



Connected Youth Initiative

nebraskachildren

**Connected Youth Initiative
Youth Leadership Local Chapter Manual**

Last update: Nov. 1, 2019

Table of Contents

Mission, Vision, and Core Values:	3
Section 1 - Chapter Requirements:	4
Section 2 - Adult Supporters:	13
Section 3 - CYI Staff and Chapter Review Team:	18
Section 4 - Chapter Member Agreement:	19
Section 5 - Communication:	20
Section 6 - Meetings:	21
Section 7 - Chapter Leadership:	22
Section 8 - Recruitment and Outreach:	25
Section 9 - Budget, Reimbursement, and Policies:	27
Appendix A:	28

Connected Youth Initiative Youth Leadership Local Chapter Manual

MISSION: To provide youth the opportunity to build social connections, develop life skills, gain leadership skills and advocate for systems change.

VISION: The local chapters serve as a resource for unconnected youth to build a community and learn new skills.

CORE VALUES:

Leadership is preparing young people to deal with the problems of tomorrow.

Unconditional Inclusion is giving young people equal access and opportunities without discrimination and intolerance. It is providing them with a safe and loving environment.

Respect is where young people's voices are lifted up, supported and loved.

Relationships is when young people have opportunities to develop meaningful relationships with their peers, Adult Supporters, and community.

Hope is a feeling of trust, security and a reason to keep going. It is a passionate desire of our heart. It is a feeling of expectation and a longing for a certain thing to happen.

Benefits to youth, benefits to the community

The chapters will help young people find their place in the community through networking and connections to resources. They will help young people develop the necessary skills to become thriving members of the community. The community will also benefit from having a place where young people can go for a safe space and encounter acceptance no matter what is going on in their lives. These young people will receive support and training to develop their own voice and learn how to become productive adults. They will also be connected to statewide leadership opportunities to learn how to impact.

Theoretical Foundation

- Build Youth Thrive™ protective and promotive factors for healthy youth development
- Positive Youth Development
- Pyramid of Leadership
- Trauma-informed practices

Common Acronyms used throughout this manual:

CYI: Connected Youth Initiative

YL: Youth Leadership

NC: Nebraska Children

Youth Leadership Resource Library

All materials referenced in this manual can be found at:

<https://www.nebraskachildren.org/what-we-do/connected-youth-initiative/resource-library/>

SECTION 1: Chapter Requirements

ELIGIBILITY TO START A CHAPTER

- Have at least two unconnected youth identified to help write the application.
- Adult Supporter must be identified prior to applying.
- Complete chapter application by the deadline.

CHAPTER REQUIREMENTS:

- Maintain active membership of at least 5 members
- Have an active Adult Supporter
- Follow CYI Chapter expectations in this manual
- Submit all required reports to NCYL Director by deadlines
- Take part in statewide NC events
- Keep an active roster and contact info for all chapter members
- Recruit new members year-round
- Identify goals and access them yearly

MEMBERSHIP REQUIREMENTS:

- Youth can join when they are 14 and can remain members up to their 26th birthday
- Been involved in the child welfare system, juvenile justice system, homeless/runaway, or otherwise unconnected
- Participate in their local chapter meetings and activities
- Vote on all chapter business
- Be willing to share your story and experiences with others. It is important to note that not all members will be comfortable speaking about their experiences but are able to express themselves through poetry, essays, art, music, photography, etc.
- Be willing to talk about the local chapter in a positive way in the community and help recruit new members. CYI is a growing family and members should always be looking for more members for their chapter. Whether it's one-on-one recruitment and bringing friends to chapter meetings, or sharing your chapter with caseworkers, GAL, coaches, and others who work with CYI eligible youth.
- Want to learn advocacy and leadership skills
- Abide by the chapter agreement

Benefits to youth, benefits to the community

Active members are those that participate in all regular meetings. They might miss a few here and there but are there most of the time.

Inactive members are those on your contacts list but rarely participate in regular meetings.

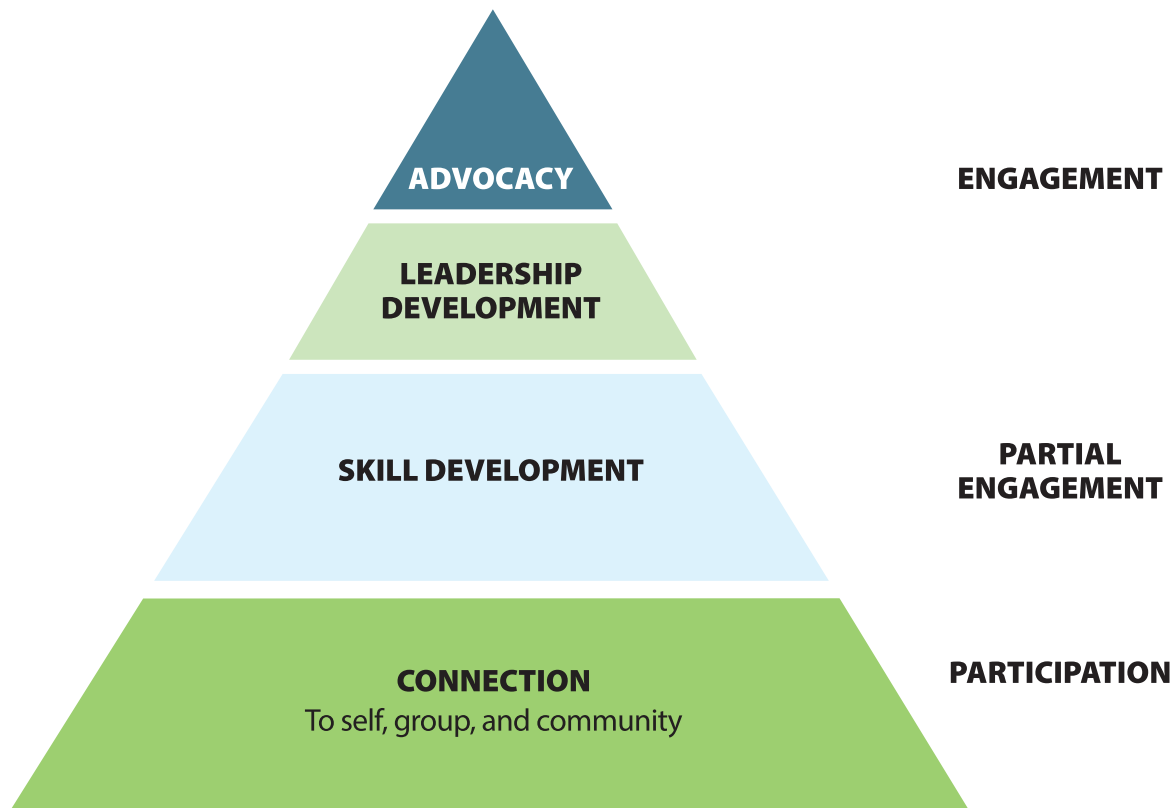
ADULT SUPPORTER REQUIREMENTS:

- Age requirement: 26 and older
- High school graduate or GED required; associate’s or bachelor’s degree preferred
- Must have reliable transportation, driver’s license, proof of insurance
- Be connected to their community and aware of resources available to youth
- Must participate in required trainings
- **Are not members or chapter leaders.** Adult Supporters are the guiding force behind the chapter which is to be **run by the members**. While the Adult Supporter may also be former foster youth with very valuable life experiences, the role of the Adult Supporter is to guide the members to become leaders and advocates. It is not appropriate for an Adult Supporter to also be considered a leader or a member of a local chapter.
- Must be approved in the chapter application process.
- Conduct a background check through NC during the chapter application review.
- Follows all policies and procedures, chapter expectations and turns in reporting documents by the deadline.

