

FAQs: Admissions and Financial Assistance

How do I apply to Minnesota Adult & Teen Challenge (MnTC)?

There are several ways to apply to our programs, including:

- **Text** MNTC to 900-900 to receive an Application on your mobile device
- **Online:** Find an application here: <https://www.mntc.org/client-inquiry/>
- **Call** the Admissions Department at 612-FREEDOM (612.373.3366) and dial 1 for Admissions. An Admissions specialist will gather key information, and schedule a chemical health assessment, if needed.
 - If a chemical health assessment has already been completed, it may be faxed to our Admissions team at 612.8234913.
- **Fax:** Applications may be faxed to our Admissions team at 612.823.4913
- **Mail:** Applications may be mailed to MnTC at 740 E. 24th Street, Minneapolis, MN 55404
- **Hand-Deliver:** Applications may be hand delivered, or completed in our Admissions lobby, located at 3231 1st Avenue S, Minneapolis, MN 55408. Lobby Hours are M-F from 8am-4:30pm.
 - Our Rochester (Men), Rochester (Women), Duluth and Brainerd campuses also accept hand-delivered Applications.

Incarcerated persons: Those in jail or prison may complete an Application by asking for one from the Corrections Liaison, Admissions Department, or Jail Programmer.

How long does the application process take? How quickly can I be admitted into your program?

The application process typically ranges from within 24 hours up to 2 weeks depending on details of the specific case, bed availability, and the time it takes to verify insurance or other documents. In processing each application we consider:

- Willingness to participate in the program/interest in making significant life changes
- Mental health status/mental health medications
- Medical conditions/prescribed medications
- Legal status, past and present
- Existence of outstanding warrants
- Funding eligibility
- Level of care required
- Location or residency

What is the cost of your program?

During the Admissions process we will review each client's specific situation; however, the following information provides some general guidelines.

- If you have insurance coverage, most insurance providers will pay for at least a portion of licensed treatment and mental health treatment services
- Some clients are eligible for State or County funding for our long term residential recovery and licensed treatment programs
- For our long-term residential recovery program, our Admissions team can provide more information based upon the specifics of your situation. Financial assistance may be available based on your specific needs.
- Cost for mental health services varies by per provider.

What ages do you accept into your treatment programs?

- Clients in MnTC programs range in age from 13-78 years old.
- Telehealth and Outpatient programs accept Males and Females aged 18+
- Residential programs – Females (Minneapolis and Rochester)
 - Licensed treatment: accepts females age 18+
 - Long-term residential recovery: accepts females age 18+
 - Transitional housing: accepts males 18+
- Residential programs – Males (all campuses)
 - Licensed treatment: accepts males age 18+
 - Long-term residential recovery: accepts males 18+
 - Transitional house: accepts males 18+
- Lakeside Academy accepts only males, age 13-17 years

Click here for more information about Lakeside Academy <https://www.mntc.org/teen-treatment/>

Do you accept my insurance?

- Licensed treatment (245g): We accept most insurance in our Licensed treatment programs, whether telehealth, outpatient, or residential
- Mental health services: We accept most insurance for co-occurring mental health services
- Long-term residential recovery program is not covered by any insurance.
- Admissions will ask for your insurance information and screen for benefits.
- County funding: some clients qualify for county funding, depending upon location and specific circumstances. Our Admissions team can provide more information on a case by case basis.
- Clients will be billed for the amount insurance does not cover.
- Veterans: May qualify for funding, if referred through the VA. Please ask an Admissions specialist for more information.
- Medicare benefits will not cover MnTC programs.

How do I apply for County funding?

- Call our Admissions Department to start your process. If you are a Minnesota resident, our team will work to secure appropriate funding from the county.

How can I pay for my program if I do not qualify for county funding or other types of funding?

- Typically, clients seek assistance from family, friends, their community or church for support.

Can I enter the program if I have upcoming court dates?

- Residential clients are allowed to enter MnTC programs with court dates pending. We do take into consideration the severity and nature of any crimes to determine program eligibility. Some applicants may not be appropriate for our program and will be denied admission.
- Residential clients admitted to MnTC programs with pending court dates must provide their own transportation to court appointments.

