

Outreach College Crew

2023-24



Outreach
TEEN & FAMILY SERVICES, INC.

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What is Outreach?

Outreach Teen & Family Services has been a part of the local community for nearly 50 years. We provide individual counseling services & programs that support the mental health needs of youth & young adults (ages 5-21) in the South Hills of Pittsburgh.

We also offer counseling services to parents so they have the necessary tools and education to succeed as they navigate the many ages & stages of their children.

Mission

We provide affordable and accessible connection, education, counseling and coaching to children, teens and families through safe, caring, responsive, confidential professional therapists supported by dedicated community advocates.

Vision

We want every child, teen and family in the communities we serve to thrive.

About the College Crew

The Outreach College Crew (OCC) is a peer-to-peer resource for young adults (ages 18-25) to use their voices in broadening our agency's mission across the South Hills of Pittsburgh. It is the perfect opportunity for emerging professionals who are passionate about mental wellness and want to proactively advocate for positive mental health programs and resources in our local communities.

For more information, visit our website at <https://outreachteen.org>.

Message from the OCC President

Welcome to the Outreach College Crew (OCC)!

I am honored to be serving as your president and am excited to lead this passionate group in our shared commitment of connecting with our peers over mental health & wellness.

Over the past 3 years, I have dedicated my personal and professional talents to making a positive change in the lives of young adults and their families. It's a journey that I began as a student-volunteer for the cross-cultural mission experience during my undergraduate years at Duquesne University and one that I continue in my role as Program Manager for Outreach. It is my job to develop and implement preventive and educational programs that empower young adults and their families in our local communities to manage their mental health proactively and adaptively.

Driven by my commitment to help youth voices be heard, I am eager to build upon the momentum the OCC (previously call the Youth Advocacy Committee) created last year. The members were instrumental in producing 10 episodes of our monthly podcast, *Teens Tap In*; spoke at multiple Outreach events to raise awareness of our mission and connect with their peers; and worked to de-stigmatize mental health by sharing their personal stories at meetings and various community events.

There is no denying mental health challenges continue to negatively impact youth, teens and their families. But I am also optimistic that the OCC will continue to find innovative ways to support their peers by fostering mental health and wellness resources and programs. I am confident that with you by our side, Outreach will continue to help young adults thrive and emerge from their mental health journeys strong than ever.

Thank you for your commitment to the OCC. I look forward to working with you so we can give every young adult an opportunity to be heard and to thrive.



Maggie Zangara

Program Manager & Counselor
Outreach



Do

These are your high-level roles & responsibilities.

- Be committed to the Outreach mission & culture.
- Be a spokesperson for Outreach in the community in accordance with our values & mission.
- Be a mental wellness advocate & spread Outreach's offerings to your peers & community members.
- Understand & be committed to carrying out the expectations of a member of the OCC.
- Attend & actively participate in OCC committee & subcommittee meetings, projects & Outreach Board meetings, as assigned.
- Commit to the time required to successfully complete your responsibilities.
- Provide monthly project updates on assigned activities.
- Collaborate with OCC team members & OCC President.



Display

These are the behaviors & values you should live by.

- Demonstrate the values of Outreach in all your actions.
- Represent Outreach & mental wellbeing in the community & amongst your peers in a professional & ethical manner.
- Be physically, emotionally & intellectually engaged with our team & organizational mission.
- Discipline, attendance & consistency of purpose.
- Ownership of OCC responsibilities.



Deliver

These are your tactical & measurable deliverables.

- Create positive community awareness of Outreach & its resources by presenting Outreach to those who are unfamiliar with our services.
- Collaboration with OCC members & Outreach leadership on initiatives to spread mental health education & awareness throughout our communities.
- Advocate to government officials on behalf of family, friends & community members with mental wellbeing issues.
- Consistent attendance & participation in OCC general & subcommittee meetings.
- Commitment to your subcommittee and its assigned activities by actively participating to achieve its monthly goals.

Overview of the OCC

Selection Process

There are only 6 spots available each year for the OCC. Applications to become a member open in April and will be accepted until August. Along with submitting an application, interested individuals are required to submit two letters of recommendation, one from a professor and one from a personal contact. Once these materials are received, Outreach will be in touch about whether or not you are moving forward in the process.

If you are selected to move forward, you will be asked to schedule an interview so we can get to know you better! About 1 week after your interview, you will hear from Outreach with a final decision. Individuals chosen to be part of the OCC will receive more information at this time about next steps, meeting dates, etc.



Term Limits

When you are accepted as a member of the OCC, your term officially starts in September and runs through the following May. Second terms may become available to interested members who have been actively engaged and demonstrated a strong commitment to the OCC during their first term. More information on options to extend your term will be provided as your current term comes to a close.