TRAINING OF YOUTH LEADERS

This section will be helpful in writing your chapter application. Trainings and activity ideas can be found in the Youth Leadership resource library: **Training of Youth Leaders**.

Below are the different levels of the Leadership Pyramid:



CONNECTION: BUILDING CONNECTIONS TO SELF, OTHER YOUNG PEOPLE, AND THE COMMUNITY.

To self: young people explore getting to know themselves

Examples: personality tests, book clubs, learning communication styles, healing, wellness, and self-love activities.

To other young people: peer-to-peer

Examples: celebration events, holiday meals, birthdays, ropes courses, team building activities

To the community: organizations and people outside of the chapter

Examples: Volunteerism, attending community events, having a person from your community come speak about leadership, etc.

Celebrating successes is vital to the forward movement of any group. If a chapter is working hard on a project and making progress, sometimes it is important to stop and celebrate your achievements. This helps keep the momentum of the project. Here are some ideas for celebration:

1. Your chapter is working so hard on your local advocacy project. All the members completed their tasks by the goal date. Instead of ordering food into the meeting, the chapter members choose which restaurant they want to eat at for your meeting, or you may go to the lake for a grill out. Make sure to tie social time into celebrating achievements!
2. Your chapter created a presentation on the importance of sibling connections. They planned, practiced and presented to your local DHHS staff. Your chapter rocked it and you made great relationships with the staff members. Time to celebrate! The members that worked on this project decided to go ice skating at your local ice skating park.

There is no wrong way to celebrate youth. Find what works for your chapter and be sure to lift up the members. Always share your successes on your Facebook page or other social media pages!

SKILL DEVELOPMENT:

CYI Chapters offer leadership opportunities to learn skills such as public speaking, running meetings, fundraising, sharing your story, and workshops to develop soft and hard skills for continued personal growth.

Soft skills are a variety of people-oriented ability. They are habits, actions, and attitudes people must use if they hope to work well with others. One of the main benefits of soft skills is that they improve your technical (hard) skills. Soft skills (such as self-motivation, time management, communication, and attention to detail) are essential to the specific tasks required in many different roles. Research from the Carnegie Foundation stated that only 15 percent of the long-term success of employees is determined by their technical skills; the other 85 percent is determined by their competence with soft skills.

SOFT SKILLS TO DEVELOP ARE INTERPERSONAL SKILLS SUCH AS:

- Candor
- Reliability
- Community Creation
- Communication
- Friendliness
- Teamwork
- Critical Thinking
- Creativity
- Passion for the work
- Openness to change
- Organization
- Punctuality
- Social intelligence
- Creativity

Examples of skill development in your chapter:

- Workshops/activities on soft skill development
- Speaker's Bureau and Self Advocacy training
- Learning how to facilitate a meeting, write an agenda, take minutes
- Meeting skills such as conflict resolution and decision making

LEADERSHIP DEVELOPMENT:

CYI Chapters have the opportunity to practice these skills by educating the community on the needs of youth in the system and participating in meetings. Also known as hard or technical skills, are the abilities and knowledge needed to perform specific tasks. Some of these topics are similar to skill development, but the difference is leadership development is putting those skills into practice.

Leadership development and Advocacy work hand in hand, with similar outcomes.

Examples of practicing leadership development in your chapter include:

- Goal setting, creating an action plan for a project.
- Having leadership positions in the chapter, writing agendas, taking minutes. If a member doesn't have a leadership position, engaging those members by giving them a task even if it's simple.
- Participating in a community meeting.
- Leading a training for the chapter or teaching other chapter members a new skill.

LOCAL ADVOCACY:

A goal of CYI chapters is to improve the system. Chapter members choose an issue that needs to be changed and develop a plan that members can carry out successfully.

- Speaking at local organizations about your experience and come up with solutions to make your community or the system better.
- Creating goals/action plans for an advocacy project for a community issue then completing the project.
- Learning about public systems such as city council, school board, state senator, etc. This could also go as far as holding a position on a community team/committee. (Youth/Adult Partnerships)
- Speaking at a community meeting about your chapter or another topic.

STATE ADVOCACY:

Chapters will participate in state advocacy to improve the foster care and juvenile justice system. As a CYI chapter, youth have the opportunity to get involved in creating and developing new laws and working with the agencies who oversee foster care services.

Examples include:

- Attending the NC sponsored leadership events. Legislative Days start with Skill Development (Saturday), Leadership Development (Sunday), and Advocacy (Monday).
- Following the legislative process, supporting bills your passionate about and writing testimony. This can also go as far as meeting with your local senator to propose a bill.
- Aware of and participate in statewide advocacy opportunities sent out by NCYL Director.

MEETING FREQUENCY:

Chapters can apply for different meeting arrangements and time frames. In the application, chapters will explain their rationale for what meeting format they will use and why this will best serve their youth.

- **Option #1** is having regular monthly meetings on a yearly basis. Regular meetings are 1-2 times a month with a consistent meeting location. Meetings are designated to work on advocacy projects, connection, and learn leadership skills.
- **Option #2** can have other meeting times, such as quarterly or every other month.
- **Option #3** is forming a youth committee and plan a summer leadership event in the community. The planning committee would meet at least 6 months before the event on a regular basis, 1-3 times a month.
- **Option #4** is creating your own frequency of meetings. This must be included in detail in the chapter application.

FUNDRAISING COMPONENTS:

Local chapters are expected to fundraise to cover the gap between the needed amount in the budget and the amount of funds received from NCFE. This can be done through fundraising or in-kind donations. In-kind donations can be food donated for meetings or care package donations from the community. Donations or fundraising efforts should be reported on the monthly chapter update form.

If an Adult Supporter is working as an individual contractor and cash donations are received for your local chapter, they should be written to NC, and mailed to 215 Centennial Mall South, Suite 200, Lincoln, NE 68508. Indicate to the funder to reference your local chapter when mailing.

If an organization or community coalition is the contractor, that organization or community coalition can hold the cash donations.

