	\$2,756.25
Expense Reimbursement	\$1,378.13
Printing and Advertisement	\$2,756.25
Staff Development and Education	\$3,858.75
Dues and Subscriptions	\$413.44
Recreation/Entertainment/Act.	\$3,858.75
Medical Fees and Expenses	\$551.25
Capital Expenditures - Vehicle Purchase	\$40,000.00
Bank Service Charges	\$11.03
6670 - Program Expense	\$551.25
Reconciliation Discrepancies	\$11.03

Total Expense	\$861,274.30
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Greater San Marcos Youth Council, Inc.
GSMYC FY26 Proposed Shelter Budget
September 2025 through August 2026

Expense

Maintenance of Equipment	\$1,290.75
Payroll Expenses	\$694,575.00
Insurance - Health/Dental/Life	\$33,571.13
Insurance-Prof Liability	\$7,293.04
Insurance-Building	\$6,366.94
Insurance-Vehicle	\$4,630.50
Insurance Worker's Compensation	\$474.63
Supplies (Food/Shelter/Office)	\$46,305.00
Clothing	\$4,051.69
Repairs	\$11,576.25
Grounds Maintenance	\$1,736.44
Security System	\$1,389.15
Telephone	\$1,389.15
Utilities-Cable	\$2,894.06
Utilities	\$23,152.50
Utilities-Dumpster	\$2,894.06
Transportation - Maintenance	\$1,157.63
Transportation - Parking	\$57.88
Transportation - Mileage	\$578.81
Transportation - Fuel	\$2,894.06
Expense Reimbursement	\$1,447.03
Printing and Advertisement	\$2,894.06
Staff Development and Education	\$4,051.69
Dues and Subscriptions	\$434.11
Recreation/Entertainment/Act.	\$4,051.69
Medical Fees and Expenses	\$578.81
Capital Expenditures - Vehicle Purchase	\$42,000.00
Bank Service Charges	\$11.58
6670 - Program Expense	\$578.81
Reconciliation Discrepancies	\$11.58

Total Expense	\$904,338.02
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Program Activity (GSMYC Shelter)	City General Funds
Salaries and Benefits for Residential Program Director and Case Manager	\$15,000.00
PROJECT TOTAL:	\$15,000.00

Board of Directors Membership Criteria

Greater San Marcos Youth Council's Board of Directors are individuals who are active in the community and have expertise through education and/or experience beneficial to the agency, a commitment to attend board meetings and to participate in fundraising and other supportive efforts.

The community leaders who are approved to serve shall exercise ordinary business judgment in managing the affairs of the Corporation. In acting in their official capacity as directors of this Corporation, directors shall act in good faith and take actions they reasonably believe to be in the best interests of the Corporation and that are not unlawful. In all other instances, the Board of Directors shall not take any action that they should reasonably believe would be opposed to the Corporation's best interest or would be unlawful. A director shall not be liable if, in the exercise of ordinary care, the director acts in good faith, relying on written financial and legal statements provided by an accountant or attorney retained by the Corporation.

<u>GSMYC Board of Directors</u>	<u>Attendance</u>
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President - Jeff Caldwell	100%
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[REDACTED]

Resident City: San Marcos, Texas

[REDACTED]

Vice-President - Rebecca Dickey	100%
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Texas State University-San Marcos

[REDACTED]

Resident City: San Marcos, Texas

[REDACTED]

Treasurer-Vickie Dorsett	90%
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[REDACTED]

San Marcos, TX 78666

Resident City: San Marcos, Texas

[REDACTED]

Secretary-Crystal Dixon	90%
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Edward Jones, Crystal Dixon

[REDACTED]

Resident City: Mountain City, TX 78610

[REDACTED]

Matt Murphree	70%
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Randall Morris & Associates

[REDACTED]

San Marcos, TX 78666

Resident City: San Marcos, Texas

[REDACTED]

John Schramm 50%
Thermon Manufacturing
[REDACTED]
San Marcos, TX 78666
San Marcos, Texas
[REDACTED]

Sebastian Hernandez 50%
HEB
[REDACTED]
Resident City: Kyle, TX 78640

Lisa Day 90%
Hays County Juvenile Probation
[REDACTED]
San Marcos, TX 78666
Resident City: San Marcos, Texas
[REDACTED]

Clint Pulpan 100%
[REDACTED]
San Marcos, TX 78666
Resident City: San Marcos, Texas
[REDACTED]

Return of Organization Exempt From Income Tax

OMB No. 1545-0047

Department of the Treasury
Internal Revenue Service

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

Do not enter social security numbers on this form as it may be made public.

Go to www.irs.gov/Form990 for instructions and the latest information.

2023

Open to Public
Inspection

A For the 2023 calendar year, or tax year beginning Sep 1, 2023, and ending Aug 31, 2024

B Check if applicable:

- ☐ Address change
☐ Name change
☐ Initial return
☐ Final return/terminated
☐ Amended return
☐ Application pending

C Name of organization Greater San Marcos Youth Council, Inc.

Doing business as

Number and street (or P.O. box if mail is not delivered to street address)

Room/suite

P.O. Box 1455

City or town, state or province, country, and ZIP or foreign postal code

San Marcos, TX 78667-1455

D Employer identification number

74-2553659

E Telephone number

G Gross receipts \$2,077,476.

H(a) Is this a group return for subordinates? ☐ Yes ☒ NoH(b) Are all subordinates included? ☐ Yes ☐ No

If "No," attach a list. See instructions.

I Tax-exempt status: ☒ 501(c)(3) ☐ 501(c) () (insert no.) ☐ 4947(a)(1) or ☐ 527J Website: www.gsmvc.org

H(c) Group exemption number

K Form of organization: ☒ Corporation ☐ Trust ☐ Association ☐ Other

L Year of formation: 1986

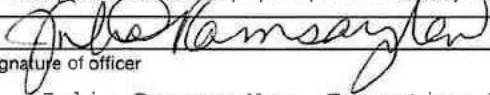
M State of legal domicile: TX

Part I Summary

Activities & Governance	1	Briefly describe the organization's mission or most significant activities: <u>Youth at risk and emergency shelter</u>		
	2	Check this box ☐ if the organization discontinued its operations or disposed of more than 25% of its net assets.		
	3	Number of voting members of the governing body (Part VI, line 1a)	3	10
	4	Number of independent voting members of the governing body (Part VI, line 1b)	4	9
	5	Total number of individuals employed in calendar year 2023 (Part V, line 2a)	5	35
	6	Total number of volunteers (estimate if necessary)	6	200
	7a	Total unrelated business revenue from Part VIII, column (C), line 12	7a	0.
b	Net unrelated business taxable income from Form 990-T, Part I, line 11	7b	0.	
Revenue	8	Contributions and grants (Part VIII, line 1h)	Prior Year	Current Year
	9	Program service revenue (Part VIII, line 2g)	1,211,975.	1,457,067.
	10	Investment income (Part VIII, column (A), lines 3, 4, and 7d)	471,675.	312,302.
	11	Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)	147,861.	
	12	Total revenue—add lines 8 through 11 (must equal Part VIII, column (A), line 12)	87.	308,107.
	12		1,831,598.	2,077,476.
Expenses	13	Grants and similar amounts paid (Part IX, column (A), lines 1–3)		
	14	Benefits paid to or for members (Part IX, column (A), line 4)		
	15	Salaries, other compensation, employee benefits (Part IX, column (A), lines 5–10)	1,133,446.	1,105,348.
	16a	Professional fundraising fees (Part IX, column (A), line 11e)		19,140.
	b	Total fundraising expenses (Part IX, column (D), line 25)	19,140.	
	17	Other expenses (Part IX, column (A), lines 11a–11d, 11f–24e)	293,356.	266,956.
	18	Total expenses. Add lines 13–17 (must equal Part IX, column (A), line 25)	1,426,802.	1,391,444.
	19	Revenue less expenses. Subtract line 18 from line 12	404,796.	686,032.
Net Assets or Fund Balances	20	Total assets (Part X, line 16)	Beginning of Current Year	End of Year
	21	Total liabilities (Part X, line 26)	1,967,938.	2,668,166.
	22	Net assets or fund balances. Subtract line 21 from line 20	34,701.	48,897.
		1,933,237.	2,619,269.	

Part II Signature Block

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

Sign Here		02/17/2025
	Signature of officer	Date
	Julia Ramsay-New, Executive Director	
Type or print name and title		

Paid Preparer Use Only	Print/Type preparer's name	Preparer's signature	Date	Check ☐ if self-employed	PTIN
	Julie Bryant				P01269961
	Firm's name	Business ServicesGO, LLC	Firm's EIN	87-1611081	
	Firm's address	1535 S 145th East Ave, Tulsa, OK 74108	Phone no.		

May the IRS discuss this return with the preparer shown above? See instructions ☒ Yes ☐ No

Statement of Program Service Accomplishments

Check if Schedule O contains a response or note to any line in this Part III

1 Briefly describe the organization's mission

Youth at risk emergency shelter

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? ☐ Yes ☒ No

If "Yes," describe these new services on Schedule O.

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? ☐ Yes ☒ No

If "Yes," describe these changes on Schedule O.

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses. Section 501(c)(3) and 501(c)(4) organizations are required to report the amount of grants and allocations to others, the total expenses, and revenue, if any, for each program service reported.**4a** (Code:) (Expenses \$ 802,035, including grants of \$ 0.) (Revenue \$ 1,037,998.)

Co-ed crisis shelter for homeless and runaway children ages 2-17 years

4b (Code:) (Expenses \$ 508,111, including grants of \$ 0.) (Revenue \$ 733,070.)sk non resident programs designed for family intervention
and reven on**4c** (Code:) (Expenses \$ including grants of \$) (Revenue \$)**4d** Other program services (Describe on Schedule O.)

sk and eme ge

☐ (Expenses \$ including grants of \$) (Revenue \$)**4e** Total program service expenses 1,310,146

GSMYC will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. If at any time employees have a complaint or inquiry regarding this policy, the Executive Director should be contacted immediately. Employees should understand they can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination would be subject to disciplinary action.

Immigration Reform and Control Act of 1986

Under the U.S. Immigration Act, we have a continuing duty to assure that all employees have valid documentation of a right to work in the United States. We will also verify the right to work in other international locations of assignment. Therefore, employees will be asked to verify their immigration status and social security number from time to time if employed in the United States.

At-Will Employment Relationship

This manual is not intended to create or constitute an expressed or implied contract between GSMYC and any one or all of its employees. The Agency or the employee may terminate the employment relationship at any time, without prior notice. This is called “At-Will Employment.”

Commitment to Employer

- I shall work to improve the effectiveness and efficiency of services provided by the agency.
- I shall act to prevent and eliminate discrimination in work assignments or in personnel policies.
- I shall abide by all state licensing standards, agency policies, procedures, and management decisions.
- I shall support the integrity and reputation of the agency.
- I shall exercise special care when making my professional recommendations of opinions public through testimony or other public statements.