Communications

The OCC's main point of contact at Outreach is Maggie Zangara, counselor & Program Manager (mzangara@outreachteen.org; 412-763-3715). Maggie also acts as the President of the OCC.

Communications between Outreach & the OCC will take place primarily through email. Members are expected to reply promptly (within 48 hours) and Outreach will adhere to the same standards. There may be situations where text communications are relied upon; the same response time for email is expected to be upheld for text messages for both Outreach and OCC members.

On occasion, urgent matters do arise. When that happens, messages will be marked as such and we ask that you do your best to respond promptly and before the 48 hour window.

Expectations of Members

At a minimum, OCC members are expected to:

- Attend monthly committee meetings.
 - Follow Outreach on social media – Instagram (@outreach_teen) and Facebook (Outreach Teen & Family Services). *If you do not have an existing account on one or both of these platforms, you do NOT have to create an account unless you would like to do so.*
 - Actively participate in 1 of 3 subcommittees (this will require additional time outside of the main OCC meeting dates - more information on this later).
 - Leverage our “Teens Tap In” podcast to expand the delivery of mental health resources for teens & their families. The expectation is that you will share each new episode on your social media accounts within 24 hours of them being released.
- Positively endorse and promote Outreach and our services to your peers, family, friends, professors, etc.

It is also expected that members will perform the following tasks:

- Pick one area of mental health you are passionate about and work with Outreach’s marketing team to develop a minimum of 5 associated social media posts. Examples of topics are suicide awareness & prevention; stress & anxiety; coping with transitions; the impact of social media & technology on mental health; eco-therapy; time management; conflict resolution; among others.

The social media posts should be in the following formats and all tie back to your selected topic:

1. Client story
2. Inspirational quote
3. “5 ways to ...” resource post
4. Video
5. Free choice

Templates will be shared with OCC members so all posts follow brand guidelines and are designed in the style of Outreach's established marketing materials.

The posts you create are not to be shared to your personal channels until the content is approved by Outreach. And even once approved, content should only be shared as re-posts from Outreach's channels.

- Monitor social media & news outlets for timely mental health articles, studies, news, etc. to stay informed and up-to-date on relevant topics. Share with Outreach for consideration to be re-purposed/ referenced in newsletters, blog posts, social media, etc.
- Take ownership of a Teens Tap In podcast episode – This includes (but is not necessarily limited to) selecting a topic, finding a guest who can speak to that topic, developing questions, and leading the conversation in the podcast episode.
- Each member will be responsible for taking an active part in helping Outreach to organize an event (or series of events) for the community. OCC members will be asked to provide input on what this should look like.
- Part of your job will also be to spread awareness of Outreach on your respective campuses. This includes helping us make connections with any mental health and/or psychology clubs on your campus; promoting Outreach's services, the OCC and internship opportunities amongst your peers; and informing your professors about Outreach and finding ways (where appropriate) to involve them in our events.



Meetings

The OCC will meet monthly from September-May. Meetings typically last 1-2 hours. This time is used to discuss program & event updates at Outreach, how the OCC can support those initiatives, what programs & events the OCC wants to create & own, subcommittee updates, and alignment on action items to complete by the next meeting.

Meeting Dates

September 19, 2023

October 17, 2023

November 21, 2023

December 19, 2023

January 16, 2024

February 20, 2024

March 19, 2024

April 16, 2024

May 21, 2024

Time & location will be set once the whole OCC is named based on what is most convenient for all members.

There will also be opportunities throughout the year to participate in social activities so we can build connections and get to know each other better outside of the formal setting of our meetings. Participation in these are optional, but strongly encouraged. As events are planned, dates will be communicated to the OCC members by Maggie Zangara.

Subcommittee Meetings

In addition to the time required for monthly meetings, each subcommittee should plan to meet separately at least once a month to work on the action items & projects agreed upon during the general meeting. It will be up to each subcommittee to decide when, where and how long to meet for these sessions. Outreach's offices are available during business hours as a meeting space if that is the most convenient location for all subcommittee members. It is also an option to hold subcommittee meetings virtually, although in-person meetings are strongly encouraged as a way to really connect with one another.

Podcast Recording

The preferred practice to record Teens Tap In is to do so at the end of each OCC meeting. If this poses a conflict for anyone involved, however, we will be flexible and find an alternative time.

OCC members who sign-up to be regular co-hosts of the podcast (see information below on subcommittees for more details about this), as well as the member(s) who planned & coordinated the episode, are expected to be in attendance whenever a new episode is recorded. Recordings typically last one hour.

Subcommittee Responsibilities



Podcast (2 members)

- Serve as hosts of our monthly podcast, "Teens Tap In."
- Responsible for finding guests, writing scripts and coming up with a title & description for each episode.
- Oversee and assist other committee members' work when it is their turn to own and plan an episode.
- Using the templates provided by Outreach, create a social media graphic & caption (may include taking photos and/or video) and share with Maggie for approval at least 1 week in advance of each episode's release.
- **BONUS:** If editing is in your wheelhouse, edit the episode & share with Maggie for final review/approval.



