



Est. 2021

THE CLOCK TOWER SCHOOLS

A Guide for Partners

Trauma-Informed Care **Voice** Peer support Collaboration connect

Empower **Safety Culture** Engagement

Family Heal Cooperate **Resiliency** care

Integrate Assist **Journey** Bridge

Respect safety culture Build CTS

Scholarly Affiliations WC

Trauma Co-Teaching Fami

Clinical Research Support

Achieve compassion

are Empower Self-

Believe Dream

ITRP

Aspire Ins

Individualized Help

Treatment Support

Peer Support



PRIDE HALL



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INTRODUCTION

Who are we?

The Clock Tower Schools, under the guidance and vision of Executive Director Dr. Christopher R. Spriggs, has developed a trauma-informed program model that provides an enhanced approach to the protection, safety, and well-being of every student in a rehabilitative environment conducive to fostering the positive growth of our youth.

The model at The Clock Tower Schools is designed based on best practices in the field, research, consultation with experts, and consideration for the recommendations from the Pennsylvania Council on Reform.

The Clock Tower Schools (CTS) understands the impact that trauma has on young minds, and has developed a holistic, student-centric model of youth care.



“Our new model of youth care builds confidence, helps students identify their positive personal attributes, and assists students with developing the critical thinking skills necessary for them to continue making positive life choices, long after they have completed their stay at our school.”

*– Dr. Christopher R. Spriggs
Executive Director*



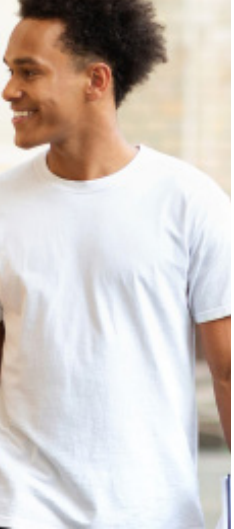
The Clock Tower Schools utilizes a comprehensive framework for developing our trauma-informed model (as outlined in *Helping Traumatized Children Learn* – A report and policy agenda produced by Massachusetts Advocates for Children, in collaboration with Harvard Law School) and has seamlessly blended the six principles of trauma-informed care into this model. This model ensures that all members of the school community are able to realize, recognize, and respond to trauma. This model also ensures that all staff members are able to actively resist re-traumatizing the youth we serve. Utilizing this trauma-informed framework has allowed The Clock Tower Schools to embrace an organizational evolution with a student-centric philosophy. This approach ensures that our students’ safety and security are our organization’s foundational principles. Building

Organizational Framework Employed by CTS:

- I. School-wide Infrastructure and Culture;
- II. Staff Training;
- III. Linking with Mental Health Professionals;
- IV. Academic Instruction for Traumatized Children;
- V. Nonacademic Strategies; and
- VI. School Policies, Procedures, and Protocols
(Helping Traumatized Children Learn)

on these principles, the remaining framework was developed to ensure that a multitude of supports exist to nurture students within our truly holistic environment. This maximizes the impact of therapeutic services that are being delivered and supports the continual development of a robust safety culture, which prioritizes student care over control.

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Discover how we prioritize empowerment, ensure safety, establish trustworthiness, encourage collaboration, and appreciate cultural differences.

05 TRAUMA-INFORMED CARE

Learn more about how our safety culture and commitment to trauma-informed care is in alignment with the Trauma Informed PA Plan, and other policy agendas.

06 STUDENT SAFETY

Review our plan for ensuring that students and families have a voice. Our layers of oversight allow us to achieve a robust safety culture, a major tenet of trauma-informed care.

07 FAMILY ENGAGEMENT

Uncover how our family engagement model puts students and families at the heart of our program, involving families in the decision-making process from day one.

08 ACADEMICS & EMPLOYABILITY

Discover our trauma-informed learning environments and classroom safe spaces that help our students reach their full potential.