Code of Ethics and Harassment

A signed copy of the Code of Ethics will be kept in each employee's file.

Harmonious Work Environment

In support of our service values, GSMYC is committed to a harmonious work environment. Rude, abrasive, argumentative, condescending behavior and spreading of rumors will not be tolerated.

Comments and gossip about another employee's performance will not be tolerated. Participating in this type of behavior is detrimental to the quality of care of the people we serve. This type of behavior could result in disciplinary action up to and including termination of employment.

Employees who behave in a manner that creates a hostile work environment or poor public image will be subject to disciplinary action, up to and including termination of employment.

Equal Opportunity, Anti-Discrimination, Harassment, and Bullying Policy

GSMYC is committed to providing a workplace free of all forms of discrimination and harassment including bullying. It aims for equality of opportunity for all employees – staff, contracted and temporary – and is consistent with our policy of merit-based selection and promotion. By effectively implementing our Equal Employment Opportunity (EEO) Policy, we will attract talented people and use their abilities to maximum advantage for both the organization and the employee.

EEO programs are increasingly part of what best-practice companies do to ensure the maximum contribution from their people by managing diversity effectively. GSMYC seeks to make this best practice approach an integral part of our organization's culture.

It is the responsibility of management to provide a working environment free from discrimination, harassment, and bullying. To this end, GSMYC will take all practicable steps to ensure our residents provide a similar working environment.

In addition, Management and their delegates are to ensure all complaints are treated confidentially, seriously, and sympathetically. Thus, we have developed a Grievance Procedure to assist our employees who raise issues of concern. Relevant disciplinary action will be taken against anyone found to have breached this policy.

No employee will be penalized or disadvantaged as a result of raising concerns or complaints relating to discrimination or harassment.

What is Discrimination?

Unlawful discrimination occurs when a person considers they have been treated unfavorably due to an attribute (listed below).

Protected attributes include, but are not limited to:

- Age
- Disability/impairment
- Marital status, including defacto
- Physical features
- Political belief or activity
- Pregnancy/breastfeeding
- Race
- Religious belief or activity
- Sexual Orientation
- Gender
- Status as a parent or care giver
- Personal association with someone of the above attributes

Employees with Disabilities Act

The Americans with Disabilities Act of 1990, as amended, prohibits discrimination on the basis of disability, and protects qualified applicants and employees with disabilities from discrimination in hiring, promotion, discharge, pay, job training, fringe benefits, and other terms and conditions of employment. The law also requires that covered entities provide qualified applicants and employees with disabilities, as defined by the Act, with appropriate reasonable accommodation, if such accommodation does not impose an undue hardship. If you believe that you have been discriminated against based upon a disability, or you have a disability and require some accommodation, you should contact your supervisor or the Executive Director immediately. For more information on this Act, please reference the Americans with Disabilities Act of 1990 and amendments.

What is Harassment?

Harassment is an unwanted behavior and can take many forms. It may involve inappropriate actions, behavior, comments, or physical contact that is objectionable or



GSMYC EMPLOYEE MANUAL FOR **RESIDENTIAL CHILDCARE**

GSMYC is licensed by the Texas Department of Family and Protective Services (DFPS) and required to adhere to Minimum Standards for General Residential Operations set forth by the licensing division of DFPS.

[https://www.dfps.state.tx.us/Child_Care/documents/Standards and Regulations/748 GRO.pdf](https://www.dfps.state.tx.us/Child_Care/documents/Standards_and_Regulations/748_GRO.pdf)

GSMYC also contracts with the Texas Department of Family and Protective Services to provide residential childcare to children in the custody of the state and we are required to follow the mandates set forth in the contract.

https://www.dfps.state.tx.us/handbooks/RCC_Guide/default.asp

****Updates to these documents occur periodically through legislative mandates and GSMYC procedures are reviewed annually. In the event a discrepancy occurs, the highest standard of care applies.****

Employee Manual for Residential Childcare

The Greater San Marcos Youth Council, Inc. (GSMYC)

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Summary Statement

These policies and procedures are to be utilized in conjunction with the state mandated guidelines and requirements of all contracts entered into by GSMYC, including adherence to the Minimum Standards set forth by the licensing division of DFPS. In the event these documents do not coincide, GSMYC personnel will abide by the policy with the highest standard.

As an employee of GSMYC it is your responsibility to become familiar with these policies and procedures and to follow the guidelines as set forth by this agency and all contractual entities. Please contact your immediate supervisor if you have questions, comments or need clarification about this manual.

Who We Are

GSMYC provides area youth with a safe, structured, and supportive environment, where education, intervention, and counseling, along with the utilization of community resources, assist them to live productive lives. GSMYC operates one home permitted to care for 16 children between the ages of 2-17. Formally known as "Casa de Maria" for one of the original founders, Maria Fedrick, residential care, and assessment services are provided to boys and girls who are abused and neglected, runaways, or who otherwise find themselves in need of a brief stay with our agency. Primarily the Department of Family and Protective Services (DFPS) and law enforcement agencies refer children to the shelter.

Casa de Maria, dba the Children's Shelter, provides 24-hour emergency care for children in time of crisis; family, group and individual counseling; psychological assessments, medical and dental screenings, as well as social and educational assessments. GSMYC's primary goal is to provide a safe, comfortable living environment until permanent living arrangements can be made, or until the child is able to return home. Programs are based on positive reinforcement and mutual respect.

Purpose of this Manual

This manual has been prepared to inform you about GSMYC's residential practices and policies, as well as staff member expectations and conduct. We hope this manual will help answer any questions you have about our agency and the operations of the house. Please do not hesitate to ask questions. We believe you will enjoy your meaningful work here.

We ask that you read this manual carefully and refer to it whenever questions arise. These guidelines are for informational purposes and are not intended to be a legal document or an employment contract. Questions regarding the guidelines should be directed to your immediate supervisor.

GSMYC reserves the right to change, modify, suspend, interpret, or cancel, in whole or in part, any employee policies, guidelines, or practices at any time without advance notice. If and when provisions are changed, we will update you by periodically by sending replacement pages for those sections that become outdated.

DIRECT CARE STAFF MEMBER

Role of Staff Member

Direct care staff members are the heart of any agency serving children/youth in a residential setting. They have the day-to-day contact with the children and are the ones who:

- Wake the children up in the morning and put them to sleep at night.
- Maintain rules, provide structure, prepare meals, play sports and/or board games, interact, lead groups, take children/youth on outings, etc.
- Help children/youth navigate the services that are available to them.
- Are often the first to know if children/youth are in crisis, feeling depressed or suicidal, have been victimized sexually or are engaging in dangerous sexual behavior, taking unnecessary risks, and/or abusing drugs or alcohol.
- Are the first to hear about a new partner, celebrate the youth achieving a goal, and congratulate a child/youth for safe choices and positive progress.
- Are often viewed as safe targets for displaced anger or fear.
- Sometimes become attachment figures.

Basic Requirements

- Employees involved in direct care of the children/youth will be responsible, mature, healthy adults capable of meeting the needs of residents.
- A professionally administered drug test, cleared criminal background checks, and a tuberculosis skin test are required prior to employment. An FBI fingerprint clearance is required prior to staff member having unsupervised access to children/youth in care.
- Three written and/or verbal references will be obtained for each employee involved in resident care. Information obtained from references will be written and filed whether the interview is done in person, by telephone or virtually.
- Each applicant of GSMYC will submit a written statement concerning any felony and/or misdemeanor convictions within the last 10 years and any pending criminal charges.
- Persons whose behavior or health status endangers residents will not be allowed in the facility.

- Direct Care Staff will be at least 19 years old, have a high school diploma or GED and be able to read and write.
- Direct care workers must complete 8 hours of pre-service general training, prior to having access to children/youth in care (unless exempt)
- Direct Care Staff must also complete a minimum of 20 hours of training related to children's services each year.
- Staff member openings may be advertised after an in-house announcement has been made. Applicants will be selected based on qualifications, education, experience and willingness to comply with GSMYC philosophy.

Scheduling

GSMYC will provide the staff members necessary to protect the health and safety of residents in its care.

The Executive Director of GSMYC will comply with applicable requirements of Chapter 43, Human Resources Code.

GSMYC facility will have 24-hour awake staff member coverage.

- Sufficient staff members will be available to maintain staff member-child ratios as outlined in the Department's Minimum Standards for Residential Child Care, 24 hours per day, 365 days per year. When residents are in school or at work, at least one adult will be available.
- During resident sleeping hours there will be at least one direct care worker in the facility who will remain alert and awake for the duration of his/her shift.

Staff Training

1. All staff member members who are responsible for the care and safety of the residents will receive at least the minimum hours of orientation and training, including 8 hours of pre-service general training if applicable, related to children's services upon hiring and annually, as outlined in the *Minimum Standards for General Residential Operations*, unless state contract mandates require additional hours. Records of staff member orientation and training will be kept.
2. GSMYC's discipline policy does not allow physical punishment of residents.

3. In-service training for staff members will include alternatives to physical punishment.
 - a. Non-judgmental listening.
 - b. Focus of attention is always on the positive attributes of each child/youth.
 - c. The ability to assist the child/youth with investigating, discovering, and putting to use his/her own assets in managing his/her own life effectively.
 - d. Encourage the resident to recognize that positive changes within his/her control have occurred.
4. Emergency behavior intervention when a resident's physical well-being is in immediate danger. Physical restraints are discouraged and to be used only when no other alternative exists to ensure a resident's safety. It is our philosophy that no one, especially frightened and traumatized children, wants to be restrained when feeling angry or out-of-control. We believe most excessive behaviors can be prevented with distraction, re-direction, humor, and other communicative techniques.

GSMYC works hard to ensure no resident is physically restrained and staff will receive training in behavior intervention techniques utilized by the agency to diffuse situations and help residents calm themselves. In the event physical restraint can not be avoided, only those staff members who are trained and certified in Handle with Care are allowed to perform restraints.
5. First aid, CPR and **suicide** training are required for direct care workers within 90 days of start date.
6. First aid training scheduled and/or received will be documented.
 - a. Training will be conducted by a Red Cross instructor or a licensed/certified health professional.
 - b. First aid training will be scheduled to meet renewal requirements.
 - c. First aid training manual will be available to direct care staff members as a reference.
7. Staff member meetings will be held for case presentation and supervision. Daily supervision will be available as needed.

Employees and volunteers of GSMYC are required to be trained in Reporting **Suspected** Child Abuse or Neglect and in Reporting Child Sexual Abuse. Both are available through on-line training by the Department of Family and Protective Services, at no charge.