Can I come to MnTC if I have criminal charges pending in another state?

- This is determined on a case-by-case basis. In some situations clients may enroll in our Licensed Treatment Program (14-90 day program) and pay the full program costs out-of-pocket, then go back to their home state to complete their sentencing.
- At times a Court will allow an individual to come to MnTC to complete the Long-Term Recovery Program as a condition of their sentencing; in this situation clients must pay the program costs out-of-pocket due to their out of state residency.

If I'm on probation in another state, may I enter Minnesota Adult & Teen Challenge?

- This is determined on a case-by-case basis. We do take into consideration the severity and nature of any crime to determine program eligibility.
- The county of the campus oversees probation cases. It is very rare that the state of MN will allow felony level probation to transfer -- meaning, they would deny the person entry to MnTC.
- In some cases, persons desiring admission to MnTC are granted permission to travel. We would consider admission in this situation, but the client would be expected to pay all program costs out-of-pocket.

Is there a waiting list for your residential programs?

- Typically, we schedule individuals based on the next available open bed at their desired location; we may refer to another MnTC campus to advance the Intake date.

What type of insurance is accepted by MnTC?

- Most insurance providers are in network for our licensed services.
- Veterans may access funding if they are referred to an MnTC program through the Veterans Administration (VA); however, they cannot use TriCare to pay for MnTC programs or services.
- Clients cannot use Medicare to pay for treatment; however, if clients do not have a supplemental insurance and are under the county income guidelines, they may qualify for county funding. Our Admissions specialists will help you through this process.
- If a client has an eligible supplemental insurance, they may use this to pay for treatment.
- Clients cannot use Medical Assistance to pay for treatment. However, if the client is eligible for county funding, it may pay for treatment. Please speak with our Admissions team about county funding opportunities.

Can I just drop off my loved one at the door?

- It's always best to schedule an appointment for your loved one by calling 612-FREEDOM. However, we can accommodate walk-in assessments Monday through Friday between the hours of 8:00AM to 2:00PM, based on staffing availability.

Does MnTC accept people into its residential programs who have eating disorders?

- Yes, as long as the primary condition at time of Admission is substance use disorder. One's treatment for substance use disorder will be prioritized and then the client may address his or her eating disorder.

Can you help with credit card bills?

- For clients in our Long-Term Recovery program, a staff member can provide verification of client enrollment to a credit card agency, with written request of the client.
- Clients in our long-term Recovery Program will work on a personal budget as part of their curriculum.

Do you accept clients in wheelchairs?

- MnTC is not a medical facility and does not have lift kits in vans or for bathing and managing personal care.

Do you accept clients with other physical limitations or disabilities?

- Our goal is always to provide a safe environment while maintaining our high quality care standards. Every applicant case is screened to ensure fit with these goals.

- Hearing impaired or deaf clients have attended our programs with use of a sign language interpreter.

Do you accept pregnant women into your treatment and recovery programs?

- Yes, as long as one's medical needs do not exceed our program requirements.

Are clients in MnTC's residential programs required to be Christian for either program admission or graduation?

- Clients are not required to be Christian either to attend or to graduate MnTC programs.
- Our Licensed Treatment (245G) program is a secular program with an option for faith-based curriculum available upon request.
- Our long-term Residential Recovery program is a faith-based program. Clients are not required to be Christian for enrollment into the program; however all clients are expected to participate in the full program curriculum.

Do you accept clients on Medication-Assisted Treatments (MATs)?

- Yes, we accept clients on certain Medication-Assisted Treatments (MAT) and we provide on-site psychiatric medicine services. We do not accept clients on methadone. Please see Prohibited Medications list below.