Leadership (2 members)

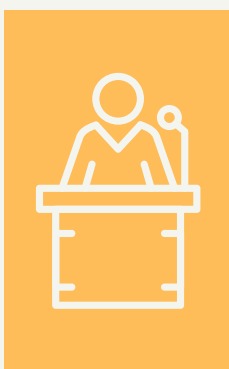
- Serve as Junior Board Members to Outreach's Board of Directors. Expected to attend monthly Board meetings* where you will share updates about the OCC and work with the Board to find opportunities for collaboration with the rest of the OCC.
- Report back to the OCC at the next general meeting about what was shared by the Board.
- Create learning opportunities at OCC meetings that foster mental health & wellness in the committee.
- Represent Outreach & speak at events such as school board meetings, government functions, organizational fundraising events, etc. to share our mission, initiatives and your personal experiences with mental health.

*Outreach's Board meetings are scheduled for October 5, 2023; November 2, 2023; December 7, 2023; January 4, 2024; February 1, 2024; March 7, 2024; and April 4, 2024.



Secretary (1 person)

- Responsible for formal record keeping and the taking of monthly meeting minutes. Minutes should be typed and sent to the OCC within 48 hours of the end of a meeting.
- Also responsible for sending email blasts of updates that need to be shared outside of the regular meeting minutes.
- Monitor social media to make sure all OCC members are actively engaged with and sharing Outreach's content. As new content is shared by Outreach, send OCC reminders to post on their personal channels.
- Meet with OCC President & Vice President on a monthly basis to discuss progress toward overarching goals.



Vice President (1 person)

- Must take initiative and lead by example for the rest of the OCC.
- Oversee OCC members outside of meeting times. This includes making sure subcommittees are meeting regularly and accomplishing the goals set forth at each general meeting.
- Help identify recruitment efforts to appeal to potential new OCC members.
- Meet with OCC President & Secretary on a monthly basis to discuss progress toward overarching goals.

Code of Conduct

➤ All OCC members will report to Maggie Zangara, Outreach's Program Manager & OCC President. Matters may arise where members will be required to meet with Outreach's Executive Director, Mary Birks; those situations will be exceptions and used as a last resort for disciplinary matters.

➤ When you accept your position on the OCC, you agree to become a representative of Outreach in our communities. With that comes an expectation that you will act in a professional, moral & ethical manner in all situations and scenarios where you are representing Outreach.

➤ You also commit to attending the OCC's monthly meetings and your respective subcommittee's meetings. If you cannot attend one of the general meetings, you must notify Maggie within 48 hours of the meeting date. If you do not, you will be considered a no show. After 2 no shows, a member will receive an official warning. After 3 no shows, a member's position on the OCC will be terminated.

If you miss 3 general meetings (regardless of whether or not you provided advance notice), your position will be terminated due to a lack of engagement.

Extenuating circumstances will be taken into consideration, but we need all members to be actively engaged and dedicated to the OCC to make sure we are having a widespread, positive impact on our communities.

➤ There may be times you are asked to communicate on behalf of Outreach (i.e., reaching out to potential guests for Teens Tap In, advocating for mental health reform/awareness to local politicians, etc.). Before distributing any communications, all messages need to be reviewed & approved by Outreach.

Once a communication is approved, the OCC President, Vice President & Secretary should be copied on all messages for awareness purposes.

➤ **A special note on social media.** We understand how important & prevalent social media is to your daily communications with your friends, family and peers. But please refrain from posting any original graphics & content related to Outreach on your personal social media accounts unless otherwise granted permission. With that being said, you are always welcome, in fact you are encouraged, to share posts from Outreach's official accounts!

➤ When you communicate on behalf of Outreach and/or are representing us at a community event, we ask that you simply refer to yourself as a member of the OCC. This is not a sponsored position and should never be referred to as such.

➤ Outreach reserves the right to add to and amend this agreement however and whenever they see fit. OCC members will be kept informed as changes are made.

Signature

Date

Maggie Zangara

5 easy ways to support Outreach



1

Follow us on social media.

Instagram: @outreach_teen

Facebook: Outreach Teen & Family Services

Want to do more?
Share our posts to your personal channels.

2

Subscribe & listen to our Teens Tap In podcast.

Search "Teens Tap In" wherever you listen to podcasts.

Want to do more?
Send the podcast to a friend.

3

Sign up for our newsletter.

Go to the Contact page on our website:
<https://outreachteen.org/contact/>.

Want to do more?
Forward the newsletter to someone you think would find the info helpful.

4

Become a Supporter!

Designate either Active or Sustaining on our donation page.

Just \$20/month!!

5

Talk about Outreach -- Spread the word of our services & resources to your network!