In Texas, anyone who **suspects** that a child is being abused or neglected has a legal obligation

to report it. Professional reporters are required to report **suspicion** of abuse or neglect within 48 hours. No one is above suspicion This includes your colleagues, the management team, the Executive Director, *anyone* associated with the agency who has access to children/youth in the care of GSMYC who you suspect of abusing or neglecting a child/youth.

A Professional Reporter is anyone licensed or certified by the state or works for an agency or facility licensed or certified by the state and has contact with children as a result of their normal duties. By law, professionals may **not** delegate their duty to report to another person such as a coworker or family member.

Professional reporters include, but are not limited to:

Teachers	Employees of a clinic or health care facility that provides reproductive
Nurses	services
Doctors	Juvenile probation, detention or correctional officers
Daycare employees	

It is the responsibility of professionals to **report** and the responsibility of the Texas Department of Family and Protective Services to **investigate** allegations or suspicions of abuse or neglect.

AVOIDING FALSE ACCUSATIONS

Self-awareness is important to any direct care staff member role in residential childcare, meaning a staff member must be aware of the unconscious messages they send, as well as the intended ones.

Clothing

Male and female staff member members and volunteers are not to wear any clothes that could be determined as sexy. “Sexy” means revealing and/or provocative—too loose, clingy, too tight, see-through, or anything that could be construed as clothing inappropriate to wear in a professional setting with vulnerable children. GSMYC employees must be aware of the difference between comfortable and provocative clothing. Examples of inappropriate clothing include:

- Muscle shirts on males, thin T-shirts on females
- Short shorts (male as well as female)
- Pants that are tight enough to show underwear lines
- See through clothing
- Low cut or loose necklines on females (can you bend over without revealing?)
- Holes in clothing (be especially aware of where those holes are)

Always wear underclothes. Keep in mind that zipper locks do not always stay locked and females must be aware that residents can be turned on by the sight of nipples (even through clothes) as well as upper body floppiness.

Body Language

Direct Care Staff members must also be self-aware of their body language when interacting with residents, as it can send unintended messages such as flirtation and/or domination. Flirtatious body language includes the tilted head, giggling, tossing or playing with hair, or walking provocatively. Dominating includes standing over and/or close to a child/youth who is at a much smaller height than the staff member when standing, sitting on a chair, or on a bed; leaning with your hand on a wall, close to the child's head, while talking to the child; generally invading the child's personal space. Direct Care Staff members must also be aware of what they scratch, rub, or touch on their own bodies when in the company of others, especially children/youth.

Crushes

It is important to keep in mind that crushes are very real to children/youth and that their feelings can easily be hurt. A Direct Care Staff member-child relationship can often unintentionally become intimate for the child/youth (refer to conflict of interest). The very instant a Direct Care Staff member has a presumption a child/youth has a crush them; staff member must tell a supervisor and ask him/her to document it. Staff members can decide with the supervisor how to handle the crush; document a plan, and document how to implement the plan. If a supervisor is not immediately available, tell a co-worker, and document it in the child's file and the staff member log.

Sex Talk

Many of the children in our care have been sexually abused or victimized and often have incorrect beliefs regarding what is appropriate, what is normal sexual activity. When children ask questions about sexual activity and/or the facts of life, staff members should answer directly, factually, and without any embarrassment or obvious signs of discomfort. Answer only the questions they ask, briefly and to the point. Get comfortable with the correct words (i.e. penis/vagina). If a staff member does not feel comfortable answering sex related questions for a child, the staff member should refer the child to a staff member who is.

Self Disclosure

Sometimes professionals disclose personal information for the purpose of building rapport or

strengthening their therapeutic alliance and nonphysical connection with clients. However, it can be confusing to a child/youth if a staff member utilizes self-disclosure as an intervention to build rapport or make connections. Intimate information about a Direct Care Staff member's life can be burdensome for a child/youth and make it easier for boundaries to be blurred within the staff member-resident relationship. Direct Care Staff members who disclose personal information inappropriately can also expose themselves to the risk of ethical dilemmas and negligence lawsuits.

To protect the children/youth and themselves, Direct Care Staff members should NOT share personal information with residents. Most types of direct care services, and therefore staff member-resident relationships, are short-term. A child/youth may forget that the caretaker will not be in their lives for an extended period and be triggered to trauma or hurt in the end. This also applies to information that is not necessarily intimate yet is personal and is not necessary to develop a healthy relationship with the children/youth staff members are working with.

Children and adolescents tend to ask questions inquiring about a caretaker's personal life, such as, "How old are you?" "Do you have any children?" and "What did you do over the weekend?" If a staff member is unsure if disclosing personal information is appropriate or not, here are some questions a staff member should consider before disclosing personal information to a child:

- How will the child benefit from knowing this information?
- How will this information be interpreted?
- Is there a way that I can validate and empathize with the child without self-disclosing information?
- What would my supervisor say or think about this situation?
- Do I want to share this information? If so, why?

Secrecy

Under no circumstance should a Direct Care Staff member, or any adult connected to the agency create secrets with or ask a resident to keep a secret for them. ***Seemingly innocent secrets*** can scare or intimidate a child/youth, especially those who've experienced sexual trauma and abuse. Keeping secrets is commonly something an abuser will emphasize heavily to a child/youth during the "grooming" phase. This includes secrets regarding information that could get a staff member in trouble with a supervisor or cause conflict with other staff members.

Support for Colleagues

When a co-worker is in a one-on-one situation with a child, pop your head in from time to time, or stroll by the room. If you are in the one-on-one situation, don't close the door, and if no one has dropped by in a while, pop out yourself. Don't just hop up and run out of the room. Let the child/youth know you'll be right back. Make sure a co-worker sees you when you do. Going to get a drink of water is a good reason to give as you step out of the room for a minute.

Be alert to indicators that something is going amiss with your co-workers and be willing to act. You are legally responsible for reporting **suspected** abuse/neglect and this includes those individuals you work with, as well as those who supervise you or are part of the administration, including board members. You are not getting someone in trouble; you are protecting a child and following the law. You can discuss your concerns with a co-worker; pass it on to your supervisor or speak to the Executive Director. Whatever you do, you must act. Don't ignore it and hope things will get better. The penalties for not reporting suspected abuse and neglect were increased in the 83rd Legislative session.

Another way you can avoid the false accusation is to remember how important it is to never give your home address or phone number to residents. There was an actual case of false accusation where an employee had given a resident her address. He ran away and showed up on her doorstep. She refused to allow him to stay with her so in retaliation, he accused her of sexual abuse. The licensing branch of the Department of Family and Protective Services investigated her.

Those who work with children can be labeled as advocates, care givers, even big brothers or big sisters. It is not appropriate to be a friend. Children/youth have their peers to be their friends. The adults in their lives should always keep in mind that the most important task is to serve as a positive role model. Each interaction you have with the children/youth in our care must be supportive and coming from a place of kindness and concern for their well-being.

Language

This has to do with the less obvious language. Of course, do not use curse words or other derogatory language. Do use correct grammar; avoid using slang, etc. Use a firm, yet friendly tone and do not raise your voice in anger, even a raised voice can sound angry. Choose your words carefully. Never belittle or embarrass a child/youth in any form or fashion. Do not label children/youth or call them names. Avoid saying, "good boy/girl" as this implies that they are only "good" when someone says this to them or when they are engaging in the behavior that resulted in being called "good".

Do not volunteer information about your family. If your mother calls to check on you, do not announce “that was my mother”. Your family is not allowed in the shelter unless you have prior approval from your supervisor. When engaged in casual conversation with residents, refrain from mentioning your family members, unless specifically asked by a resident.

The point here is that these children/youth are in a residential setting. They do not get to go home at night to the place they choose to live. The last thing they need is a reminder from their caregivers that they are currently not part of a caring, supportive family.

RESIDENTIAL POLICIES AND PROCEDURES

Guidelines and Minimum Standards

1. GSMYC will ensure that residents in care are provided adequate protection from flammable and poisonous substances.
2. Flammable or hazardous materials such as gasoline, etc. will be stored out of residents’ reach. All hazardous materials will be locked in the storage shed.
3. Animals on the premises will be vaccinated and treated as recommended by a licensed veterinarian. Documentation of vaccination and treatment will be on file at GSMYC.
4. GSMYC will take measures to keep the facility free of rodents, insects and stray animals.
5. Residents will have indoor areas for their use; there will be at least 40 square feet per child. Bedrooms, halls, kitchen and any rooms not used by residents will not be included in the minimum space requirement.
6. A sleeping room will contain at least 50 square feet per person. Bedrooms for single occupants will have at least 80 square feet.
7. Sketches of floor plans giving measurements and purposes of rooms will be submitted to the Licensing Branch with the signed application.
8. Furniture in living areas will not block exit ways.
9. Each resident will have his or her own bed and mattress. Beds will be clean and comfortable. Mattresses will have covers and protectors.
10. There will be accessible storage space for each resident's clothing and personal

possessions.

11. Residents will not share a bedroom with a person of the opposite sex (unless child is under the age of five and sharing a room with a sibling).
12. There will be one lavatory, one tub or shower and one toilet for every eight (8) residents.
 - a. Lavatories, tubs and showers will have hot and cold running water.
 - b. Bathrooms will be near the sleeping area.
 - c. Bathrooms will be thoroughly cleaned each day.

Phone Procedures for Residents

1. Determine if phone calls are advisable for the resident and caller has been pre-approved by placing agent (as indicated in resident's file). If the caller is not listed in the resident's file, DO NOT DISCLOSE ANY INFORMATION ABOUT THE CHILD RESIDING IN THE HOUSE because this would violate confidentiality. Likewise, child cannot make outgoing calls unless the receiver is pre-approved and listed in the resident's file.
2. Note decision and reasons for denial, if appropriate, in resident's record.
3. Explain telephone use guidelines to resident:
 - a. Incoming calls will be authorized by primary staff member.
 - b. Outgoing calls must be made between 5:00 pm and 9:00 pm on Tuesdays, Thursdays, and Sundays.
 - c. Calls must be made only on designated phone.
 - d. Calls will only be made to or received from persons for whom permission has been given (documented in resident's file).
 - e. Calls must be no longer than 10 minutes each per resident.
 - f. Failure to respect guidelines will result in the denial of phone privileges.
 - g. Telephone calls will be documented in the resident's main file.
 - h. Denial of telephone privileges and the justification for the denial will be documented in the resident's file.
4. Attorneys-ad-litum and state placing agents may contact residents at any time.

Phone Procedures for Staff Members

1. For outgoing calls, the phone must be unlocked. It is very important the passcode for the phones is NOT seen or heard by the residents. The passcode is *490#. After unlocking the phone, select an open line and dial the outgoing number.
2. When going on an activity that requires leaving the shelter unattended, the agency's

phone calls must be forwarded to either the staff member's personal cell phone, or to the on-call staff member/supervisor on the shelter cell phone. If the staff member wishes to use a personal phone, the number must have the area code (512). To transfer to the phone lines over to a cell phone, *72 must be entered before entering the number. To transfer the phone lines back over to the shelter, simply enter *73 after unlocking the phone and selecting a line.