Examples of prohibited medications include, **but are not limited to**, the following:

- **Medical Marijuana**
- **All medications used for the treatment of Alcohol or Opiate dependence and/or withdrawal ¹**
- **All Barbiturates**
- **All Medications used Specifically for Weight Loss**
- **All Benzodiazepines**
- **All Medications for Smoking Cessation ²**
- **All Muscle Relaxants**
- **All Stimulant Medications ³**
- **All Performance Enhancing Steroids or Supplements**

¹ Suboxone (Taper no longer than 90 days) or Naltrexone/Vivitrol will be considered for limited use, on a case by case basis, under the direct supervision of a Licensed Prescriber

² Clients are allowed up to a 10 week taper of Nicotine Patches

³ Only Strattera & Intuniv are allowed for treatment of ADD/ADHD

⁴ Only Melatonin is allowed as a sleep aid

- **All Narcotic pain relievers and pain relievers with potential for dependence & abuse**
- **Sleep Aids ⁴**

Please note that Minnesota Adult and Teen Challenge has an Approved list of OTC Medications

That Clients may Purchase on their Own

**PROHIBITED MEDICATIONS THAT GET PRESCRIBED TO CLIENTS
MAY BE DESTROYED BY MNTC**

Does MnTC offer Mobile Assessments?

- Yes, our Assessors do conduct mobile assessments at detox facilities, hospitals, jails, and prisons for clients interested in attending treatment at MnTC. Clients currently incarcerated need to complete and submit a jail application before requesting a Mobile Assessment. Clients in detox or a hospital can call 612-FREEDOM to request a mobile assessment.

Can I be admitted on the same day as I complete my chemical health assessment?

- Often we're able to accommodate a same day assessment and intake, however it depends on the specific case and situation.
 - The first step in the Admissions process is completion of a Chemical Health Assessment at either a MnTC location or at another treatment facility. If your assessment was completed elsewhere, please have it faxed to (612) 823-4913. Once an Assessment is received, it is assigned to a Case Coordinator who assists clients through the intake process.
 - Other factors addressed prior to admission include: funding authorization, assessment of withdrawal needs, and bed availability. We are committed to getting people the help they need, as quickly as possible.
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FAQs: Donating and Volunteering

I have a question regarding my recent financial gift to MnTC. Who can I call?

- Call 612-Freedom and follow the prompts, or email Brooke.Osell@MnTC.org.

What items can I donate to MnTC?

- Clothing: MnTC accepts new and lightly used clothing donations depending on current needs. We ask that Men's and Women's clothing be separated for easy distribution to our various centers. To schedule a donation, please call 612-FREEDOM and follow prompts, or send an email to the appropriate party.
 - For Men's clothing donations contact Lara.Newman@mntc.org
 - For Women's clothing donations, please contact Kristen.Daniels@mntc.org
- Vehicles: Our Cars For Recovery program accepts cars, trucks, motorcycles, boats, and a range of other motorized vehicles. Depending on the status of the donated vehicle it will be used to: provide transportation for an MnTC employee; provide a vehicle to a program graduate; or sold with the funds going directly toward support of client needs. If you are interested in donating a vehicle, please contact Bruce Studer at 612-238-6162 or Bruce.Studer@MnTC.org. You can also find more information on our vehicle donation page.
- Household items: We accept new and lightly used household items such as dishes, cookware, small electronics, and lamps based on current need. To arrange for a donation, please call 612-FREEDOM and follow the prompts, or contact Willie.Green@MnTC.org.
- Furniture: We accept certain types of furniture in good to excellent condition based on current need. To arrange for a donation, please call 612-FREEDOM and follow the prompts, contact Willie.Green@MnTC.org.

How can I volunteer?

- MnTC is always seeking volunteers to help out at various events and participate in our mentorship program.

Mentors: Please visit our Volunteer page to learn more or contact Kristi.Hedstrom@mntc.org

- Event Volunteers: For a current list of volunteer opportunities, please visit <https://volunteer.mntc.org/>

May I give to MNTC through my Will or Estate?

- Yes, for more information, please read about our Planned Giving on our Donate page. Please also read our Endowment information page.

FAQs: General Program Policies and Procedures

Can I work on my High School credits or get my GED while in the program?

- Yes, clients may work on High School credits and/or earn a GED while in the program.

May I work while I'm enrolled in a residential treatment or recovery program?

- No, while in our residential treatment and recovery programs, clients are not able to be employed, to seek employment, or to attend school. This is time to focus on overcoming substance use addiction and other life-controlling issues. The exception is in the latter part of our long-term recovery program where transition planning takes place, and clients are preparing to return to the community.

Do you allow smoking?