09 INDIVIDUAL TREATMENT AND RESILIENCY PLAN

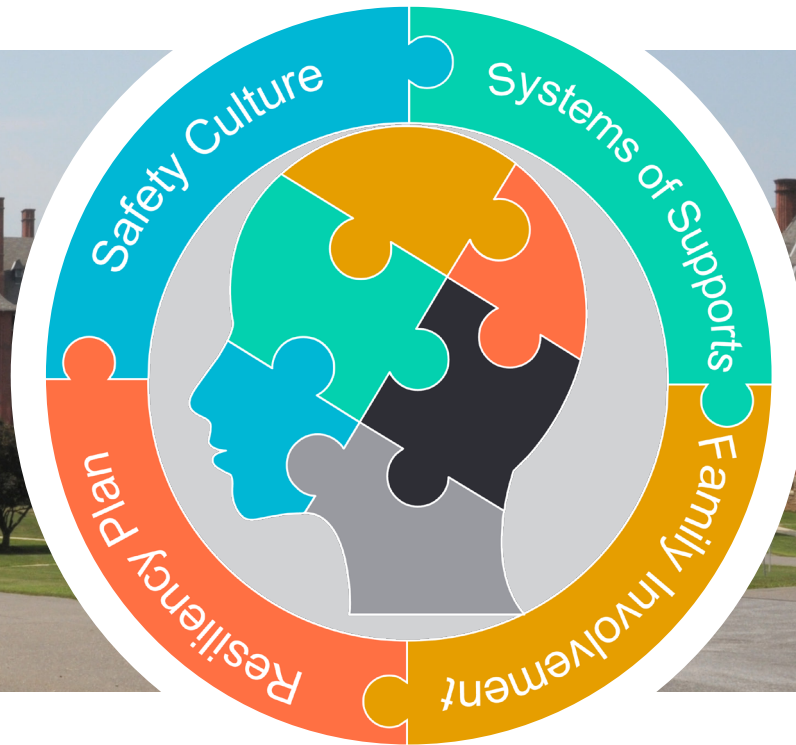
Discover how the Individual Treatment and Resiliency Plan (ITRP) incorporates trauma, health, education, youth assessments, and other elements into one meaningful treatment plan.

10 WELCOME CENTER

Learn how our Welcome Center helps foster early communication with families and provides a venue for all new students to complete the admissions process in a comfortable and supportive environment.

11 STAKEHOLDER APP

Uncover our stakeholder portal/app which will bring families closer together than ever before and provide unparalleled convenience. Family engagement has never been so engaging!



STUDENT-CENTRIC PHILOSOPHY

Our Safety Culture

Utilizing a trauma-informed framework enables The Clock Tower Schools (CTS) to prioritize a student-centric philosophy, ensuring youth and family remain our focus.

The safety and security of our students are the foundational principles of our organization.

Our robust safety culture assures that all members of our school community feel a personal responsibility towards maintaining a safe and secure campus for all.

Using this philosophy as the core principle, we built layers of oversight, support, and family engagement to maximize the power of this student-centric approach. With the support of an advocate board (constituted of industry professionals, educators, and even a formerly placed student) we leverage the expertise, enthusiasm, and love of public service to oversee the execution of our mission. This board also offers an additional system of checks and balances, actively participating in the robust safety culture at CTS.

Our program model is consistent with recent policy agendas, ensuring alignment with the commonwealth's key goals, and recent progressive legislation. These policy agendas and legislation were implemented to ensure youth experience fair treatment during placement, and that youth and their families are the focus of trauma-informed treatment programs when placement is necessary. The Clock Tower Schools' model is aligned (where applicable) with:

- The Trauma-Informed PA Plan
- The PA Juvenile Justice Task Force Report
- Families First Act

TRAUMA-INFORMED CARE

To provide our students with the most comprehensive and meaningful trauma-informed experience, we have developed a tiered system of trauma-informed supports.

All students receive numerous universal trauma supports designed to encourage their holistic growth, develop students’ abilities to set goals and improve their critical thinking skills. Students also have access to enhanced or intensive supports. Each additional level of services allows our program to respond to the unique needs of each student.