ENGAGEMENT OF SUPPORTING ORGANIZATIONS:

Chapters are highly encouraged to utilize partners and volunteers. There are many ways to include partners or volunteers in your community. Here is a list to get you started:

- Recruit members and volunteers to your chapter
- Help seek out funding or donations to benefit your chapter
- Make sure that your chapter is well-represented at community meetings
- Offer free meeting space to hold your chapter meetings
- Donate meals or snack for chapter meetings
- Serve as guest speakers and teach leadership skills to members
- Help with member transportation to chapter meetings
- Provide donations to support chapter projects
- Offer free admission for entertainment/celebration opportunities such as a local YMCA, a bounce house, pumpkin patch, etc.

Volunteers that are working 1-on-1 with youth must:

- Be 21 years old or older
- Agree to a background check
- Have knowledge or background in the child welfare system, trauma-informed practices, and building healthy relationships
- Work with an Adult Supporter in reviewing this manual and sign the chapter volunteer agreement
- Volunteer cannot be a current chapter member

If providing transportation of members, volunteers must also meet the following qualifications:

- Provide a copy of a driver's license and proof of insurance every 6 months.
- Agree to follow traffic laws.
- Agree to call and introduce oneself to the youth they will be transporting prior to picking them up.
- Report any major traffic and/or criminal violations to the Adult Supporter immediately.

Car insurance or liability coverage is not covered for volunteers. This means volunteers can transport youth for chapter meetings/events at their own will. In the case an accident happens during transporting, NC, the adult supporter or the chapter is not responsible for the accident.

COMMUNITY COLLABORATIVE INVOLVEMENT (IF APPLICABLE):

- Attend and provides updates at CYI meetings in the community as a partner, and encourage chapter members to participate
- Attend coalition meetings and encourages youth participation
- Participate in trainings/events hosted by community
- Be an advocate for authentic youth engagement and positive youth development

WHAT TO REPORT AND WHEN TO REPORT IT?

Reporting forms can be found in YL Resource Library: Forms.

Each chapter member is required to fill out a common referral form within one month of a youth's attendance at chapter meetings. If a youth already completed one with another organization, Adult Supporters should contact that organization to request a copy. The information on this form will help Adult Supporters complete the contact list, membership information and know the youth they are serving.

5th of every month	Email the NC YL Director the following: 1. Chapter Update form 2. Meeting minutes including attendance 3. Chapter contact list
5th of every month	The Contractor/Adult Supporter will submit monthly invoicing for reimbursement that will include dates, the number of hours worked, and a brief description of activities/work completed as it pertains to the agreed scope of services. The contractor will also submit all itemized receipts, time records, and mileage tracking sheets. Submit invoices, attachments, and receipts to Nebraska Children and Families Foundation by emailing to NC YL Director.
Every 6 months - February 5th and August 5th	Adult Supporter must provide a copy of a current driver's license and proof of insurance.
EVERY OTHER MONTH	Chapter update call -- OPTIONAL opportunity for members to call in and discuss ideas with other chapters. Calls organized by NC YL Director.
EVERY OTHER MONTH	Adult Supporter call -- OPTIONAL opportunity for Adult Supporters to exchange ideas, updates, catch up. Calls are organized by NC YL Director.
Chapter member agreement	Chapter member agreements must be created, finalized, and members should sign an agreement within 3 months of chapter forming.

ONGOING...

Training/ Speaking arrangements	Anytime a chapter goes to speak at an event or a training (local or statewide) in person or via phone or webinar, Adult Supporter should contact the NC YL Director when the engagement is arranged. This should be done in case prepping needs to be done, to ensure our opportunities align with our mission, and to track achievements for each chapter. A training report can also be filled out and is found at YL Resource Library: Forms.
Media Contact	Anytime a chapter is contacted from the media the NC YL Director should be informed PRIOR to arranging any youth speaking with the media.
Accomplishments	Any individual members or chapter accomplishments (awards, recognition, outstanding achievement, noteworthy milestones) should be reported to be tracked and included in CYI publications.
Help and Assistance	Whenever the chapter needs guidance and assistance the NC YL Director is there to help. Please inform them of the chapter's progress and any questions that they may have.
Annually	Work with NC on the chapter development plan.

CHAPTER DEVELOPMENT PLAN

Chapters must have a yearly development plan, which is outlined in the application. This will cover what activities the chapter will do and the frequency of the meetings.

The review process is a formal time where the NC Youth Leadership Director or NC representative, Adult Supporter, and chapter members assess progress, strengths, challenges, goals and plans. A description and date of the review process and the necessary forms will be provided at least a month prior to the chapter's review date to provide time for completion. This review also includes a chapter development plan for the chapter to establish goals and plants to strengthen the chapter.

The annual review includes:

1. Review of the chapter's activities during the preceding year
2. Behavioral review of any conduction violations
3. Evaluation of the chapter by the Adult Supporter
4. Review of the chapter's documents (chapter member agreements, marketing materials, operations manual)
5. Assessment by the chapters of the support received from NC
6. SWOT analysis
7. Development and review of support and action plans, including goal setting
8. Celebration of chapter's success
9. Fundraising and donations

Following the review, the chapter will be provided with a written report of the results of the review. Including a description of strengths and successes as well as challenges identified during the review. A chapter development plan or proposed plan for correction will be included if appropriate. The Chapter will have an opportunity to comment on the report and (if applicable) a proposed plan for correction of any issues identified in the report.

If the issues are sufficiently serious or if a plan of correction is not agreed upon or initiated and completed by the chapter, the chapter may be referred to the chapter review team for potential corrective action.

CHAPTER DEVELOPMENT PLAN REQUESTS

At any time a chapter can request a chapter development plan from the NC YL Director. This includes working with an NC representative on areas of improvement to establish a timeline and plan for issues in the chapter.

SUSPENSION OR REMOVAL OF A CHAPTER, MEMBER, OR ADULT SUPPORTER

NCFF and the chapter review team has the ability to remove a chapter, member, or Adult Supporter at any time for not following policies or procedures outlined in this manual, or for not upholding what was applied for in chapter application and written into the contract. The chapter review team will review the contracts every six months for compliance.

GRIEVANCE/COMPLAINT RESOLUTION

To provide for prompt and efficient evaluation and resolution to grievances, Nebraska Children has established a confidential grievance procedure for all CYI local chapters. A grievance can be filed on another member of a chapter, Adult Supporter, or volunteer.

1. Submit a written complaint to the CYI chapter review team. These can be directly sent to the NC YL Director. Written complaints should be sent as soon as possible after the date of the event in which the concern surfaced. The written complaint should describe the situation or problem, name any witnesses (if applicable), and include times, dates, and places.
2. The NC YL Director will review the complaint and if the problem is deemed serious enough will be forwarded to the chapter review team. If it is not deemed serious enough to require a formal response, the NC YL Director will write back to the filer acknowledging their submission. The complaint will be kept on file to see if a pattern emerges.
3. Chapter review team will schedule a meeting, if applicable, to discuss the grievance. During the discussion, the identity of the person filing the grievance should remain anonymous.
4. Chapter review team will consider the information you present and render a decision in writing as soon as possible, but not more than 30 calendar days. If the complaint is resolved, the terms of a resolution are recorded and signed by the NC YL Director.
5. Appeal: In most instances, the decision will be final. If, however, the complaint is regarding any chapter review team members, an appeal can be sent to NC CYI assistant vice president.