- No, our campuses are completely tobacco-free. We do provide smoking cessation support and allow eligible clients to use a nicotine patch for a period of time. For most clients, not being able to smoke is far easier than what they'd expected.

What are the visiting hours for clients enrolled in Residential programs?

- Please see our visiting hours, information and guidelines below:

Visitors Hours, Information, and Guidelines

Visitation Days and Times:

Women

1717 2nd Avenue South

Minneapolis, MN 55403

Saturday 2:30 - 4:30 pm

Thursday 6:00 - 8:00 pm

Men

3231 First Avenue South

Minneapolis, MN 55408

Sunday 1:30 – 3:30 pm

Wednesday 7:00 - 9:00 pm

- Additional visitation is often provided on holidays. Days and time will be announced on the floor and at visitation the week prior.
- No communication (visitors, phone calls, and letters) is allowed the first week of treatment for adult men and women except for clergy, legal community, and in the case of family emergency. Teens may call their parents/guardian and adult clients may call their minor children.

Family Night (for both men and women)

Tuesday evenings from 7:00 – 8:15pm

3231 First Avenue South

Minneapolis, MN 55408

Participants may be family members - mother, father, children (over 12), sisters, brothers, spouse, or pastors/mentors. All participants must be on the client's approved correspondence list.

Counseling Support

Family Counseling Sessions (by appointment only through primary counselor)

Individual Counseling – Mental Health

For clients. Scheduled by primary counselor.

Guidelines

During our clients program, visits from family and friends can be a tremendous source of encouragement and support. We are glad for your concern and involvement. Following are some guidelines that will assist you in knowing expectations that Minnesota Adult and Teen Challenge has in relationship to our clients and their visitors. If you have any questions, please feel free to speak to a staff member on duty.

- **No Bags and or purses allowed in during visits. Please leave these items in your vehicle.**
- **No Cell phones allowed during visits. Please plan accordingly or make arrangements to leave your cell phone or any other electronic devises at home or in your vehicle.**
- Visitors must provide valid I.D
- Visitors are to sign in upon arrival and sign out upon departure from our facility.
- Visitor hours begin and end at specific times. Make sure you are aware of that time and end the visit accordingly.
- Money and Personal items brought for the client are to be given directly to staff, not the client. Clients are not permitted to keep money in their personal possession. Our staff will deposit their money into their personal accounts, and will provide the client a receipt for any money received. Our staff will also check personal items brought for the clients to ensure they are items that are in keeping with our standards.
- Visitors meet with clients in the designated visiting areas only.
- Non-perishable snacks will be placed in the clients snack bin, and may not exceed the amount that will fit into the clients bin. A client's snack bin is about the size of a shoebox. Please do not bring in more than a client can consume or store during visitation time.
- Visitors including children may not use the exercise equipment. Children must be supervised at all times
- Please do not give your cell phone to a client under any circumstances and or allow them to use the phone.
- We encourage you to keep conversations with clients on a positive note. Encourage them to do their best. While clients may at times be frustrated with the program, it is helping them to develop new life patterns and behaviors. Encourage them not to give up and to complete the program. Please refrain from cursing or using foul language, as well as wearing immodest apparel.
- Alcohol, drugs and tobacco are prohibited inside and outside our property. If a client is given any of these products by a visitor, it is likely that the visitor could be restricted from further visits. Also, please do not give gum to clients.

- Pets are not to be brought to visits, as they are not allowed in the building or outside TC property.
- If a client is approved for an appointment off-site, the client must remain with the individual who picked them up for the entire pass time. Clients are not to be dropped off anywhere, and left unaccompanied or with someone other than the approved visitor. Clients are not to be in contact with anyone who is not on their correspondence list, and may not communicate with anyone online.

If you have any questions or concerns regarding your visit, please feel free to speak with a staff member. If these guidelines are not followed, it could prevent clients from future visits or passes; we appreciate your cooperation in making this a positive time with your loved one.

What is the daily schedule like for residential clients?