6 Pillars of Trauma-Informed Care



Ensure Safety



Encourage Peer Support



Prioritize Empowerment



Establish Trustworthiness



Encourage Collaboration



Understand Culture

(SAMHSA.gov)



According to SAMHSA.gov,

“A program, organization, or system that is trauma-informed **realizes** the widespread impact of trauma and understands potential paths for recovery; **recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system; **responds** by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively **resist** re-traumatization.”

With our new hiring and onboarding protocols, we ensure all of our staff are able to realize, recognize, respond to, and actively resist re-traumatizing youth in our care.

To learn more about our rigorous hiring and on-boarding process, visit our website!

STUDENT SAFETY

INDEPENDENT MONITOR, INDEPENDENT VOICE

The Clock Tower Schools has entered into an agreement with an independent external monitor. This individual will provide feedback to the organization regarding policies, procedures, staffing, student safety, and culture. In addition, the monitor will be available to students and staff to voice concerns. The monitor has a direct line of contact with the Pennsylvania Department of Human Services.

- Ensures student safety and program compliance
- Provides additional support to prevent re-traumatization
- Monitors compliance, student safety, and staff professionalism

Ukeru Systems® – A safe, comforting, and restraint-free approach to crisis management

Ukeru® is a simple, yet highly effective approach to crisis management that offers an alternative to coercive behavior management techniques. Using a trauma-informed approach, Ukeru is the only restraint-free program combining hands-on training, theoretical concepts, practical tools, and specialized equipment to safely manage—and diffuse—crises. CTS has formally adopted Ukeru to significantly reduce the number of physical restraints using this intervention protocol, with the goal of eliminating the use of physical restraints at our school. For more information on Ukeru, visit www.UkeruSystems.com.



Camera System

CTS has a security camera system located across campus, with multiple camera views in each building. The system captures movement 24 hours a day and video can be viewed live. All cameras have a 30-day storage limit with no erase function. Security cameras allow CTS to monitor the safety of students and staff. This system gives us the ability to review all incidents, improving accountability and transparency. Footage can also be used to train staff on positive de-escalation techniques, further bolstering our safety culture.

DOJ-Aligned Grievance Process

To further ensure student safety, we have aligned our grievance policy with the Department of Justice. This process was designed to not only provide students and parents with an anonymous avenue to file a grievance but also to give students a voice that extends outside of our organization. There are multiple grievance boxes on campus, providing students with opportunities to file a grievance in their own living space, or anonymously. Students and families are provided updates on actions taken to remedy issues and all stakeholders will be notified at the conclusion of the process. Grievance forms are also available through the Stakeholder App.



The Mandt System®

The Mandt System® is a person-centered, values-based process used to encourage positive interaction with others. The concepts offered in Mandt promote respect and dignity for all people. There is an emphasis on the team approach to ensure well-being and safety in both non-physical and physical interactions. Physical strategies are taught as a last resort and the least restrictive option in the event a student's behavior poses a substantial and immediate threat of harm.

FAMILY ENGAGEMENT

Seeing children in the context of families

The Clock Tower Schools (CTS) utilizes a collaborative, family-centric, and strengths-based approach to decision-making. Through family collaboration, goal-setting will achieve more ideal outcomes for our students and families. Family engagement encourages and empowers families to be their own champions, working toward goals that they have helped to develop based on their specific family strengths, resources, and needs. This partnership between CTS and families rests on the principle of communicating openly and honestly, in a way that supports unique family culture, family dynamics, and personal experiences to meet the individual needs of every family and child. Family engagement is recognized as essential to success across the human services and education fields and is now considered a core competency in educational programs accredited by the Council on Social Work Education.

Learn more about our pledge to families on our website!

A Family-Driven Family Engagement model is a logical extension of our trauma-informed approach to youth care. CTS utilizes “Engage Us: A Guide Written by Families for Residential Providers” as our guide for family engagement. This guide was written by the Building Bridges Initiative’s Family Advisory Network and was based on the experiences of families whose children have been in residential care. The Clock Tower Schools is committed to Family Engagement and to the goal of “seeing children in the context of family.” To this end, we have made a series of pledges to support families through all stages of service delivery:

Our Goal is to help families feel integral to the success of their children

At Referral

During Placement

Following Placement



CTS FAMILY ENGAGEMENT MODEL

Our partnership with families is founded on the principle of communicating openly, in a way that supports unique family culture, dynamics, and personal experiences to meet the individual needs of every family and child.