Outreach
TEEN & FAMILY SERVICES, INC.

OCC Questionnaire



Name: _____

School: _____

How did you learn about Outreach and the OCC?

What would you like to get out of your experience with the OCC?

What would you tell a peer considering becoming a OCC member?

Don't forget to include a photo when you return this form!

What is the most important work Outreach performs for the community?

What is one piece of advice you would give a peer struggling with mental health issues?

Where do you see yourself in 5 years?

What might people be surprised to know about you?

Please note, providing answers to these questions allows us to use your name & responses in our marketing & social media communications.

Thank you!

Confidentiality Waiver

This is to certify that I, _____, an employee, vendor, student, intern, volunteer or board member of Outreach Teen & Family Services, understand that any information (written, verbal, or other form) obtained during the performance of my duties must remain confidential. This includes all information about clients, families, employees, board members and other associate organizations, as well as any other information otherwise marked or known to be confidential. The individual signing this form understands they are bound by 42 C.F.R. (Code of Federal Regulations), Part 2, Subpart A. 2.16 of the Federal Confidentiality Regulations.

Signature

Date



Release & Consent Form

I hereby authorize Outreach Teen & Family Services to edit, alter, copy, exhibit, distribute and publish in print, video, audio recorded productions and on the World Wide Web this material for purposes of publicizing Outreach Teen & Family Services' programs or other lawful purpose without payment or any other consideration. In addition, I hereby give permission to Outreach Teen & Family Services to attribute my name to the media.

By signing this document, I understand that

- The materials will be used only for nonprofit/educational purposes and will not be released to any other nonprofit or commercial entity without seeking my permission.

I waive any right to inspect or approve the finished product, including written or electronic copy, wherein my name and/or likeness appears. I waive any right to royalties or compensation arising or related to the use of the materials. I hereby hold harmless and release and forever discharge Outreach Teen & Family Services from all claims, demands, liability and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf of my estate have or may have by reason of this authorization.

I understand that I may revoke this authorization at any time by providing written notice to Outreach Teen & Family Services addressed to: Outreach Teen & Family Services, 615 Washington Road, TL-6, Pittsburgh, PA 15228. However, such revocation shall not affect Outreach Teen & Family Services' rights to use information, photography/recording(s), and/or interviews made or obtained prior to my revocation of this authorization.

Signature

Date



Social Media Policy

Without Outreach's prior consent, an Outreach staff member and/or representative shall not independently establish (or otherwise participate in) a website, social network (such as Facebook, Instagram, LinkedIn, Twitter, peer-to-peer networks, etc.), electronic bulletin or other web-based application or tools that:

- Make reference to Outreach clients and/or specific client information.
- Share any Outreach information concerning client records.
- Make misleading statements that you know to be false about Outreach, coworkers, or other people working on behalf of Outreach Teen & Family Services. Postings of news and information should always be honest and accurate and if a mistake is made, it should be corrected quickly.
- Make promises or commitments to Outreach.
- Use Outreach logos.
- Use Outreach photos or content.
- Display photos of Outreach clients or employees on work premises engaged in client care.

Signature

Date



Podcast Guest Release Form

The named Guest does hereby consent to the recording and distribution of reproduction(s) of the Guest's voice and performance as part of the media entitled "Teens Tap IN" (herein referred to as the "Program"). This is to confirm that the undersigned has agreed to be interviewed or otherwise participate in the Program, a production of Outreach Teen & Family Services, Inc.

As a condition of publication/broadcast and for no monetary compensation, Outreach Teen & Family Services, Inc. requests the non-exclusive worldwide rights to reproduce, distribute, and sell your oral and/or video presentation, in whole or in part, in any media, as part of this Program published under the auspices of Outreach Teen & Family Services, Inc. shall have the right to edit and/or transcribe your presentation.

You also grant Outreach Teen & Family Services, Inc. the right to use your name, biography and likeness in connection with the Program.

You warrant that your presentation is original with you, that publication/broadcast will not infringe on the rights of others, and that you have full power to grant this license. Should your presentation/broadcast incorporate copyrighted materials of others, you warrant that you have obtained such permission from those parties for publication/broadcast by Outreach Teen & Family Services, Inc., consistent with this Agreement.

If the foregoing terms are satisfactory, please sign and date this agreement below and return it to the Program Manager, Maggie Zangara at mzangara@outreachteen.org. Execution of this Agreement does not obligate Outreach Teen & Family Services, Inc. to publish your presentation of other materials.

I hereby consent to the use of my oral and/or video presentation as described and agree with the provisions of this release form:

Signature	Date



Outreach Teen & Family Services, Inc.

615 Washington Road, TL-6
Pittsburgh, PA 15228

Office hours:
Monday-Thursday, 8am-3p
Friday, 8a-12p

412-561-5405
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