- Daily schedules may vary by site, but typical schedules can be viewed below:

Men's Long-Term

Phase 1

:15						
3:30 - 10:00 PM	EVENING ACTIVITIES	EVENING ACTIVITIES	EVENING ACTIVITIES	EVENING ACTIVITIES		EVENING ACTIVITIES
		* FAMILY NIGHT (ELECTIVE) (7:00 - 8:00)		* 12 STEP DISCOVERY GROUP (ELECTIVE) (5:30 - 7:00)		

* PHASE 1 = TWENTY-TWO (22) STANDARD PROGRAMMING HOURS OF WHICH NINE (9) ARE BILLABLE. (WITH ELECTIVES, BILLABLE SERVICES ARE INCREASED TO @ 15 - 17). DURING GRADUATION WEEK, TWO (2) HRS OF PROGRAMMING ARE ADDED.

Phase 2



LAST UPDATE: 08/24/16 (TMO)

LONG-TERM & OVERCOMERS SCHEDULE FOR PHASE 2

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAT.
8:00 AM	CHAPEL (8:00 - 9:00)				LATE WAKE-UP / MISC. APPOINTMENTS	MISC. ACTIVITIES / EVENTS
:15						
:30						
:45						
9:00 AM	BREAK / TRAVEL (9:00 - 9:30)				CHOIR (9:30 - 11:15)	MISC. ACTIVITIES / EVENTS
:15	LEVELS CLASS (9:30 - 10:30)					
:30						
:45						
10:00 AM	GSNC (9:30 - 11:15)	BREAK (10:30 - 10:40)		CHOIR (9:30 - 11:15)	MISC. ACTIVITIES / EVENTS	
:15		OVERCOMERS PROCESSING GROUP (10:40 - 11:15)				
:30						
:45						
11:00 AM	LUNCH / TRAVEL / MEDICATIONS (11:15 - 12:30)					VISITATION
:15						
:30						

:45		* NICOTINE SUPPORT GROUP (ELECTIVE) (11:30 - 12:30)	* OPIATE SUPPORT GROUP (ELECTIVE) (11:30 - 12:30)					
12:00 PM								
:15								
:30					FLEX TIME / MISC. APPOINTMENTS			
:45	WORK STUDY / APPOINTMENTS / POTENTIAL ELECTIVES (12:30 - 2:15)	WORK STUDY / APPOINTMENTS / POTENTIAL ELECTIVES (12:30 - 2:15)	*OVERCOMERS PHASE 2 GROUP (1X PER MONTH) (12:30 - 2:15)	WORK STUDY / APPOINTMENTS / POTENTIAL ELECTIVES (12:30 - 2:15)				
1:00 PM					* VARIOUS ELECTIVES (1:00 - 7:00)	*** GRADUATION *** (LAST FRIDAY/MONTH) (1:00 - 3:30)		
:15								
:30								
:45								
2:00 PM	SNACK BREAK (2:15 - 2:30)							
:15								
:30								
:45	WORK STUDY / APPOINTMENTS / POTENTIAL ELECTIVES (2:30 - 3:30)							
3:00 PM								
:15								
3:30 - 10:00 PM	EVENING ACTIVITIES	EVENING ACTIVITIES	WEDNESDAY NIGHT CHURCH	EVENING ACTIVITIES	EVENING ACTIVITIES	MISC. ACTIVITIES / EVENTS		
	VISITATION (6:00 - 8:00)	* FAMILY NIGHT (ELECTIVE) (7:00 - 8:00)		* 12 STEP DISCOVERY GROUP (ELECTIVE) (5:30 - 7:00)				
	EVENING ACTIVITIES							

* PHASE 2 = AS MANY AS NINETEEN (19) STANDARD PROGRAMMING HOURS WITH THREE (3) BILLABLE HOURS. CLIENTS MUST ALSO PARTICIPATE IN THREE (3) ADDITIONAL ELECTIVES PER MONTH. MAX BILLABLE HR (WITH ELECTIVES) = 8 - 12.