3. When someone calls with an abuse or neglect report, instruct them to call the Department of Family and Protective Services (DFPS) Crisis Hotline: (800) [REDACTED] or online reporting <https://www.txabusehotline.org/>.
4. When someone calls with inquiry of available bed space for an emergency placement or intake, the on-call supervisor must be contacted for approval, if instructions were not stated beforehand. True emergency intakes are allowed from the San Marcos Police Department, Hays County Juvenile Probation, and the Hays County Sheriff's Department.
5. If a parent/client calls requesting an outreach counselor or counseling appointment inquiries after regular office hours (after 5:00pm), politely inform the client to call back during regular office hours. For emergencies, the counselors' contact numbers are listed in the brown medicine cabinet on the wall in the staff office.
6. If a parent calls to report their child as suicidal or physically aggressive, ask if they believe the situation warrants a call to 911. If not, take the contact information for an agency counselor to return their call as soon as possible. You may also give our crisis hotline to callers, (800) [REDACTED]
7. If the power goes out after hours: (512) [REDACTED]
8. If alarm goes off accidentally, the police or our alarm company will call and request a password. The password is **Protect 1**.

On-Call / Emergency Notification Procedure

It is the policy of GSMYC that a licensed childcare administrator or his/her designee will be available on a 24 hour on-call basis. This individual is responsible for the operations of the residential facility and for responding to emergency situations as needed. Notify the on-call person in the following situations:

- Any incident involving a resident that is physically or mentally damaging or life threatening, including suicide attempts, accidents, violent episodes or serious illness.
- Any condition in which evidence is viewed by staff member or suspicion of child abuse will be reported to staff member (*Child Abuse Hotline* [REDACTED])
- Any legal emergency that a resident reports to a staff member or other adult connected to the agency or the child.
- Any contact with law enforcement agencies.
- Serious incidents must also be reported to the hotline within 24 hours (see Reports and

Records).

In order to be in compliance, you must also report to the on-call person when:

- A staff member calls in sick or does not show up for an assigned shift.
- Complaints from a resident, neighbor, or third party.
- A request for admission.
- Unplanned discharge approval.
- Notification of a runaway.
- Emergency medical needs.
- Needs that require expenditure of GMSYC funds, not previously approved.

The on-call person is available to answer questions that cannot wait until the next working day and to assist with reporting of serious incidents. The on-call person rotates regularly and carries the shelter cell phone. You may need to allow a few minutes for the on-call person to return your call. Personal telephone numbers are also posted in the staff office in the event, the situation warrants it. In the meantime, use your best judgment and follow GMSYC procedures.

There will also be a backup person on call in the event that the on-call person cannot be reached. The person on call will determine if it is necessary to contact the licensed child-care administrator prior to the next working day.

Visitation Procedures

Individuals approved by the placing agent to visit the resident are documented in his/her file. Determine if visitation by family, guardian or friends is in the best interests of the resident. Advise the resident of the decision and provide justification for the decision if it is a denial of visitation. Denial and the reason for must be documented in the resident's file.

1. Sunday 9:00 a.m. - 9:00 p.m. (exceptions can be made).
2. On facility grounds unless otherwise specified.
3. Document decision in file noting reasons for denial if appropriate.
4. No visitation by family, guardian or friends should take place unsupervised.

Exceptions must be approved by the Licensed Child Care Administrator or his/her designee.

Resident File Procedures

The following forms should be completed within 24 hours of admission:

Resident Record Summary (Full Intake Packet) as follows:

Main File:

1. Cover sheet
2. Initial intake information with assessment checklist
3. Contact list
4. Medical treatment release
6. Personal property agreement
7. Student clothing inventory
8. Resident policy and orientation checklist
9. Release of information.
10. Resident Contract
11. Application for admission
12. Goals while at GSMYC
13. Request to care for youth

Daily File:

1. Discharge Plan
2. Night check form
3. Medical information/ Screening examination
4. Medication Form (if applicable)
5. Daily progress notes
6. Immunization and school records (if available)

The following are to be completed, if applicable, and placed in the resident's file:

1. Phone log
2. Prescription medication form
3. Non-prescription medication form
4. Resident vehicle rules
5. Respite care report
6. Progress report (Daily summaries)
7. Special incident report
8. School enrollment
9. On/off campus visits documentation
10. Discharge procedure report
11. Extending the resident's placement beyond 30 days
12. Follow up record
13. Aftercare record

Reports and Records

https://www.dfps.state.tx.us/Child_Care/documents/Standards_and_Regulations/748_GRO.pdf

The link provided is Minimum Standards for General Residential Operations licensed by the Department of Family and Protective Services (DFPS). It outlines reportable serious incidents involving a resident and when such incidents must be reported and to whom. The standards are updated periodically making it critical you are referring to the most recent copy via DFPS.

GSMYC will complete written incident reports concerning serious occurrences involving staff members or residents. Each report will include the date and time of the occurrence, the staff member or resident involved, the nature of the incident, and the circumstances surrounding it. A copy of the report will be filed with the GSMYC licensed childcare administrator and will be available for review by the representative of the Licensing Branch and/or state contract managers.

The following types of serious occurrences are examples of what will be reported to the Licensing Branch (via the DFPS HOTLINE) and the DFPS contract manager or other administrative personnel within 24 hours or the next day: **suicide attempts, incidents of cruel or abusive treatment, incidents which critically injure or permanently disable a resident, hospitalization, or death of a resident.**

- Absences without permission will be reported to the parents and/or managing conservator when it is determined that the resident is a runaway or has been removed from GSMYC's facility by an unauthorized person.
- Disasters or emergency situations which require closure of the living unit, such as fires or severe weather, shall be reported to the proper authorities within 24 hours of the next working day.
- All clients' records/case files either residential or non-residential shall be kept confidential. Records/ case files will only be released to authorized personnel.
- GSMYC will submit reports to the proper authorities concerning:
 - Any change in administrator.
 - An impending change that would change the conditions of the license, (i.e. capacity, age range, sex, location, or name).
- GSMYC will allow the managing conservator of all contracts to visit and inspect the facility(s) at all reasonable times.
- GSMYC records will be available and open for review by the Licensing Branch of DFPS or the Administrative personnel.
- The license/permit will be displayed in a prominent place on the premises of GSMYC's facility.
- Progress reports, termination records, follow-up records, etc. will provide data for evaluation of individual placements.

- Variance/waiver requests are allowed when conditions warrant such changes.

Incident Reports

Reporting a serious incident involving a resident in care has specific requirements of agency staff. In the event there is a question about whether or not the incident is reportable, check Minimum Standards for General Residential Operations (link below). Again, standards are updated periodically making it critical to ensure the most updated copy is accessed for possible changes.

https://www.dfps.state.tx.us/Child_Care/documents/Standards_and_Regulations/748_GRO.pdf

Minimum Standards for General Residential Operations (GROs) outlines reportable serious incidents involving a resident and when such incidents must be reported and to whom. Documentation or notification of the resident's parents or managing conservator will be included in the resident's record.

A separate incident report should be filled out for each incident which occurs such as:

1. Death of a youth
2. A serious injury or significant damage to property caused by an escape from the facility
3. Any incident requiring a criminal investigation
4. Natural disaster
5. Apprehension specialist use of deadly force
6. Riots or the taking of hostages
7. Serious medical condition requiring hospitalization

The report should be filled out immediately after the incident occurs.

An incident report should be completely filled out with each injury or illness and should be filled out immediately after the situation has been properly addressed. The on-call person must be notified of any serious illness or injuries (i.e. fever over 102 degrees, blood in stool, vomiting, seizures, etc.)

Items to be included in the report:

- a. Time or cause of injury, illness or incident.
- b. Events leading up to injury, illness or incident.
- c. Description or explanation of injury, illness or incident.
- d. Name(s) of individual(s) notified (time and date) of illness/ injury or incident.
- e. Instructions/directions given to staff member at time doctor or caseworker were notified.

- f. Description of any First aid performed; first aid treatment should only be administered by a qualified staff member.
- g. Resident's reaction to situation and staff member.
- h. Person on call must be notified of any serious incidents.

Runaway Procedures

If a resident goes out the front door with the intent to run, lock the door and call the police to report a run-away.

If it appears a resident is missing, it is imperative that you make a complete search of the building and grounds to determine if it is the case. Upon determining that a resident has runaway, report it to the San Marcos Police Department immediately. Be prepared to give a full description of the resident(s).

Include findings, or lack thereof, in the incident report. Immediately notify placing agent, case worker, parent and/or guardian. If it is after 5:00 PM, call the hotline [REDACTED] for DFPS residents.

Follow steps 1, 2 and 3 of the “general incident procedures” and complete an “incident report”.

All personal belongings should be bagged, labeled, dated and placed in the storage pod. All items not claimed within 90 days will be given away.

Residents will be allowed to return to the facility if brought back by local law enforcement or he/she returns on their own. However, under NO CIRCUMSTANCES will the resident(s) be allowed to return to the facility if he/she is intoxicated or under the influence of a controlled substance.

Medical and Dental Care for Residents

GSMYC will have written policies and procedures for obtaining diagnosis and treatment of emergency medical and dental problems. Copies of the policies and procedures will be available to the licensing branch of the Department of Family and Protective Services. Each new employee is required to read the agency policies and procedures. A copy of the policies and procedures is kept in each supervisor’s office, as well as in the staff member office of the shelter and the front office of 1402 IH 35 North for easy reference. Digital copies are also accessible on each of the agency’s computers.

Medication Procedures

GSMYC staff member will be responsible for administering medication, prescribed and over-the-counter, to residents.

All medication(s), including first aid, prescriptions and over-the-counter, are secured in the medicine cabinet located in the staff member office of the facility. This **MUST** be kept locked at all times and residents are not allowed in the office if it is unlocked or medications are being dispensed and/or counted.

Psychotropic medications (Schedule II) are kept in a designated locked box inside the locked medicine cabinet. Medications that require refrigeration will be kept in the refrigerator in the locked freezer room. All staff members are required to complete a psychotropic medication training through DFPS. As with all medications, residents are not allowed in the staff office when the medicine cabinet is unlocked or when any medication is being counted.

A separate medication log sheet will be kept on each resident and for each medication prescribed in the resident's daily folder.

For prescribed medication, the form must have resident's name, name of doctor, date, medication prescribed, prescription number, and the amount of medication upon intake of resident.

The medication board is located in the shelter staff office with the resident's name, prescription number and what time of day medication is to be given.

When medication is administered; medication board, medication container and medication form must coincide.