Resiliency Plan Collaboration

Our multi-disciplinary team collaborates with the student, and student’s family to create and set treatment goals

Stakeholder App

Our proprietary stakeholder app ensures families can always monitor a student’s progress, get alerts and even file a grievance



Flexible Communication

Our family Welcome Center will assure that all students can communicate with their families, regardless of technology limitations

Expanded Visitation

Visitation hours will be flexible, allowing for families to visit on schedules that works for them

Family Welcome Center

Our new family Welcome Center will welcome a new student upon arrival, encourage families to be part of the onboarding process and support numerous family engagement initiatives

ACADEMICS & EMPLOYABILITY

The Clock Tower Schools provides flexible credentialing programs and career development opportunities.

School-age children sometimes require placement in residential programs for reasons unrelated to educational needs. This may occur with students residentially placed through the court system. The educational rights of students who are residing in a children's institution whose parents are not residents of the school district in which the institution is located are addressed in Section 1306 of the Pennsylvania School Code, 24 P.S. § 13-1306.

When a student arrives at The Clock Tower Schools (CTS), CTS will coordinate with the "host school district", West Chester Area School District (WCASD), to determine each student's appropriate academic placement. CTS will coordinate with WCASD regarding the student's individual program and help facilitate required communication with the student's resident school district.

Inviting Classrooms



Safe Spaces for Comfort



Digital Credentialing Programs

Digital credentials are digital representations of skills, achievements, or certifications that students can earn through educational and training programs. They can be shared and verified online, providing several benefits to students:

- Industry-recognized
- Portable/stackable
- Individualized learning
- Pathways to reintegration
- Web-based
- Employer-aligned

Clock Tower Students can access thousands of courses, develop employability skills, and potentially earn industry-recognized digital credentials with credential providers like:

ACT WorkKeys

SkillUp™ PA

INDIVIDUAL TREATMENT & RESILIENCY PLAN (ITRP)

Our new methodology for building individual resiliency hinges on an Individual Treatment and Resiliency Plan (ITRP), a collaborative data-informed growth plan that evolves along with each individual student as they progress through our program. Shortly after the student and their family are welcomed onto our campus, transition goals will be collaboratively identified and the ITRP will be developed with the support of the student’s family and our multidisciplinary team. The team consists of Student Support Staff, educators, administrators, and/or others, depending on which services and supports the student is receiving at the time.



ITRP development is a collaborative process involving a student’s family and our Student Success Team. ITRPs are tailored to the unique needs of each student. **Transition planning occurs at the first meeting!**

Level of Service

The ITRP process takes a student’s risk factors into consideration...

Student Aspirations

...and combines all these factors into a treatment and resiliency plan, which keeps student’s strengths, hopes and aspirations at the forefront, to provide a meaningful system of rewards.

Mental Health Needs

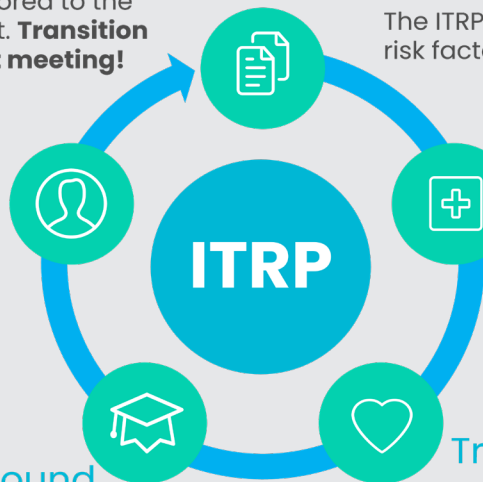
...incorporates their unique mental health needs ...

Educational Background

...identifies educational deficits, strengths and goals...

Trauma Considerations

...carefully takes in to account a student’s potential past trauma...