Women's Long-Term

Women's Long Term Program Daily Schedule						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	Morning	Morning	Morning	Morning	Morning	Morning
Quiet/In-Room Time Ends 5:00	Quiet/In-Room Time Ends 5:00	Quiet/In-Room Time Ends 5:00	Quiet/In-Room Time Ends 5:00	Quiet/In-Room Time Ends 5:00	Quiet/In-Room Time Ends 5:00	Quiet/In-Room Time Ends 5:00
Medication Varies Weekly (Check out noon & 4p meds)	Medication (check out noon meds) 5:00 #1 5:30 #2	Medication (check out noon meds) 5:45 #1 6:30 #2	Medication (check out noon meds) 7:30 #1 7:30 #2			
***Church Travel (Time varies)	Breakfast 5:00-6:20	Breakfast 5:00-6:20	Breakfast 5:00-6:20	Breakfast 5:00-6:20	Breakfast 6:00-7:30	Breakfast 6:45-8:30
	Breakfast Clean-up 6:20-6:50	Breakfast Clean-up 6:20-6:50	Breakfast Clean-up 6:20-6:50	Breakfast Clean-up 6:20-6:50	Breakfast Clean-up 7:30-8:00	Breakfast Clean-up 8:30-9:00
	Devotions 7:05-7:15	Devotions 7:05-7:15	Devotions 7:05-7:15	Devotions 7:05-7:15	Devotions 8:20-8:30	Brunch 10:00-10:30
	Load Vans @ 7:30	Load Vans @ 7:30	Load Vans @ 7:25	Load Vans @ 7:25	Load Vans @ 8:40	Brunch KCU 10:30-11:00
	Chapel Portland 8:00-9:00	Chapel Portland 8:00-9:00	Chapel Stevens 8:00-9:00	Chapel Stevens 8:00-9:00	Choir 1st & 3rd weeks: 9:15-10:15 2nd & 4th weeks: 9:15-11:00	Clean Rooms 10:30-11:00
	GSNC 9:30-11:00	Class 9:30-11:00	Class 9:30-11:00	Class 9:30-11:00		Recreation 11:00-4:00
	Lunch 11:00-11:40 Portland	Lunch 11:00-11:40 Portland	Lunch 11:00-11:40 Portland	Lunch 11:00-11:40 Portland	Lunch 11:00-11:40 1st/3rd 11:30-12:00 2nd/4th House	
	Load Vans 11:45	Load Vans 11:45	Load Vans 11:45	Load Vans 11:45	Lunch Clean-up 11:30-12:00	
Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon
Lunch (Time varies)	Biz Calls 12:30-1:15	Visits 11:00-2:00				
	Quiet Study Time 12:30-2:00	Quiet Study Time 12:30-2:00	Quiet Study Time 12:30-2:00	Quiet Study Time 12:30-2:00		
(Shift Change 2:45- 3:30pm)	(Shift Change 2:30- 3:00pm)	(Shift Change 2:45- 3:30pm)				
Free Time 3:15-5:00	Free Time 3:15-5:00	Free Time 3:15-5:00	Free Time 3:15-5:00	Free Time 3:15-5:00	Free Time 3:15-5:00	Free Time 3:15-5:00
	Medication #1 4:00-4:15					
	Medication #2 4:00-4:30	Medication #2 4:15-4:45	Medication #2 4:15-4:45	Medication #2 4:15-4:45	Medication #2 4:15-4:45	
Evening	Evening	Evening	Evening	Evening	Evening	Evening
Dinner 5:00-5:30	Dinner 4:30-5:00	Dinner 5:00-5:30	Dinner 5:00-5:30	Dinner 5:00-5:30	Dinner 5:00-5:30	Dinner 5:00-5:30
Dinner Clean-up 5:30-6:00	Dinner Clean-up 5:00-5:30	Dinner Clean-up 5:30-6:00	Dinner Clean-up 5:30-6:00	Dinner Clean-up 5:30-6:00	Dinner Clean-up 5:30-6:00	Dinner Clean-up 5:30-6:00
Free Time 6:00-8:00	Free Time 6:00-8:00	Free Time 6:00-8:00		Free Time 6:00-8:00	Free Time 6:00-8:00	Free Time 6:00-8:00
Phones 6:30-7:30	Phones 6:30-7:30	Phones 6:30-7:30	Church 7:00-9:00	Phones 6:30-7:30	Phones 6:30-7:30	Phones 6:30-7:30
Snacks 7:30-8:00 Meds 8:15	Snacks 8:00-8:30 Meds 8:15	Snacks 7:30-8:00 Meds 8:15	Meds/Snack Upon return from Church	Snacks 7:30-8:00 Meds 8:15	Snacks 7:30-8:00 Meds 8:15	Snacks 7:30-8:00 Meds 8:15
Quiet Time Begins 8:30	Quiet Time Begins 8:30	Quiet Time Begins 8:30	Quiet Time Begins 8:30	Quiet Time Begins 8:30	Quiet Time Begins 8:30	Quiet Time Begins 8:30
In-room Time 9:50	In-room Time 9:50	In-room Time 9:50	In-room Time 9:50	In-room Time 9:50	In-room Time 10:50	In-room Time 9:50
Personal Devotions 10:10-10:30	Personal Devotions 10:10-10:30	Personal Devotions 10:10-10:30	Personal Devotions 10:10-10:30	Personal Devotions 10:10-10:30	Personal Devotions 11:10-11:30	Personal Devotions 10:10-10:30
Lights Out 10:30	Lights Out 10:30	Lights Out 10:30	Lights Out 10:30	Lights Out 10:30	Lights Out 11:30	Lights Out 10:30
***Commencement Days- Leave for Christ Church at 12:30 (Last Friday every month)						