Before giving residents his/her prescribed medication, count medication(s), and ensure that the count is correct. Any and all discrepancies must be reported to the shelter supervisor or his/her designee. Include your name, (person dispensing the medications) date, time, amount given, and amount remaining.

Never use whiteout on an error. If an error occurs, draw one line through it and initial. Most prescriptive medication labels will give exact time medications are to be given. However, occasionally, a prescription label will state to administer medication three times daily.

EXAMPLE: 3 times daily is 8 am, 12 noon and 5 pm or with meals. When a label states **PRN**, it means **EVERY** 4 to 6 hours.

It is important to have a glass of liquid ready for residents when administering meds. Residents,

at times, will try and "cheek" the medications or spit them out. If either of these incidents occur document on the medication form and fill out an incident report. (See procedure on incident reports.)

When a resident leaves on a pass or pre-placement visit, medications will be released to the placing agent, parent(s) or legal guardian. Document in resident's medication log form that medications were given, date and time.

Dispensing Medications

1. Medication will be dispensed in the staff member office.
2. Medication will be taken under the supervision of a direct care worker.
3. To ensure ingestion of medication, resident may be asked to open mouth, lift tongue, and open hands.

Illness or Injury Procedures

I. General Illness or Injury

1. If a resident becomes sick or injured and needs immediate medical attention, follow these steps:
 - a. Don't panic. Panic can only worsen a situation, especially when other residents are around.
 - b. Calmly interpret the situation and, if possible, consult with other staff member members on duty as to a course of action.
 - c. Decide on a course of action. Making a hasty decision is better than making none at all

II. Emergency Medical Attention

1. If an injury or illness is serious and needs immediate professional attention, do not hesitate to call EMS.
2. While EMS is on the way, see to the needs of the resident. Apply First Aid when necessary.
3. When EMS arrives, explain the situation. If a resident is transported to the hospital, a direct care worker should follow with the resident's main file which must include Attachment A-Child Sexual History Report to share with temporary caregivers if resident is admitted, signed by hospital staff and stored in the resident's GSMYC file.
4. The staff member remaining at the shelter must contact all appropriate people involved. This would include the on-call person, placing agent, and parents or legal guardian. State mandated child/direct care worker ratio must always be maintained.

III. Non-emergency Medical Attention

1. Make sure the injury or illness is not serious.
2. Apply first aid if necessary (applied by trained personnel only).
3. If the resident requests non-aspirin or another over the counter drug, be sure to record this on the non-prescription medication sheet.
4. If the illness or injury does not require immediate attention by a doctor, wait until the next morning to make arrangements to see a physician. If you are unable to schedule an appointment, document in the staff member log explaining the situation, as well as completing the incident report.

Bloodborne Pathogens and Other Fluid Disease Control

GSMYC's policy is to eliminate or minimize employee exposure to blood borne pathogens in the course of providing first aid treatment to injured residents, clients or employees. The main concern is for the Hepatitis B Virus (HBV) and the Human Immunodeficiency Virus (HIV), although any body fluid should be considered as potentially infectious material.

This policy applies to all personnel. First aid will only be performed by authorized personnel. All other personnel are expressly forbidden to contact or treat open wounds, provide resuscitation, clean up spills, or otherwise contact body fluids.

All employees who are trained and authorized to provide first aid are required to use the protection provided. Protective equipment is stored under the kitchen sink in a locked cabinet.

A. Vinyl Medical Gloves: to be used when treating injuries that may involve contact with blood or other body fluids, and when cleaning up body fluids. Shelter personnel should also wear these gloves whenever changing soiled bed linen or handling soiled personal items used by residents.

B. Masks or Face shields, Protective Eyewear (with solid side shield), and Vinyl Aprons: to be used when stopping arterial bleeding any other time when there is a chance of blood or other body fluid contact from splashes, splatters, etc.

C. Plastic Mouth Pieces: These will be available for use in pulmonary resuscitation.

Clean Up

Any accident location of blood or bodily fluid contaminated areas will be off limits to all unauthorized personnel until areas are clean and decontaminated.

Only authorized persons will clean up pathogens. Two separate blood and bodily fluid clean up kits are provided and located in the same storage areas as the protective equipment.

Each kit contains disposable supplies consisting of three sponges, box of wipes, one gallon jug of germicide solution (one part chlorine bleach to six parts water) plastic bags, three pair of vinyl surgical gloves, three face masks, and a roll of paper towels. Other items, which should be available, include protective eyewear, medical grade soap and a pail.

Waste Handling

All used medical supplies and cleaning materials will be sterilized in a chlorine solution, placed in the white plastic bags, taped closed, labeled with the **RED BIOHAZARD SYMBOL** and stored in an approved container provided by an authorized disposal company.

Economics

Care should be taken by each employee to help maintain operations at the lowest cost possible. Lights, electronic games, radios and televisions, should be turned off when not in use.

Care should be taken by each employee driving agency vehicles to avoid heavy acceleration and/or braking.

Heating and air conditioning units are set by the administration and should not be changed.

Purchases and other expenses should be made carefully with tax exemption used each time funds are expended.

Nutrition

Children will be provided food of adequate quality and in sufficient quantity of nutrients needed for growth and development.

“Food for Fitness-- a Daily Food Guide”, developed by the United States Department of Agriculture will be used as a basis for meeting these nutritional standards.

Residents will have a minimum of three meals a day and two snacks; under no circumstances will a resident be denied food, regardless of the time of day.

Menus will be posted and retained on file for one month.

All milk and milk products will be Grade A pasteurized or from sources approved the Texas Department of Health.

Food Preparation, Storage, and Equipment

All food and drink will be stored, prepared and served in a sanitary manner.

1. Food preparations, dining, storage areas, equipment, and furniture will be cleaned and in good repair.
2. Disposable paper and plastic dishes, utensils, and containers will not be used more than once.
3. Store all food items at least four (4) inches off of the floor.
4. **ALL** food items, not stored in their original containers must be labeled and dated.

Meal Procedure

1. The case manager, with input from the residents, plans menus.
2. All staff members should follow the menu as closely as possible. Substitutions may be made, but care should be taken to not use food designated for other meals. (Note any changes on posted menu.)
3. Staff members, making sure the proper amount of food is prepared, will supervise preparation of all meals. The residents will be allowed to assist with food preparation and are encouraged to add their own ideas when possible.
4. Staff members will supervise residents during and after meals. Staff members will assist with all chores, interacting with the residents and providing instruction and assistance as necessary.
5. Leftovers must be stored in containers that are sealed, labeled, dated and placed in the appropriate place (i.e. refrigerator, pantry, etc.).
6. Residents will be provided with three planned meals a day and two snacks. They will also be allowed to eat when they are hungry. Staff members may not refuse food to the GSMYC residents. Alternative foods may be offered (i.e. peanut butter and jelly sandwiches, soup, cheese and crackers, fruit, etc.) in lieu of a meal and may be offered between meals. Leftovers from previous meals may also be offered.
7. Staff members are encouraged to eat meals with the children when there is enough prepared so that the children are able to eat until they are satisfied.

Chore Procedures

1. Chores will be completed three times daily at times designated by the supervisor or his/her designee.
2. Every morning, each resident will be assigned a chore which is listed on the chore list. Chores rotate on a daily basis.
3. Each resident is responsible for making his/her bed and cleaning his/her room.
4. Chores are assigned for the entire day.
5. Residents are expected to thoroughly clean their room weekly.
6. Residents will be led by the example set by staff members. Staff members will supervise and assist until chores are completed.

Recreation

Educational and recreational activities are scheduled at least once weekly and most importantly what is considered normal, for the residents of GSMYC. State mandated adult/child ratio for supervision is maintained at all times. Employees and residents will adhere to vehicle safety policies. A weekly activity schedule is posted in the staff member office and includes both on and off campus activities.

Residential petty cash will be kept in a locked cabinet in the shelter supervisor's office. These funds are to be utilized for residents' activities; recreation and entertainment and/or expenses related directly to residential facility operations. Employees that spend petty cash funds must turn in the receipts, before leaving for the day, to the administrative employee that distributed the funds. Both funds will be reconciled by the business office at the end of each month and approved by the Executive Director. The Executive Director must approve expenditures other than those listed.

Off Grounds with Staff Members and Volunteers

Employees of GSMYC who are trained as direct care staff members are permitted to transport and accompany residents' off-campus to appointments, activities, trips to the store and/or special events. Agency vehicle(s) will be used. Personal vehicles should not be used to transport the children in our care.

Under no circumstances will residents be allowed to accompany staff member or volunteers off-grounds for social purposes, without prior approval from the administrator charged with the responsibility of determining the reasonable prudent parent standard for each resident's participation in the activity or event.

Volunteers who transport residents or clients (non-residential) away from their homes must have prior approval from the supervisor and have on file at GSMYC a copy of their driver's license and current liability insurance. Only volunteers with employee level clearance are allowed to transport residents without a regular employee present.

GSMYC employees and volunteers may not socialize or have social contact with current or ex-residents outside GSMYC. To have such contact without prior written approval from supervisor and the youth's legal guardian is grounds for termination and the incident will be reported to the custodial agency.

Overnight Trips Away from the GSMYC Facility

GSMYC's staff member-resident ratio, in accordance with Minimum Standards for General Residential Operations, will be maintained for overnight trips. The Residential Program Director or his/her designee will ensure that individuals on trips are properly fed, lodged, supervised, and that safety precautions, medical care and structure are provided.

Temporary Placements

Overnight placements that are temporary such as hospitalization, detention, etc. require notifications of any special needs, known allergies, allowed phone calls or visitations and must also include Attachment A-Child Sexual History Report. The Program Director and/or his/her designee will submit the form to the temporary placement coordinator to ensure that the placement addresses the child's safety, any therapeutic needs and other children's safety. The form is to be signed and returned to GSMYC and stored in the resident's file.

Group Meeting Procedures

1. Group meetings can be called by staff members any time there is a need for one.
2. Residents can request to have a group meeting called, if they have a problem or subject to discuss with other residents.
3. Residents are required to attend each group meeting. Special group meetings may consist of only some of the residents. This depends upon the situation and is decided upon by the staff member on duty.
4. Residents are expected to sit up, pay attention and stay awake during group meetings.
5. Residents may be excused from the group meeting for appropriate reasons. This will be determined by the staff member in charge of the group meeting.

Guidelines for Presentation of Group Meetings

1. Pick a location that can be used regularly.
2. Arrange for comfortable seating (which could include sprawling on the floor in a loose circle).
3. Require attendance of all residents at the meeting and encourage active participation from everyone. Residents should feel that they have a right to voice their opinion without feeling forced.
4. Offer direction for the group. Focus your emphasis on facilitation of genuine sharing and closeness. Everyone's sharing is enhanced in that all have a personal, unique story.
5. Your own behavioral flexibility will be a model for the group. It is important to realize that feedback from the group can be constructive and utilized to the advantage of the group.
6. Your role as facilitator is to encourage conversation in which:
 - a. Everyone is listened to without interruption.
 - b. No one person may monopolize the floor time. (If you observe this occurring, an appropriate intervention might be; "I really appreciate your participation, I'd like to know what Joe thinks.").
 - c. Everyone builds on what others say; therefore, one person will have the floor for a reasonable amount of time without interruption.