The ITRP takes the student’s Balanced and Restorative Justice (BARJ) goals (ie. relating to competency development, restorative practices, etc.), Levels of Service, trauma (as identified on the Structured Trauma-Related Experiences & Symptoms Screener (STRESS), mental health (informed by the Massachusetts Youth Screening Instrument [MAYSI]), educational, and family needs into consideration. All parties involved in the student’s success (including the student’s family) collaborate routinely to develop and advance this meaningful treatment and resiliency plan. The ITRP is also aligned with the goals outlined by the Juvenile Justice System Enhancement Strategy (JJSES), relating to improving the coordination of mental health services and the development of robust

systems of aftercare support. Our multidisciplinary team (specific to each student’s needs) serves as the mechanism for routine incremental goal setting, relative to each student’s overarching goals, as defined in their ITRP. This collaborative goal-setting teaches students the process of critical thinking, by supporting the student in the development of their own treatment goals. This approach also results in considerable buy-in by the student, making each success their own, as they continue to build their self-efficacy along the way. Students will feel the power of the trauma-informed approach as multiple professionals continually advocate for their success.



FAMILY WELCOME CENTER

Experience the Family Onboarding Difference

The Welcome Center gives family engagement a whole new dimension

The Welcome Center has many family-friendly spaces that encourage family engagement in a relaxing atmosphere. Access to food preparation areas, couches, TVs, and other spaces means families can fully enjoy the time they have together. To encourage younger siblings and children to visit, there is a children's play area. For more confidential discussions, the Welcome Center also features private spaces where staff, students, and their families can discuss more personal matters. The Welcome Center is a great way to prioritize family engagement, discuss personal achievements, voice concerns, schedule follow-up visits, and plan for discharge!



Trauma-informed student onboarding builds trust from the beginning

The Welcome Center is where students begin their experience at The Clock Tower Schools. The Clock Tower Schools is committed to welcoming families and ensuring all new students complete the admissions process in a comfortable and supportive environment, taking into consideration the potentially traumatic experience of being placed away from home. The Welcome Center puts students at ease, initiates communication between families and staff, and ensures the new student orientation process takes place in a holistic setting.



CLOCK TOWER SCHOOLS (CTS) APP PORTAL

To increase transparency, ensure better communication with stakeholders, and provide a more inclusive way for families to monitor the progress of their child, The Clock Tower Schools (CTS) has developed a state-of-the-art smartphone portal application designed to increase family engagement and transparency.



Parent Data Includes:

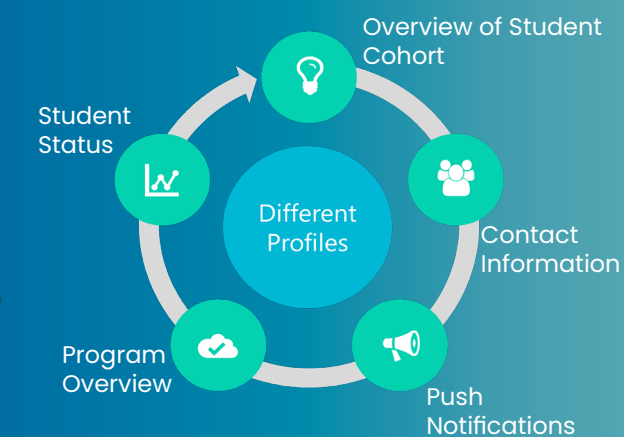
- Contact Information
- Student Schedule
- Student Academics
- Program Updates
- Student Goals
- Downloadables
- Program Overview



FOR MORE APP INFORMATION!



Probation User Group



THE CTS APP PORTAL...

Achieves:

- Transparency
- Better communication
- Family inclusion
- Connectivity
- and Convenience

Features:

- Clean interface
- Modern controls
- User-friendly operation
- Multiple views
- A rich variety of useful information

Is Available On:

- Personal computer
- iPhone or Android
- CTS Website





 **SCAN ME**



Discover how
trauma-informed care
can make a difference in
the youth you serve.

Visit our website to learn
how CTS is redefining the
future of court-
referred juvenile care!

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WWW.CLOCKTOWERSCHOOLS.ORG