*** Step 2 & 3 Group: Monday @ 9:15 – Mikki, Mike, & Sara’s Groups**
Tuesday @ 9:15 – All Other Groups

Women's Short-Term

Women's Daily Schedule – MnTC Licensed Program. Revised 8/8/2017
SUBJECT TO CHANGE DAILY! ALWAYS READ WHITE BOARD!!

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Morning	Morning	Morning	Morning	Morning	Morning
Wake-up 5-7am	Wake-up 5-7am	Wake-up 5-7am	Wake-up 5-7am	Wake-up 5-8am	Wake-up 5-8am	Wake-up 5am-optional
Showers 5 am-7 am	Showers 5 am-7 am	Showers 5 am-7am	Showers 5 am-7 am	Showers 5am-8am	Showers Available	Showers Available
Work out times 5am-6:50am	Work out times 5am-6:50am	Work out times 5am-6:50am	Work out times 5am-6:50am	Work out times 5am-7:50am	Workout Available	Workout Available
MEDS 5:00 am-6:30am Check-out noon meds	MEDS 5:00 am-6:30am Check-out noon meds	MEDS 5:00 am-6:30am Check-out noon meds	MEDS 5:00 am-6:30am Check-out noon meds	MEDS 7:30 am-9:00 am Check-out noon meds	MEDS 7:30-9:00am Check-out noon meds	MEDS 7:30- 9am Optional Church
Breakfast in Cafeteria (opt) 5 am-6:50 am	Breakfast in cafeteria (opt) 5 am-7:50 am	Breakfast in cafeteria (opt) 5 am-7:50 am	Breakfast in cafeteria (opt) 5 am-7:50 am			
Fireside Meeting 7:20 am Prayer/Devo	Fireside Meeting 7:20 am Prayer/Devo	Fireside Meeting 7:20 am Prayer/Devo	Fireside Meeting 7:20 am Prayer/Devo	Fireside Meeting 9 am Prayer/Devo	Eating in Recovery group 8:30am (optional) Brunch 9:55am (mandatory)	TBA Blessings
Chapel/Prayer Portland 8:00 am-9:00am Optional	Chapel/Prayer Portland 8:00am -9:00am optional	Chapel/Prayer Stevens 8:00 am-9:00 am optional	Chapel/Prayer Stevens 8:00 am -9:00 am optional	No Chapel	Group 1 10:30am -12:15 pm Phones Group 2	Free time Deep clean rooms
Primary Group 9:30 am	Primary Group 9:30 am	MH Codependency Group 9:30 am	Primary Group 9:30 am	Art Therapy Group 9:30 am	Checked out meds Given in group	
Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon
Lunch 11:30 am @ 1717	Lunch 11:30 am @ 1717	Lunch 11:30 am @ 1717	Lunch 11:30 am @ 1717	Lunch 11:30 am @ 1717	Laundry Starts 12:15 pm see posted	Lunch 11:55 am or whenever