Guide the meeting as much by example as possible. Try to hear what is being said between the lines and avoid setting yourself up as a lecturer or interpreter. The sharing of feelings/emotions is to be encouraged. Keep in mind; there is no right or wrong way to feel. Structured, informal and comfortable interaction is what you are after, so try to avoid either spontaneous chaos or rigid, mechanical pulling of strings.

Education, Work, and Training for Residents

1. Education: GSMYC residents are enrolled in the San Marcos Consolidated Independent School District (SMCISD) on the campus most appropriate for their grade level. Residents attending another Hays County school at time of intake will be allowed to remain enrolled where they are. Transportation is provided by each school district. GSMYC residents receive the same academic/physical education as other SMCISD students.
2. General Equivalent Diploma (GED): GSMYC residents who qualify to study for the GED are transported to and from the local testing site wherein they receive instruction to prepare them for testing.
3. Training: Residents of GSMYC who are unable to attend public school and who have

their GED are given life skills training, including but not limited to: filling out job applications, acquiring good interviewing skills, budgeting their money and proper social skills.

INTAKE AND ADMISSION PROCEDURES

Admission Policy for Residents

The Greater San Marcos Youth Council will admit children and youth after determining their eligibility under the following criteria:

- Child/youth is between the ages of 2-17 as stated on our permit from the state.
- Youth who turn 18 years of age after intake may remain if the program guidelines are met and the youth is not disruptive to the program.
- Child/youth does not pose imminent danger to self or others.
- Child/youth is not a known sex offender.
- Child/youth must be able to function in an open setting with supervision that meets the Minimum Standards for General Residential Operations.
- Youth must consent to contacting their parent or managing conservator.
- Youth must make a voluntary commitment to be in the facility and to follow the program's structure and rules.
- Child/youth with serious medical conditions that require constant supervision will be evaluated based on staff members' ability to meet medical needs.

The admission to the facility shall be made without regard to gender, ethnicity, religion, national origin or sexual orientation. All admissions to the facility will be approved by a licensed child care administrator or a designated representative.

The parent(s) or legal guardian of all children and youth admitted to the facility will be contacted to provide consent within 24 hours of placement (failure to make contact will be documented). During this contact, plans will be made for the parents or legal guardians to participate in counseling and the establishment of the service plan.

There will be arrangements made for face-to-face contact with the family within 24 hours of admission or on the first workday after admission if the family is willing to participate in planning and discharge for their child or youth.

Children/youth may be referred to GSMYC for residential and/or non-residential services through any legitimate source including self-referrals.

Fees for Services

It is the policy of GMSYC that fees for residential services will be charged to the parent or managing conservator of the resident. Fees for residential services will be billed to the placing agency that has established funds for such services. The rate for residential services shall be according to the contractual agreements made between the Executive Director of GMSYC and the referring agency.

A contract for services shall be developed as part of the admission process that establishes the fee for service. GMSYC scholarships are available to those who are in need of service but lack the ability to pay fees. No one will be refused services based on inability to pay.

Waiting List

In the event that there is no bed space, referrals will be made to other residential facilities and resources. Through networking with other providers and case management services, the goal is to return the youth to a safe environment. Priority will be given to Hays County children and youth and to those who are unable to access alternative living arrangements.

GMSYC reserves the right to deny admittance into the residential facility when there is not a program or procedure in place to care for a special needs child or youth.

Emergency Admission During Night Time Hours:

The staff member on duty will admit any youth who needs shelter or those referred by the Hays County Juvenile Probation Department or local law enforcement officers after calling the on-call person.

- Youth must fit the category of youth to be served.
- Check to determine if any emergency situations exist. If so, contact the on-call person.
- If not, admit the youth and settle him/her into sleeping area.
- Complete initial intake form with as much information as possible.
- Intake will be complete within 10 hours by designated staff member.
- Contact the parents/legal guardian of the resident if law enforcement has not already done so or document contact attempts.

Daytime Admissions / Following Emergency Night Time Admission:

- Complete intake process using appropriate forms.

- Notify parents and/or managing conservator.
- Explain the program and the responsibilities of each resident.
- Instruct the resident to read and sign resident's contract.
- Introduce new resident to staff member and other residents.
- Assign sleeping area.
- Assign primary staff member responsible for resident.
- Make certain that all paperwork is complete and establish both a daily and main file for resident.

Each child receiving **emergency care services** must receive an initial medical exam examination within 72 hours after admission (3 in 30). If a child has been in a residential child-care operation and has had a health screening in the last 12 months, the child does not have to have another medical exam unless there is reason to believe the child is ill or has been abused.

If the child is coming from a medical setting, you may accept a statement from a licensed health-care professional in place of the examination.

If a resident shows symptoms/signs of illness or abuse, he/she will be examined immediately by a licensed physician.

Cases of suspected child abuse will be reported immediately to the Department of Family and Protective Services via the State Hotline [REDACTED] GSMYC staff will also contact the resident's placing agent. GMSYC staff will cooperate fully with the Department in the investigation of child abuse/neglect allegation.

Orientation of Youth

Children entering the facility for the first time may be physically ill, hungry, frightened, angry, anxious and/or confused. They have experienced a traumatic event(s) and it will take time for new residents to feel comfortable, assured of their safety and well-being in our care.

Be aware of the importance of being culturally sensitive and appreciate the differences in others. Do not assume that the child/youth has lived life like you or anyone you know. He/she may not know how to turn on the shower, sweep the floor, order food in a restaurant or other things you may take for granted everyone knows how to do.

Recognize that this time can be used to gather important information about the youth that will ensure their stay is positive, such as what they need, how they handle anger, where they want to live, etc.

Young women who are pregnant at the time of admission will receive treatment and/or referral appropriate to their needs. A safety plan will be developed regardless of how far along in the pregnancy she is. If physical problems are evident, immediate examination by a licensed physician will be arranged. If birth is expected within 30 days, referral to a more appropriate facility will be made as soon as possible. Prior to the move, agency staff will notify San Marcos-Hays County Emergency Medical Services and will secure the items required by Minimum Standards for General Residential Operations for teenagers who are close to delivery.

If drug or alcohol addiction is apparent at the time of admission, an appropriate referral will be sought. No resident will remain in the facility when the need for detoxification is evident or where the lack of detoxification indicates a life-threatening situation. Referral to an alternate treatment program will be made immediately.

When the use of alcohol/drugs is apparent, but addiction is not indicated, appropriate treatment will be scheduled in the treatment plan. A licensed physician will be consulted regarding medical concerns related to a particular drug in use.

GSMYC will not admit youth that are under the influence of alcohol or any type of controlled substance.

Policy, Procedure, and Orientation for Residents

1. No drugs, weapons or pornography.
2. No visiting in each other's rooms.
3. No physical violence or horseplay.
4. Residents may leave the shelter only with staff permission.
5. Personal phone calls are from 7:00pm to 9:00pm. (Sunday - Monday 10 minutes only.)
6. Visiting hours are Sundays 9:00am to 9:00pm (exceptions can be made).
7. Residents are expected to cooperate with household chores and follow staff member instructions.
8. Wake-up time is no later than 6:30 am for EVERYONE on school days and 8:00 am on weekends.
9. Bedtime is 9:45 P.M. Sunday-Thursday, Friday and Saturday night 11:00 P.M.
10. No physical contact of a sexual nature.
11. No gang related apparel, or destruction of GSMYC's property with gang tags.
12. Training in personal care, hygiene and grooming will be part of the program. No hygiene products will be kept in rooms or bathrooms. All hygiene products will be placed in laundry room when hygiene is completed.
13. Dress code will include no extremes and all residents will follow dress code as per

- placing agent, parent, legal guardian and school campus.
14. Windows are to remain closed at all times, due to alarm system.
 15. No graffiti anywhere on the facility/grounds.
 16. Residents may not lend, borrow, or trade personal property with others without permission from a staff member.
 17. Piercing and/or tattooing are not allowed.
 18. Residents are not allowed outside without staff permission.
 19. Consequences for infractions can be reprimand and/or suspension of on/off site privileges, restrictions of personal activities, facility work restitution, and/or loss of trust fund privileges. Personal illegal contraband will be confiscated.
 20. NO sexually explicit or drug-related books, magazines, clothing or music allowed.
 21. Residents are expected to be considerate of others' needs and rights.
 22. If at any time a resident feels the need to talk about their situation or a conflict with another resident, they are encouraged to let on duty staff member know and unless the problem requires immediate attention, staff member will schedule time to meet with you as soon as possible.

Service Plan

Following initial assessment, an individual treatment plan will be developed.

1. The following will be included depending upon need:
 - a. Crisis intervention and counseling
 - b. Individual counseling
 - c. Group counseling
 - d. Family counseling
 - e. Parent skills training
 - f. Life skills training
 - g. Community involvement
 - h. Psychological testing
 - i. Psychiatric evaluation
 - j. Home study
 - k. Referral to other service agencies
 - l. Medical evaluation
 - m. Nutritional study
 - n. Play therapy
2. Crisis intervention and counseling will be available 24 hours a day. Staff members providing crisis intervention and crisis counseling will be required to comply with state mandates

regarding education and experience.

3. Individual counseling will be available as needed with no less than one session per week of residency.
4. Group counseling will be scheduled for residents at least twice weekly.
5. Staff member providing group counseling will be required to have education and experience as required by the Department.
6. Parents or parental figure(s), potential residents, and non-residential clients will be encouraged to participate in the parenting program. Included in this program will be skills-based **training** in such areas as:
 - a. Parent-child communication
 - b. “Consequences appropriate for action”
 - c. Setting limits
 - d. Conflict resolution
 - e. Discussions on values
 - f. Mutual sharing and support

Parent skills-based training will be conducted by a designated staff member with appropriate training and/or other social services agencies with knowledge in these pertinent areas.

9. Life skills training will be offered to residents and voluntary high-risk youth in areas specific to their needs. **Examples** include:
 - a. Money management
 - b. Vocational training opportunities
 - c. Job seeking skills
 - d. Shopping and cooking
 - e. Nutrition
 - f. Physical health and emotional well being
 - g. Basic plumbing and home repairs

Residents and non-residential clients will be encouraged to develop involvement in community organizations and activities. **Examples** include:

- a. 4-H
 - b. Scouts
 - c. Community service projects
 - d. Baseball and soccer leagues
10. Staff members and volunteers will facilitate community involvement according to interest and needs.