SECTION 2: Adult Supporter

CHOOSING AN ADULT SUPPORTER

Adult Supporters are often the glue that holds chapters together. Adult Supporters are passionate adults from the community who are inspired by our members to help them create a dynamic local chapter. Adult Supporters are ready to empower the youth in their community to advocate for the needs of the youth who are unconnected. They help form the chapter, model leadership and meeting planning with the members, guide and support the members along the way, and keep the program moving as membership evolves as the chapter ages.

Adult Supporters:

- Have a passion for working with youth from diverse backgrounds and experiences
- Support youth in becoming leaders to advocate for change in the system
- Share knowledge, information, and learn about topics to support youth advocacy
- Are able to teach leadership skills
- Build relationships with youth and other supporters
- Are the backbone of chapters by keeping youth engaged, transporting youth to meetings, attending regular chapter meetings, and helping with fundraising
- Are not current chapter members or chapter leaders
- Balance a mentor/member relationship
- Should be familiar with the child welfare and/or juvenile justice system in their local community
- Attend local and statewide events such as the LEAD summer event and Legislative Days hosted by NC
- Provides youth the opportunity to participate in statewide advocacy efforts by helping youth prepare for these opportunities and helping coach them along the way
- Has valuable relationships in the community
- Has the ability to seek out grant or other fundraising opportunities to support the local chapter

Adult Supporters should not be providing direct service to youth, such as transporting youth to medical appointments, searching for an apartment, or budgeting with youth. These are the roles of a coach and should be referred to a community non-profit to assist the youth.

ROLE OF ADULT SUPPORTER

Often, the hardest part of being an Adult Supporter is knowing when to step in and when to let youth try to work through challenges or conversations on their own. Sometimes it is hard to trust the process of youth development, particularly because it may take days, weeks, months or years for young people to become strong leaders. However, thinking of the adult role as a “supporter” may help. The role is similar to a basketball coach. For the most part, the coach’s work is done off the court in practice before the game and by debriefing after the game. Good basketball coaches make sure the team has the needed skills to accomplish their goals to the best of their ability prior to taking the court.

This is the same concept in authentic youth engagement. As Adult Supporters, the bulk of the work is done outside of meeting time helping youth prep, letting them learn by doing, debriefing with them after, and continuously encouraging and helping youth practice new skills.

However, there is also important work to be done during meetings as well. Of course, this analogy is not quite the perfect fit, because unlike a basketball team, in your development adults do not sit back and solely observe from the sidelines, but the point is that neither do they jump in to “save the day.” (Also, it uses the term coach, which is a role provided by Central Plains and not the Adult Supporter) The roles of the adults in the room may vary day to day and by person, but they may include the following: asking questions to help people more clearly explain what they are thinking; giving a suggestion on how to move forward if the group gets stuck; respectfully reminding the group of the goal if people get sidetracked; or if a facilitator gets stuck and looks to an adult for help, the Adult Supporter may ask a prompting question to remind the facilitator of what they had planned to do. For each adult this looks different, however, the goal is to draw out the ideas of the youth rather than to tell them the next steps or the best plan of action. Don’t forget: relationships between youth and adults go a long way in being able to be an effective Adult Supporter.

As Adult Supporters, there are three key roles during meeting time: Support, Encouragement, and Relationship Building.

1. Support the youth facilitators:

- Keep everyone on track
- Help maintain a respectful environment
 - o Make sure there is space for everyone to talk and there is a safe environment to do so
- If the facilitator is stuck...
 - o Use prompting questions to help them remember what they had planned
 - o If they are still stuck, use judgment based on the individual relationship with the facilitator on how to support them and remind them of the plan they created

2. Encourage critical thinking:

- Let youth talk first
- Wait to see if any youth offer counterpoints, ask clarifying questions, or propose solutions before jumping in with these points
 - § Ask questions to...
 - o Encourage youth to elaborate on ideas that may need more explanation
 - o Engage everyone
 - o Support realistic goals
 - § The youth may have different goals and priorities as adults would have and that’s okay, it’s even great (this is why they need to be at the table)
 - § If they have goals that are incredibly lofty, ask questions to encourage them to think about possible strengths and challenges to their plan
 - § If they decide to continue with the plan as is, it can always be modified later; encourage them to step up to meet the challenge they have set for themselves

3. Build Relationships:

(Some of this is done outside of meetings, but is reflected during meeting time as well)

- Relationships are built on trust, be sure to follow through with commitments, admit mistakes, and model respectful communication styles
- Be the cheerleader of all the youth and their ideas, despite having stronger relationships with some youth, or feeling that some ideas are stronger and applauding their participation.
 - o Be mindful of being supportive of all youth by encouraging and applauding their participation
- Reach out to quiet youth before and after meetings, putting them on the spot in a meeting, might discourage or embarrass them
- Connect with all youth outside of meeting times when possible
- Have real conversations and provide genuine feedback
 - o Compliment them on what specifically they did well
 - o In private during the debrief, help them identify what they can work on the next time (if the event is emotional or exhausting the debrief can happen at a later time when they can think more clearly)

WHAT GREAT ADULT SUPPORTERS DO

Connect:

- Adult Supporters should spend time connecting with youth, but also encouraging connection with volunteers and their community.

Skill and Leadership Development:

- Adult Supporters should assist chapter members in developing their skills as leaders.
- By empowering them to lead meetings, hold positions, and represent CYI to further develop their leadership skills.
- Chapter members will have the opportunity to speak both locally and statewide. It is the adult supporter's responsibility to work with the chapter members to ensure that the youth are adequately prepared to speak publically, know their talking points, and are dressed appropriately. ***Please refer to YL Resource Library: Training of Youth Leaders, Skill Development.***
- Adult Supporters should empower and support members and not just do the work for them.
- By showing them how and being a positive role model.

Local and State Advocacy:

- Be aware of local and state opportunities. Share this information with the youth.
- Empower youth to take on these roles. They might be scared at first because they've never had these opportunities before. If youth are interested, prepare them for these opportunities. This might be meeting 1-on-1 to educate and coach them on public speaking. This might be helping them write testimony for a legislative bill that is important to them. This might mean preparing them for a meeting in the community they will be attending. Walk this journey beside them. Debrief with them after.