1. Upon the request of the legal guardian, psychiatric evaluations will be scheduled for those who demonstrate the possibility of severe emotional problems or behavior disorders.
Evaluations will be performed by a licensed psychologist.
2. Referrals to appropriate social service agencies will be made when services needed are not provided by GSMYC.
3. All residents discharged from GSMYC's residential program will receive appropriate aftercare services according to individual needs.

After Care Services

- a. Referral to alternate services
- b. Follow-up when referred to alternate services
- c. Individual, group and/or family counseling
- d. Crisis intervention
- e. Advocacy
- f. Follow-up contact with schools, probation officials and other significant adults.

The length and extent of aftercare will be determined on an individual basis. Aftercare will be performed by Youth & Family Services staff member members and volunteers trained in this area.

Residents' Rights

Childcare facility Minimum Standards for General Residential Operations, and the contract for residential services, require provisions to protect children's privacy and child-placing agency standards require placement in the least restrictive environment capable of meeting the child's needs. Issues of privacy, individualization of discipline or behavior management and restrictiveness of the care environment must be balanced against the responsibility to protect children against the dangers of drugs, weapons, and other contraband and to determine the responsibility for thefts.

1. The staff members of GSMYC will allow privacy for each resident.
2. Each resident will have access to a quiet, private area where he/she can withdraw from the group as necessary.
3. Contacts between the resident and his/her family will be allowed while the resident is in care, unless the rights of the parents have been terminated by court or family contact is not in the resident's best interest. The frequency of contact will be based on the needs of

the resident and will be determined with the participation of his/her family or managing conservator and GSMYC staff member. Any limitations will be filed in the resident's case record.

- a. Residents will be allowed to send and receive mail and engage in telephone conversations with family members or managing conservator, unless the best interests of the resident or a court order necessitates restrictions.
 - b. When contact with the family is requested by either the resident or his/her family and GSMYC determines contact is not in the resident's best interest, restrictions from communication will be determined by a psychiatrist, licensed psychologist, social worker, or licensed administrator. Reasons for the restrictions will be documented in the resident's record.
 - c. If limits are put on communications or visits for practical reasons, such as expenses, the limits will be determined with resident and his/her family. These limitations will be documented in the resident's record.
4. Parents or guardians will be permitted to visit with their child on Sundays between 9:00 am and 9:00 P.M. Exceptions will be made according to individual need and will be recorded in the youth's file.
 - a. All visits will be recorded in the child's record.
 - b. All visits will be restricted to the facility or grounds of the facility, unless otherwise stated in the child's record.
 - c. No restriction in length of visits will be made unless necessary for the physical or emotional well-being of the child.
 - d. Visits will be restricted if the health of the child is threatened in any way.
5. Permission for visits from friends will be given on an individual basis. Permission will be authorized by primary staff member responsible for the child. Visits from friends will be limited to Sundays between 1:00pm and 4:00pm.
6. Mail or gifts from or to parents, guardians or friends will be permitted unless determined to be detrimental to the resident. Documentation of mail or gift denial will be kept in the resident's record.
7. Permission for telephone calls to be made by residents will be authorized by the primary staff member on an individual basis. If permission is granted, residents will be expected to respect the following guidelines stated previously in *Phone Procedures for Residents*.
8. Residents will be allowed to bring and acquire personal possessions while residing at GMSYC.

9. GSMYC will not place any resident in a position of having to acknowledge his/her dependency, destitution or neglect. GSMYC will not require the resident to make statements, regarding his/her background or dependence on GSMYC for care.
10. GSMYC will not require a resident to make public statements to acknowledge gratitude towards the agency.
11. Residents in care will not be required to perform at public gatherings.
12. Pictures, reports, or identifications that humiliate, exploit, or invade the privacy of a resident or his/her family will not be made public.
13. There will be no racial discrimination by GSMYC.
14. Resident's opinions and recommendations will be considered in the development and evaluation of the programs and activities of GSMYC. The procedure for this will be documented.
15. The discipline policy of GSMYC is based on positive reward rather than punishment. The philosophy of GSMYC encourages change from within, rather than restraint from the outside.

Children in our care can earn an allowance through their completion of chores, homework and/or reading, participation in activities and positive social interactions with other children. Chores are age appropriate as is the allowance offered (gift cards or an item from the treasure box). Each child has a morning chore chart and an evening chore chart, posted in the dining room with stickers to mark the completion of each section. Staff members also issue rewards for exceptional behavior or the completion of a chore outside of their assigned chore. For example, when a child shows exceptional kindness to another or completes an especially difficult homework assignment, an additional reward can be given.

Discipline Guidelines

As Minimum Standards require, residential childcare facilities must have discipline or behavior management policies. These policies must be followed. All sets of standards require that discipline or behavior management be individualized to meet the needs of each child.

1. Only adult staff members will set consequences for the residents.
2. Residents will not be subjected to cruel, harsh, unusual or unnecessary punishment.
3. Records will be kept of those residents restricted to the shelter premises for more than 24

hours.

4. Residents will not be subjected to verbal remarks that belittle or ridicule them or their families.
5. Consequences will match severity of the behavior.
6. Residents will not be punished by shaking, striking or spanking.
7. Emergency behavior intervention utilized by GSMYC is Handle with Care. It is to be used only in the event a resident is in imminent danger of physically harming himself or others. Only staff who are certified in Handle with Care are allowed to physically restrain a resident.

Residents' Money

It is the policy of GSMYC that monies earned by youth or received as a gift shall be the personal property of those youth and shall be held for them in the office and available to them for activities or any other need. Each youth will have an envelope that contains his/her money. Each time an addition or withdrawal is made; the staff member and youth shall sign the envelope and include the total amount.

Residents' Mail, Phones, and Gifts

Employees of GSMYC must allow contacts between the resident and his/her family while the resident is in care, unless the rights of parents have been terminated by court order, or family contact is not in the best interest of the child.

Youth in the care of GSMYC are allowed to send and receive mail and conduct telephone conversations with family member, friends, or managing conservators. The best interest of the child or a court order may necessitate restrictions on the communication.

GSMYC residents are allowed to receive gifts from family members or their managing conservator. Any gift received while a resident of GSMYC must be documented on his/her property inventory.

Resident Night Check Procedure

Residents rooms will be checked at least every 10 minutes by staff members on duty, alternating the order of rooms, to ensure that residents are in their beds asleep and not in danger, sick, or upset.

Staff members will routinely check to ensure that windows and doors are locked, surrounding

grounds are secure, and that the alarms are in working order.

Night staff members will keep a written record of the times each room is checked. If a resident is discovered missing after a thorough search, general runaway procedures must be followed.

Searches

Childcare facility staff members may search the room, possessions, or person of a specific child when there is reason to suspect the presence of any kind of contraband or responsibility for theft.

Routine searches may not be conducted in childcare facilities. Searches are only permitted when there is “just cause” to conduct a search.

A staff member of the same sex as the child must conduct searches that involve removing articles of a child’s clothing other than coats, jackets, hats, gloves, other “outerwear”, shoes, or socks. Searches must be conducted in the presence of an adult witness also the same sex as the child.

Person searches must be documented as a serious incident. Documentation of a person search must include the reasons for the search, the type of search, the name of the child or children involved, the name of the staff member conducting the search, the name of the witness, the article of clothing removed, the results of the search and the resolution of the issue with the child or children. Childcare facilities are encouraged, but not required, to document searches other than those that include the removal of a child's clothing.

Body cavity searches are prohibited in childcare facilities.

Grievance and Complaint Procedure for Residents

The policy of GSMYC is to provide residents with a safe, secure place to stay until permanent arrangements can be made. Should a resident have any complaints, GSMYC has a procedure in place to address their concerns using the following:

Step 1: The staff member can help residents state their complaint; Residents have a chance to tell the staff member whether they are satisfied or not satisfied. If they are not satisfied, residents should tell the staff member that they wish to appeal. Staff members cannot use this procedure to complain to the Supervisor about a resident’s behavior.

Step 2: Residents can file their complaint with the Program Director and within 10 working days, a staffmember will speak with the resident regarding the complaint and resolution. In most cases, the

Program Director's decision will solve the problem.

Step 3: If not, residents may appeal to the Executive Director to listen to all the facts and then render a fair decision. If residents are still not satisfied with the decision, they can contact their Case Worker or Managing Conservator for advice.

(A signed copy of this form will be filed in each resident's file.)

Resident's Weekday Schedule

(Monday through Friday during school year)

Wake up	6:00 am - 7:00 am
Breakfast	
Hygiene	
Chores	
School	7:15 am - 4:30 pm
Snack & break	4:30 pm - 5:30 pm
Dinner	5:30 pm - 6:30 pm
Chores	6:30 pm - 6:45 pm
Homework	6:45 pm - 7:30 pm
Activities/Free Time & Snack	7:30 pm - 9:30 pm
Hygiene/Shower Time	9:30 pm - 10:00 pm
Quiet Time and lights out	10:00 pm - 10:15 pm

Residents' Weekend Schedule

Wake up	8:30 am - 10:00 am
Hygiene	
Breakfast	
Chores	
Activities/free time/Snack	10:00 am - 12:00 pm
Lunch	12:00 pm - 12:30 pm
Chores	
Evening meal	5:30 pm - 6:00 pm
Chores	
Group Session	6:30 pm - 7:00 pm
Activities/free time/Snack	7:00 pm - 10:30 pm

Prepare for bed

(Bed time varies by age)

Quiet time/Lights Out

11:00 pm

Children under the age of nine (9) must be in bed with lights out by 9 pm.

Hygiene

Hygiene products are furnished to residents. Products are purchased by GSMYC for the residents. Products should be dispensed as economically as possible, but no one should go without necessary items. All hygiene products are to be kept locked up in the laundry room and given to the residents on request for their use.

Residents may not keep mouthwash, cologne, nail polish remover, or clippers with their hygiene products. These items must be locked in the medicine cabinet separately and marked with the resident's name. They may be used only under direct supervision. Residents will not use aerosol products while they are in the care of GSMYC.

Environment

The GSMYC facilities and grounds will be continuously maintained, repaired and cleaned so not to pose a danger to health and safety.

- a. Outdoor areas will be well drained.
- b. Windows and doors used for ventilation will be screened.

Building Grounds

1. GSMYC shall comply with all local, state, federal, fire, health and safety laws.
2. Buildings and grounds shall be maintained so that they are not hazardous to health and safety, and meet facility standards set by the local and state governments.
3. GSMYC shall meet the Texas Minimum Standards for General Residential Operations regarding health and safety.

The following standards apply:

Building and Grounds Maintenance: Building and grounds shall be maintained, repaired and cleaned so they are not hazardous to health and safety.

1. Outdoor areas shall be well drained.
2. Windows and doors used for ventilation shall be screened.
3. Equipment and furniture shall be safe and sturdy. Furniture must not block exit ways.
4. Anything flammable or poisonous shall be stored away from heat and out of the youth's reach; this includes paint containing lead and poisonous gas or fumes.
5. The Shelter Supervisor or his/her designee is responsible for the maintenance of the facility in conformity to these health and safety regulations and for directing required repairs and improvements.

Alcohol and Drugs: Alcoholic beverages, illicit or controlled drugs and substances, including marijuana, will not be allowed on the premises.

Hazardous Materials: All potentially hazardous items will be kept in a locked area. Kitchen knives will be locked in the pantry. Disposable razors will be kept in a container and locked in the Case Manager's office.) Sewing needles and scissors will be kept in a sewing kit, which will only be available upon request from staff member. When not in use they will be locked in the medicine cabinet. Staff members must supervise the use of these items.

Facilities Maintenance / Inspections

GSMYC has fire, health and safety inspections performed annually. Reports are kept on file, shared and reviewed by the Licensing Division of the Department of Protective and Regulatory Services (DFPS). Copies of each inspection are also shared with GSMYC's DFPS contract manager. The Licensing Branch may visit and inspect the premises at any time. They will make at least one unannounced visit annually and the contract manager will visit once annually, although scheduled.

GSMYC records and reports are available and open to review by the Licensing Division of DFPS. GSMYC shall display the current facility license/permit, as well as the Child Care Administrator's License, in the facility.

All Inspections will be on file at GSMYC's facility. Copies of the inspection reports will be submitted with the signed application to the Licensing Branch annually thereafter. Required annual inspections are:

- Fire inspections, which meet requirements, set by the local Fire Marshal.
- Health inspections, which meet regulations, set by local health ordinances and the Texas Department of Health.

Facilities Equipment

Direct Care/Childcare workers are held responsible for the daily care of the equipment and proper supervision of the use of the equipment is required to ensure that the equipment remains in good condition. Damaged equipment will be reported to the Program Director on a Damage Report Form completed by the staff member on duty. Reports shall be made promptly.

Inventory of equipment is compiled annually by the Supervisor.

Building and Grounds Damage Procedures

1. Each morning and each evening while chores are being checked, the building and grounds will also be checked for any signs of damage.
2. Things to be checked daily are windows, screens, doors, beds, closets, outside lights, walls, furniture, alarm system, etc.
3. When a damaged item has been noticed, immediately notify the Program Director. It will then be his/her responsibility to notify the Executive Director.
4. After the proper people have been notified, steps to correct the damage will be taken.

Vehicle and Equipment Usage

All employees are expected to make maximum use of all resources at their disposal. Employees are responsible for any hand tools, equipment and supplies that they use in their work. It is the employee's responsibility to make sure everything is kept in good condition and returned to its proper place. No employee will operate power tools or equipment unless they have been thoroughly instructed on the correct use of the tool.

Any employee operating a GSMYC vehicle, whether transporting residents or not, must have in his/her possession a valid, appropriate Texas operator's license, personal liability insurance and must take care to drive defensively and adhere to all traffic laws.

If an employee must use a personal vehicle for GSMYC business, he/she will be reimbursed at the state established rate of reimbursement. Careful records are to be kept of personal vehicle usage and prior approval must be obtained from the Executive Director. Residents are to be transported in agency vehicles.

Employees who misuse or abuse GSMYC equipment or supplies will be subject to disciplinary

action and will be responsible for repair or replacement costs.

Safety

Safety is extremely important within and on GSMYC facilities and grounds. It is essential that every precaution be taken to ensure the safety of the residents. Exterior and interior security cameras exist to increase their safety.

Any unsafe conditions must be reported immediately. Employees are expected to develop habits of caution and look for situations that might cause injury. On the job injuries should be immediately reported to his/her immediate supervisor who will then report the incident to the Executive Director. Any necessary safety placements should be implemented immediately.

Security / Alarm System

The security alarm for windows and doors is located in the shelter staff office by the wall phone. If alarm is activated, locate zone by the flashing light on the zone pad.

Security Zone 1: Front/Back doors

Security Zone 2: Side doors

Security Zone 3: Boys Bedrooms
Boys Bathroom

Security Zone 4: Girls Bedrooms
Girls Bathroom

To de-activate Alarm: Press **6815**. Close all doors and windows as indicated by the Zone pad.

To reset Alarm: Press ***1* 6815**

Detailed instructions for activating and disarming the alarm system for the shelter are posted in the medicine cabinet in the staff member office.

Disaster Emergency Plan (refer to DEP for specific details, hard copy stored in staff office, digital copy on agency's shared drive).

It is the policy of GSMYC to provide disaster plans in case of fire, tornado, other severe weather or any other catastrophic emergency. These plans are for protection of staff members and

residents, and it is the responsibility of all staff members to enforce the following procedures:

Fire:

1. All exits in the building are clearly marked with exit signs.
2. Individuals can exit by way of the boy's or girl's hallway or the front or the back doors.
3. Fire extinguishers are located strategically throughout the building.
4. In case of a fire or a fire drill, staff members will evacuate the building of all residents and any other persons present. The residents and staff members will be notified of the fire by the first person who spots the fire by shouting "FIRE!" and by giving the location of the fire. This notice shall be given at least three times.

Notify the fire department by calling 911.

5. Residents and staff members evacuating the building will meet in the parking lot.
6. Fire drills will be executed at least monthly by the shelter supervisor or his/her designee. A record of these practice drills will be kept in the activity log.
7. Practice drills should be carried out within one minute. Time is of the essence during an emergency.
8. Fire drills will begin by a staff member shouting "FIRE, FIRE, and FIRE!" or by sounding the emergency fire alarm. The fire department will not be notified when drills are conducted.

Wind:

1. If there is the impending threat of high winds/tornadoes, a staff member shall monitor a news source to keep informed of the storm's progress.
2. If a tornado warning is issued, staff members must begin safety protocol immediately, instructing residents to move to the nearest hallway. Everyone will face the wall and cover their heads and arms. This procedure will continue until the danger of the storm has passed.
3. Wind/tornado drills will be executed at least monthly by the shelter supervisor and his/her

designee. The same procedure outlined above also will be followed during a drill.

4. Wind/tornado drills will begin with a staff member shouting “TORNADO, TORNADO, TORNADO” The drill shall not end until a staff member says the drill is finished.
5. Practice drills shall be conducted within one minute. Time is of the essence during an emergency. Practice drills shall be recorded in the staff member log.

Miscellaneous Disaster Emergency Plan Information:

1. If safety permits, staff members shall check each room during a building evacuation to make sure everyone is out. As each room is checked, the door to that room shall be closed.
2. A head count shall be taken at the parking lot in front of the facility to make sure everyone is safely out of the building.
3. Staff members will use the shelter cell phone or their personal cell phone to notify each youth’s parents and/or managing conservator of the incident.
4. If the building cannot be reoccupied, staff members will stay with the residents until they are safely discharged to their parent/ managing conservator. GSMYC maintains a location separate from the general public for emergency evacuations (Grace Lutheran Church located at 1250 Belvin St., San Marcos, TX).
5. Disaster which forces the facility to close must be reported to DFPS and any other placing agency within 24 hours. The Executive Director and the licensed childcare administrator must be notified as soon as possible following the disaster.
6. A detailed incident report must be completed as soon as possible following the disaster.

Summary Statement

These policies and procedures are to be utilized in conjunction with the state mandated guidelines and requirements of all contracts entered into by GSMYC, including adherence to the Minimum Standards set forth by the licensing division of DFPS. In the event these documents do not coincide, GSMYC personnel will abide by the policy with the highest standard.

As an employee of GSMYC it is your responsibility to become familiar with these policies and procedures and to follow the guidelines as set forth by this agency and all contractual entities. Please contact your immediate supervisor if you have questions, comments or need clarification about this manual.

Allison Hardy

San Marcos, TX 78666

July 25, 2025

To Whom It May Concern,

As a proud resident of San Marcos, Texas, I am writing this letter to express my strong support for the Greater San Marcos Youth Council (GSMYC) and the critical work they do in our community.

For years, GSMYC has been a beacon of hope and support for children and families in crisis. Their services — from providing emergency shelter for abused and neglected youth to offering counseling and family support programs — are not only essential, but lifesaving. In a growing city like ours, where the needs of vulnerable youth often go unseen, GSMYC steps in with compassion, professionalism, and an unwavering commitment to the well-being of every child they serve.

As a community member, I've seen firsthand the difference GSMYC makes — not just for individual families, but for the strength and future of San Marcos as a whole. Their team works tirelessly to ensure that at-risk youth have a safe space, access to resources, and a chance to heal and thrive. They provide support that many children would not otherwise receive, and they do so with dignity and care.

I fully support GSMYC in their mission and encourage continued funding, partnerships, and community engagement to help them expand their reach. Investing in our youth is one of the most important things we can do, and GSMYC has proven themselves to be a trusted, impactful organization that delivers on that promise every day.

Thank you for your time and consideration.

Sincerely,

Allison.Hardy

San Marcos Resident

Marquita Orta
Title I-Part C Specialist
Education Service Center Region 13

7/27/2025

To Whom It May Concern,

I'm writing to show my full support for the Greater San Marcos Youth Council (GSMYC) and to strongly recommend their approval of any available funding from the City of San Marcos. This organization is doing incredibly important work in our community, especially for children and families going through tough times.

GSMYC supports youth who have been removed from their homes, helping them through transitional living situations with care and compassion. These kids are often facing more than any child should have to, and GSMYC provides a safe space where they can begin to heal and find some stability.

Their work goes beyond just housing and safety; they offer **free counseling services** to both youth and families. In a time when access to mental health care is so critical and often out of reach, GSMYC makes sure no one is turned away because they can't afford help.

The Greater San Marcos Youth Council is more than just a nonprofit—they're part of the heart of this community. I truly believe funding assistance from the City of San Marcos would help them continue and grow their work, making a real difference in the lives of the people they serve every single day.

Thank you for considering this request.

Sincerely,
Marquita Orta

[REDACTED]

San Marcos, TX 78666

[REDACTED]

7/27/2025

To Whom It May Concern,

I'm writing to express my full support for the Greater San Marcos Youth Council (GSMYC) and recommend their approval for any available funding from the City of San Marcos.

GSMYC provides critical support for children who have been removed from their homes, offering a safe and stable environment during incredibly difficult times. They offer free counseling services to young people and their families, an offering that's rare to come by.

Their work goes far beyond emergency care, they help children heal, grow, and feel valued. The impact they make in our community is real and lasting, and I strongly believe they deserve continued and expanded support through the City of San Marcos funding.

Thank you for considering this request.

Sincerely,
Rafael Bolaños

[REDACTED]

San Marcos, TX 78666

[REDACTED]