Chapter Development and Goal setting:

- Adult Supporters are the support system for chapters and members. The chapter's success is fostered through chapter members supporting growth and development.
- Adult Supporters spend a significant amount of time to prep youth to run meetings so they can run meetings successfully.
- Adult Supporters set goals with the members and work to achieve those goals together. ***Goal setting tools can be found in YL Resource Library, Running Meetings.***

Chapter Recruitment:

- Adult Supporters work with partner organizations and youth in their region to engage potential members by inviting them to meetings, keeping them informed, and facilitating community outreach to increase membership numbers.
- ***Recruitment tools can be found in YL Resource Library, Recruitment and Membership.***

Participation in NC-sponsored statewide events including the Summer LEAD event and winter Legislative Days:

- These events are training for both Adult Supporters and members, therefore, Adult Supporters are expected to be fully involved in all meetings and activities that are associated with NC sponsored events. This includes staying overnight as a chaperone to their members.
- Adult Supporters arrange transportation and supervise members during these events.
- Adult Supporters are responsible for ensuring their members arrive on time, in professional attire, and are prepared for CYI YL activities.
- If an Adult Supporter is unable to attend an NC sponsored event, we ask that they connect with an Adult Supporter from another chapter who will be present to be a stand-in Adult Supporter for your members during the event.

Communication:

- Adult Supporters will be contacted through the chapter email with regular updates from NC and are responsible for ensuring that information gets to chapter members.
- Participate in bi-monthly Adult Supporter networking calls.
- Create and maintain chapter social media accounts. This involves checking accounts regularly to check for member safety and making sure posts/updates are appropriate.

Role Model:

- Adult Supporters are role models to the chapter members around the state. They should be looked at as an example.
- During NC sponsored events Adult Supporters should be setting an example by refraining from cell phone use, talking when there is a presentation, being in full attendance, being on time, and holding youth accountable to a high moral.

Adult Supporter network:

- One of the many benefits of being an Adult Supporter is the CYI family.
- Adult Supporters form a support network with each other and can turn to other mentors and the NC YL director for support.
- Adult Supporters engage with each other and offer each other resources to ensure chapters and mentors are successful.
- Seasoned Adult Supporters offer guidance to new Adult Supporters and welcome them to the network with open arms.

ADULT SUPPORTER TRAINING PLAN

Adult Supporter and youth member training plans must be included in the chapter application.

Required training: within the first six months of chapter forming, Adult Supporters must participate in the following trainings:

1. **Top Priority - Positive Youth Development training:** This will be offered yearly at Legislative Days during the winter and LEAD the Summer, as needed. 1-on-1 coaching may be offered as an alternative.
2. **Youth Thrive™** full three-day training
3. **Learning a Leadership Development curriculum**, if applicable.

All trainings are offered at no cost to Adult Supporters.

Required trainings: within the first year of chapter forming, Adult Supporter and chapter members should participate in the following trainings:

1. Speaker's Bureau training of the trainers with the local chapter. Not all trainees will become trainers, but local chapter should identify at least two members to become trainers for their local chapter along with their Adult Supporter.
2. Participate in a youth mental health first aid course offered in the community.
(Will need to be budgeted for)

Optional Trainings - Refer to the YL Resource Library, Adult Supporter Resources.

SECTION 3: CYI Staff and Chapter Review Team

NC YOUTH LEADERSHIP (YL) DIRECTOR:

Nebraska Children will provide full-time staff to work with chapters around the state. This staff member is based out of Lincoln or Omaha and responsible for the day to day operations of CYI Youth Leadership. Utilize the director and keep in contact with them as they are your biggest resource and advocate for your chapter.

The Youth Leadership Director is responsible for:

- Planning and organizing all of CYI YL statewide events including summer leadership event and winter legislative event.
- Developing workshops for chapters to implement to increase leadership skills, public speaking preparation, knowledge of the legislative process, and civic engagement.
- Working with CYI YL chapters to strengthen their membership and increase their communication with CYI regarding monthly meetings, membership, and local advocacy efforts.
- Strengthening CYI YL presence in each community where a chapter is present, also increasing CYI YL social media presence online.
- Maintaining working relationships with child welfare programs throughout the state in order to maintain and strengthen CYI YL chapters.
- Creating and editing CYI YL marketing materials including (but not limited to) flyers, workshop handouts and website articles.

NC YOUTH LEADERSHIP CONSULTANT (IF APPLICABLE):

- Developing workshops for chapters to implement to increase leadership skills, public speaking preparation, knowledge of the legislative process, and civic engagement.
- Provides training support to local chapters, if requested.
- Creates and maintains a training library and updates as requested.
- Provides training and technical assistance to new local chapters, including 1 on 1 coaching to new Adult Supporters as requested by Nebraska Children.
- Serves on the chapter review team

CHAPTER REVIEW TEAM:

Consists of NC YL Director, consultant, one or two Adult Supporters, and no less than 3 young adults from local chapters. Young adult members can serve a minimum of one year and a maximum of two years. Adult Supporters and youth members cannot review their own chapter applications or grievances.

- Reviews and makes a decision on all new chapter applications
- Reviews contracts every six months for compliance
- Reviews grievance reports as needed
- Ensures compliance and accountability to the chapter model.
- Members will be expected a confidentiality agreement

SECTION 4: Chapter Member Agreement

Each chapter should create a chapter member agreement within three months of creation.

The following topics should be highlighted in the agreement. The Adult Supporter should facilitate this conversation with chapter members, but chapter members should come up with the ideas and make the decision. In the event the idea interferes with the law or personal value, the Adult Supporter can step in to help the chapter members understand a different point of view. For example, chapter members want to allow their significant others to participate in meetings. This is clearly not appropriate for chapter meetings and does not help move the mission of CYI YL forward.

These are the expectations established by NC that will need to be included in your chapter agreement:

Community Love

We strive to provide both emotional and physical space where participants' whole selves are recognized, lifted up, and loved. As a community, we recognize and honor identity, culture, traditions, expressions, and experiences. We practice consent with bodies, belongings and emotional space. And we show love to any meeting space or chapter property.

Show up and show out

We show up and "show out" by being present at all activities, actively engaged, willing to teach, learn, and share new things. Showing up also means showing up for ourselves in ways like asking questions, checking in with members of our chapter to debrief when needed, and checking in with our friends.

Drugs, alcohol, and other substances

Local chapters are a drug and alcohol-free place. Drugs and alcohol are not allowed on meeting space, during driving time, or anytime during chapter meetings/events. This is not to criminalize but to support our chapter positively. We also recognize substances could be a way to cope, connect and self-care, so we hope to provide alternate spaces to wind down, build community and connect during meetings.

Anything that is a violation of the law – assault, discrimination, violence, theft, harassment, vandalism, etc. is never allowed at any chapter meetings or events.

Things that should be discussed and decided on at a local level:

- How to create a safe space for members?
- Smoking cigarettes or e-cigarettes for members over 21. Are you allowing this at your meetings/events? If so, is there a place they can smoke/vape?
- Member's children at meetings- if yes who will watch them? Will you find a volunteer to provide childcare in another room?
- Electronics use during meeting time?
- Dating other chapter members?
- Members transporting other members to meetings/events?
- Personal boundaries?
- Giving encouraging/respectful remarks. We will not use any disrespectful or obscene comments or display disruptive behavior.
- Other as chapter seems necessary.

SECTION 5: Communication

COMMUNICATION: BRANDING AND SOCIAL MEDIA

All chapters of CYI are formed by Nebraska Children. Local chapters are encouraged to have social media pages and invite community members and supporters to like your page. These could be Facebook, Twitter, Snapchat, or Instagram. Social media accounts should make every effort to protect their members and review the accounts regularly. This should be a place for members to communicate with each other, and to promote your work to the community. This is a great way to market your chapter. Your chapter can follow elected officials, community organizations, and national organizations as well as network and exchange ideas around the country.

When naming and promoting a local chapter, the following should be used:

The name of each chapter shall be Chapter Name, a CYI Youth Leadership chapter. (i.e. Youth Voice, a CYI YL chapter) All chapter communications should be professional and high quality and be consistent with the NC CYI branding efforts for the following reasons.

1. Professional, high-quality communications will reinforce the professional, high-quality local chapter that you are.
2. High-quality design and writing contribute to a positive image, and consistency in design.
3. A unified identity is a critical part of any organization's communication effort.

Chapter Logo:

All chapters are encouraged to create their own logo with their chapter name. Chapters should also use the NC and CYI logos on all chapter communications. These can be used in color or in black and white. Technical assistance can be requested through NC YL Director. NC has a marketing department that can help chapters create their logos.



JPEG's and PDF's of the logo can be found in the YL Resource Library, Marketing Materials.

Chapter E-mail:

Each chapter should have a centralized Google email. Chapters are encouraged to check this frequently and utilize the chapter email for CYI communications. Members and Adult Supporters should all have access to the chapter email. Important documents should be stored on the Google drive such as chapter update form, meeting minutes, etc.

SECTION 6: MEETINGS

Elements of an effective chapter meeting include:

- Building personal connections through various forms of touch base and personal sharing. For example, start the meeting off with an icebreaker such as highs/low for each member
- Pairing and small group work
- Following the agenda with times allotted
- Have a facilitator and a note taker
- Having clear next steps and assigned roles and responsibilities
- Recapping and reporting out on progress since the last meeting
- Sticking to the schedule
- Providing food and beverages
- Tracking attendance
- Distributing the action steps agreed on in the notes after the meeting and reviewing them at the next meeting

It is important to always record the minutes of the meetings and house them in your chapter's Google docs, to make it easier for everyone to access.

Sub-committees:

Sub-committees can be used as a strategy to spread the work of the local chapter among the entire group.

- The sub-committees should each be led by a young leader, who will take on a prominent leadership role in organizing the committee, tracking progress, and leaving as a liaison to the larger group. This leadership role should be beneficial in building the resume of the young leader of each subcommittee. The young leader should receive back-up and support from an Adult Supporter.
- The sub-committees may need to meet more often than the larger group, but should still embed the elements of an effective meeting into their gatherings.

Building group cohesion and trust:

To assure that the group operates in a cohesive, caring, and effective manner, it should develop a strong foundation for how the members will work together from the very beginning. When will the chapter meet? How will the group communicate with one another? These questions need to be answered by the group to build that strong foundation.

Important elements of building group cohesion and trust:

- Deep sharing about personal experiences that have motivated the members to participate in their local chapter
- Sharing about both successful and frustrating past experiences
- Ongoing sharing about changes they wish to make
- Regular brief personal updates at the start of meetings
- A clear process for setting priorities and making decisions
- A consistent process for appreciating each other explicitly for work done and contributions made attitudes that strengthen the group
- Systems for sharing information and data
- Creating a meeting schedule
- Identifying ways to set benchmarks and track progress
- Collaborating on funding opportunities and regularly including members in fundraising
- Having an Adult Supporter who is dedicated to supporting the individuals, ensuring communication, following up on actions to be taken, and thinking about the well-being of the chapter

Resources found on YL Resource Library: Running Meetings

SECTION 7: CHAPTER LEADERSHIP

CYI builds leaders by creating positive experiences and empowering youth to create positive change. Adult Supporters build leaders and work with their chapter members on their leadership skills. Each chapter is highly encouraged to identify leaders in their chapter. These members can be defined as specific positions or be overall designated chapter leaders. Giving young people a role in a chapter will help with their engagement in the group. This will also move your group forward in your goals.

Each chapter defines its own chapter leadership structure. It's important to have a detailed description of what each leadership position is responsible for. This helps the members know what they are agreeing to. These chapter leaders can be elected or appointed based on their chapter's infrastructure. **Any leadership structure would be outlined in the chapter member agreement.**

Chapters are encouraged to form committees so that every leader has assistance in fulfilling the responsibilities of their role. Committees and leaders may be created using whatever method works best for the chapter. In some chapters, the Adult Supporters appoint chapter leaders and committee members and in some, a chapter chair will form committees. It takes teamwork to run a successful chapter so be sure to ask other members for their help when needed. Smaller chapters may not have committees due to size.

Example leadership positions:

Chapter Chair:

As the person who sets the tone for the chapter, you are expected to provide helpful, supportive leadership for all the chapter meetings and activities. You motivate, make peace, and facilitate as required. Though you must occasionally step in and make a difficult decision, rarely do so without consulting your members and other chapter leaders. Strive to show respect for all members, even when you do not agree with them, and provide leadership for all.

The chapter chair:

- Creates meeting agenda and runs the chapter meeting
- Remains in contact with chapter members and Adult Supporters through email, text, facebook, etc.
- Represents the chapter within their community
- Informs the chapter of opportunities for outreach within their community
- Serves as the tie-breaking vote on the chapter if needed
- Recognizes member achievements by presenting "shout out's" during meetings, sending personal emails of congratulations, and otherwise publicly praising the good work of your members

Chapter Membership Chair:

- Maintains the chapter membership list adding names after each recruitment event or chapter meeting.
- Works to create local recruiting opportunities (attends community meetings, meets other organizations, etc.)
- Sends welcome emails/messages to new chapter members
- Responsible for reaching out to all chapter members and potential members to remind them of upcoming meetings and events
- Creates flyers, facebook invites, etc. to inform the community of our meetings and attract potential members
- Maintains constant communication with the chapter chair and Adult Supporter
- Serves as a role model to the chapter

Chapter Secretary (or note-taker):

- Takes minutes at all chapter meetings and distributes them to chapter members in a timely manner. This could be through email or Facebook
- Assists Adult Supporter in filling out the monthly update form
- Serves as a role model to the chapter
- Help maintain order at all chapter meetings

DELEGATION:

Leading a chapter can be a difficult role as so many responsibilities must be balanced. Balancing the responsibilities and keeping an open mind to try new things are critical factors in the success of a chapter leader. Chapter leaders are often the most enthusiastic members in the chapter and sometimes as leaders, they try to handle everything related to their job and work, school, and personal life which can be too much to handle for any young leader.

That is why chapter delegation is important. For example, motivating members to engage in advocacy and speaking opportunities that don't hold a role not only gives members more opportunities but also balances the work of the chapter. The balance between motivation and delegation is critical. A member must feel that their insight and contribution is important. Make sure to thank them, recognize them at the meetings, and give awards and incentives.

Communication also helps with delegation. The person who delegates a project needs to communicate with the person who receives it. Give clear directions and follow up with them to see how their work is progressing and if you can offer any assistance. Regular communication can avoid last-minute problems by allowing time to obtain additional assistance or for you to provide guidance. A monthly planning meeting in addition to the chapter meetings can assist in this. Adult Supporter/leader 1:1 meetings are also encouraged.

DECISION MAKING:

The best way to make a member feel like a team player and a leader is to make them a part of the planning and decision process. Decision making is one vital thing that young leaders need to learn. One way to do this is by giving young people a say in any decisions that may be made with the chapter. This could include deciding meeting dates, chapter leadership, creating the chapter member agreement, helping create the development plan, etc.

TEAMWORK:

CYI's success would not be possible without the teamwork and a family of Adult Supporters and members around the state. Working together as a team and learning how to successfully work together as a chapter is critical. You can implement icebreakers and team building activities as apart of your meetings.

EXPECTATIONS:

When chapter leaders are elected or identified it is critical to identify expectations, review the chapter member agreement and manual, and develop responsibilities with each leadership role. Expectations should be a group effort and should be done both ways. Chapter leaders can identify expectations for the Adult Supporter and the Adult Supporter can develop expectations for the chapter leaders.

GOAL SETTING:

Chapter leaders should have an opportunity to identify goals and projects for the chapter. Goals should be tracked for success and recognized when an individual or chapter completes the goals or tasks.

Tools can be found in the YL Resource Library: Running Meetings.

EMPOWERING YOUNGER LEADERS:

Many young people do not define themselves as a leader. However, Adult Supporters should be capable of identifying emerging leaders outside the traditional positions and develop programs and opportunities that assist those youth in expressing their leadership potential.

It is crucial for Adult Supporters who work with young and new chapter members to expose them to leadership experiences that reinforce the value of being a leader. Most importantly, these experiences must be meaningful and should require the use of personal skills that demonstrate leadership ability. As a young leader develops greater self-confidence in their ability to make a difference, the desire to be a leader increases.

Young leaders must have opportunities that not only build upon personal abilities but also provide a safe environment for trying new things. For example, if a young leader attempts to plan an event without support or formalized skill development, they likely will become frustrated and step away for future opportunities. Likewise, if a young leader makes a mistake and is not given a chance to reflect on and apply the lessons of that mistake, apprehension about taking on the responsibility of leading will overshadow the rewards that could come from future successes. Adult Supporters and current chapter leaders can greatly affect these emerging leaders by respecting their present experiences rather than wanting them to demonstrate more sophisticated leadership skills than for what they are prepared. Adult Supporters can also encourage greater leadership involvement by providing leadership development efforts that reflect how leadership skills apply in daily life and for the future.

Adult Supporters should consider new young leaders to take the speaker's bureau training and attend local speaking engagements. This will empower them to go on to speak on behalf of their local chapter.

TIPS TO DEVELOP LEADERS:

- Develop meaningful leadership experiences that allow members to self-select for participation rather than rely on votes, nominations, or other selection processes.
- Provide consistent, frequent, and diverse opportunities for youth (ex: varied speaking events, trainings, meetings, etc.)
- Deliberately select different members for opportunities so that these same members are not repeatedly selected.
- Do not use opportunities as a punishment or incentive; allow youth to be involved if they want to.
- Take advantage of formerly missed opportunities to develop leadership. Debrief after events and find out what can be improved.
- Develop an understanding of the diversity and cultural differences expressed through leadership behaviors and incorporate different styles into leadership experiences.
- Empower and allow members to take on significant responsibilities and leadership roles without expecting perfection. Recognize that everything takes time and leadership learning occurs even when mistakes are made.
- Encourage all members to develop individual goals for their time in the local chapter and help them get to those goals.
- Emphasize that there are a variety of ways that leadership can be demonstrated in CYI without just holding a leadership position.

SECTION 8: RECRUITMENT AND OUTREACH

Local chapters must have at least five active members to be a chapter, however, chapters should aim to have many more members. The key to remaining successful is keeping membership numbers and consistency up and recruiting additional members.

INCORPORATING 14-25-YEAR-OLDS TO THE CHAPTER:

What do you do if a 14-year old and a 25-year old show up at your chapter meeting? You welcome them both with warm smiles and know that your 14-year old may be less talkative than the 25-year old, but both bring exceptional experiences to the table. Try to talk to the 14-year old one-on-one, share the chapter agreement with them, and ask them what brought them to the meeting. As the meeting goes on if you see they aren't speaking much directly ask them a question. They may be too shy to share, but if asked a specific question they will probably have a pretty incredible answer.

On the flip side, the 25-year old members have quite a bit more life experience and are often unedited at meetings. This is a great opportunity for our older members to realize that others can learn from their experiences (or mistakes). Encourage your older members to take the younger members under their wing and steer them in a positive direction. We all have someone out there that showed us kindness and support when we needed it most. This is an opportunity for our older members to be that person for those younger teens still in the system.

The age range and level of maturity will be different, but both ends of the age range of membership are important to our program. It's important for both to feel welcome and know that CYI is a safe place to share their feelings and experiences.

RECRUITMENT:

Every chapter is expected to continuously make efforts to recruit new members throughout the year.

The recruitment of members of your chapter is an ongoing goal. Examples could be visiting group homes, attending trainings in communities, visiting with foster parents, and other community activities for teens in the system and young adults who have aged out, you build a community of potential advocates. A friendly face around the community and at the meetings will keep a potential member coming back and getting hooked.

The number one reason someone joins an organization is they were asked. Chapters need to recruit new members regularly in order to be successful. Utilize referrals and direct outreach to get members involved. Utilize best practices and consistency to encourage members to stay involved.

Building an active membership is difficult but is done with consistent practices (regular meetings, individual invitations, transportation, and reminders). There are many easy ways to recruit new members rather than holding large scale and expensive parties and events. It will also help to train current members to go out to recruit members. Make sure they know the chapter's name, purpose and major functions to help them speak credibly about the group.

WAYS TO RECRUIT:

Partners: Community partners are sometimes the best way to increase chapter membership. Chapter leaders and Adult Supporters should brainstorm PEOPLE and ORGANIZATIONS in the community that has access to potential chapter members and reach out to them. Often these people will provide transportation to the youth for meetings and reach out to them. Example partners include caseworkers, probation officers, nonprofit organization staff, independent living staff such as PALS, coaches, foster parents, etc.

1. Be consistent. Establish an email list of these people and email them regularly with chapter events and updates.
2. Invite partners to a meeting. Let people know of the next chapter meeting and extend an invite to them. Ask them to bring youth. You can reach out via email, phone, or in person. Always be networking for people who work with the youth in your area and explain CYI to them.
3. Thank them for coming after the meeting and for bringing their youth.
4. If youth are brought to a meeting with someone they already have a relationship with, they are more likely to start attending on their own. This is called a “warm hand off.”

Reach out to youth: Include not only your active members on contact lists but also youth that have indicated that they are interested. Keep following up with them. Challenge youth that attends chapter meetings to bring a friend with them.

Speak to other organizations at events or at group homes: You don't need to spend any money or hold an event to recruit youth! Utilize other organizations, meetings, presentations, or homes to speak about CYI. For example: go speak about your chapter at a community coalition meeting, or schedule a time to present at a probation officer meeting. Arrange a time with your local group home to talk to the youth about your chapter. Additionally, after explaining your chapter briefly gives them a “taste” of what a meeting is. Even if it is only a few minutes, they can get a taste of advocacy and see what all the hype is about!

Marketing materials: Utilize email, social media, or create marketing materials to publicize your local chapter.
Find tools in the YL Resource Library: Marketing Materials

SECTION 9: Budget, Reimbursement, and Policies

Eligible NC reimbursement costs:

- Adult Supporter planning time, meeting time, travel time to participate in training, and participation in NC sponsored events.
- Adult Supporter mileage to training or NC sponsored events.
- Program materials such as curriculum materials, table toppers, other meeting supplies.
- Food for chapter meetings.

Non-NC reimbursable expenses:

- Youth Stipends: No stipends will be given out at a local level with NC funds. If a local chapter chooses to fundraise for stipends, this must be included in the budget section of the chapter application. Youth participating in statewide events hosted by NC such as the summer LEAD event or winter legislative day will be offered a stipend for their time.
- Transportation costs for youth driving to chapter meetings

Liability for youth members:

Car insurance or liability coverage is not covered for contract workers or non-NC employees. This means contractors will be transporting youth for chapter meetings/events at their own will. In the case an accident happens during transporting, NC is not responsible for the accident.

If a local chapter has a regular meeting space, and its outlined in the chapter application, NC can cover damages of the physical property if reported in a critical incident report.

Critical Incident Reports can be found in YL Resource Library, Forms.

Youth mental health crisis:

NC is not a mental health organization nor is your local chapter. Adult Supporters and members are encouraged to take the mental health first aid course in their community. Adult Supporters and members should be aware of the mental health helplines for referring a youth in crisis. In the event of a youth mental health crisis, never drive to where the youth is located. An Adult Supporter may initiate a three-way call to transition youth to helpline services. If the youth refuses to utilize helplines and the Adult Supporter or chapter member fears the youth may be in danger, the Adult Supporter or chapter member should contact emergency services via "911" and request a wellness check for the youth. You can also call the National Suicide Prevention Lifeline at 1-800-273-8255. A critical incident report must be completed and sent to the NC YL Director.

Overnights:

When a chapter member must stay overnight for any chapter related activity, an Adult Supporter/volunteer to chapter member ratio of 1:8 must be maintained and strive to have one adult of each sex. This ratio does not include the individual(s) coordinating the event. Example chapter events could be: attending a statewide meeting or conference or a chapter camping trip.

Appendix A:

ADULT SUPPORTER AGREEMENT:

Adult Supporter and member relationships:

Both the member and Adult Supporter are vital to a chapter's success and development. Chapter members are our experts and are the whole reason CYI exists. Adult Supporters come to the table with many important skill sets and are ready and willing to teach these skills to their members. Both roles are of equal importance to the success of CYI. It is essential that these roles are clearly defined and that lines in the Adult Supporter and member relationship is clear.

Guidelines for Adult Supporter relationships:

- Adult Supporters cannot enter into any compromising relationship with a member of CYI (romantic, roommate situation, business relationships, social friendships, etc.) Adult Supporters who do so will be asked to step away from their role in the chapter.
- Adult Supporters listen to the members and work with them through issues.
- Many Adult Supporters and members will develop a relationship, inviting members into their homes for the holiday, celebrating birthdays, offering advice, etc. It is important that Adult Supporters are aware of their personal relationships and favoritism. It is ok that relationships expand beyond that chapter meetings; however, it is important that the line is a clear mentorship/member relationship at all times.
- Adult Supporters are cautioned against loaning money or lending items to CYI members.
 - o Don't lend anything that you cannot replace
 - o Do not ask members to keep the favor you have done for them a secret, you should be ok if others know what you've done
 - o Asking members to repay you after could hurt feelings and loss of members, so please do not create a situation you are not comfortable living within

Adult Supporter Conflicts of Interest:

If a chapter brings up an issue with the program the Adult Supporter works in (DHHS, PALS, School) or about a decision they have to enforce (cutting a program), the Adult Supporter should remove themselves from an influencing or decision-making capacity for the discussion.

Youth need to have the freedom to speak. Adult Supporters cannot stifle the youth voice based on Adult Supporter decisions or opinions. The youth must have the opportunity to speak openly and candidly about their opinions and experiences.

Adult Supporter Replacement:

In the event an Adult Supporter resigns or steps down, the following steps should be taken.

1. If possible, give ample time to find a replacement: 2-3 months would be ideal. It is never ok to just quit and leave the youth without saying goodbye or helping them with a transition plan. This has happened to many young people in the system where professionals or important people just leave and don't say good-bye.
2. Notify NC YL and create a transition plan moving forward.
3. Notify all the youth at the same time, if possible. Based on your relationships with the youth, this might be very hard for them. Allow them to help find another Adult Supporter, help with interviews, etc.
4. Continue to work with the NC Youth Leadership Director on a transition plan.

Communication with chapter members:

- Utilize the most effective way to keep in contact. Young people who don't use email for work or school might not be checking it often. Some cell phone numbers are not up to date. If you call and leave a voicemail, send a follow-up text message. If you realize their number is disconnected, send them a facebook message. Always keep up with what's current because that will be your most effective way of keeping in contact with members.
- Ask new members what the best way to contact them is, calling, texting, and Facebook, etc. and note their preference in your contact list. Many young people who won't pick up the phone or call you back may very well respond to a text message immediately.
- Utilize Facebook and emails (but mostly Facebook) contact numbers change constantly as youth move around, get new phones, get new numbers, etc. Facebook and social media site profiles rarely change, they can be a great way to establish contact and obtaining contact info if/when it changes.
- If you're going to use Facebook as a tool to contact chapter members, keep it appropriate at all times. Also don't just use it for contacting youth about CYI YL issues, use it to keep involved with lives, like/comment on positives, pictures, post and accomplishments. Drop a hello on their wall, as well as keeping them updated with chapter info.
- Encourage your members to get linked up with NC's website, Facebook, and Twitter accounts.
- Tag NC in photos if youth are in them.
- Be resourceful, stalk...a little.

As an Adult Supporter, I agree to follow all of the policies and procedures outlined in the YL local chapter manual.

Name: _____ Date: _____