Then KCU & Coffee 12pm Business Calls	Then KCU & Coffee Nicotine Support Group (Optional) 12pn Business Calls	Then KCU & Coffee Opiate Support Group (optional) 12pn Business Calls	Then KCU & Coffee 12pm Business Calls	Then KCU & Coffee 12pm Business Calls	sheet for assign time slots	back from church
Psycho-Educational Group 12:30 pm Therapeutic Recreation 2:30pm-2:50pm Recovery Group 3pm - 4 pm	Psycho-Educational Group 12:30 pm Therapeutic Recreation 2:30pm-2:50pm Recovery Group 3pm - 4 pm	Community Mtg 12:30 pm-1:30 pm Recreational/ Experimental Therapy 1:30pm-4 pm	Psycho-Educational Group 12:30 pm Therapeutic Recreation 2:30pm-2:50pm Recovery Group 3pm - 4 pm	Skills Group 12:30pm Therapeutic Recreation 2:30-2:50pm Recovery Group 3pm - 4 pm	Group 2 12:15 pm-2pm Phones Group 1 Money for "order out only" 1:45-2pm Visits 230-430 Visit KCU 4:30	12:45pm KCU Deep Cleaning
4pm Chores	4pm Chores	4pm Chores	4pm Chores	4pm Chores	3-4 Bible Study (opt) 4pm Chores	2pm Coffee Trip for those who took out \$
Meds 4:15 pm -4:40pm	Meds 4:15 pm - 4:40pm	Meds 4:15 pm -4:40pm	Meds 4:15 pm - 4:40pm	Meds 4:15 pm - 4:40pm	Meds 4:15 pm - 4:40pm	Meds 4:15 pm - 4:40pm
Evening	Evening	Evening	Evening	Evening	Evening	Evening
Dinner 4:40 pm -5:20pm	Dinner 4:40 pm - 5:20pm	Dinner 4:40 pm -5:20pm	Dinner 4:40 pm - 5:20pm	Dinner 4:40 pm - 5:20pm	Dinner 4:40 pm - 5:20pm	Dinner 4:40 pm - 5:20pm
Phone 5:20pm 5:45pm Zumba Reel Therapy 6:30-8:30pm Quiet on floor 8:30pm	Phones 5:30pm Family Night Education 7:00-8:15pm Quiet on floor 8:30pm	Phones 5:40pm (1) 6:15 Church (opt) 6:45 Phones (2) Laundry Quiet on floor 8:30p	Phones 5:30 pm Visitation 6-8pm 12 Step 6:30-8:15 Quiet on floor 8:30pm	Evening schedule on whiteboard	Evening schedule on whiteboard	Evening schedule on whiteboard
Snack 8:30pm-8:50pm Meds 8:30pm-9:30pm	Snacks following Family Night Ed Meds 8:15-9:30pm	Snack 8pm-8:30pm Meds 8:15-9:30pm	Snack 7:30pm-8pm Meds 8:15-9:30pm	Snack 8pm-8:30pm Meds 8:15-9:30pm	Snack 8pm-8:30pm Meds 8:15-9:30pm	Snack 8pm-8:30pm Meds 8:15-9:30pm

In Rooms 9:50 pm	In Rooms 9:50 pm	In Rooms 9:50 pm	In Rooms 9:50 pm	In Rooms 10:50 pm	In Rooms 10:00 pm	In Rooms 9:50 pm
Lights Out 10:15pm	Lights Out 10:15pm	Lights Out 10:15pm	Lights Out 10:15pm	Lights Out 11:30pm	Lights Out 10:30pm	Lights Out 10:15pm

Is MnTC a lock-down facility?

- No, MnTC is not a lock-down facility.

What do I need money for while I'm enrolled at MnTC and how much should I bring when I come?

- Clients need to pay for personal hygiene and personal need items; in addition, clients may go on coffee walks, order in food on weekends, and attend certain events for which they will need money.
- The amount you decide to bring with you is a personal or family decision.
- Some MnTC clients qualify for general assistance from the state of Minnesota and will receive \$97 a month from the state while enrolled in the program

Do you have a gym I can work out in?

- Yes, we provide work-out space and state of the art gym equipment at every location.

Do you offer clients transport services to court appointments?

- If staff members are available, MnTC may provide transports within a 5-mile radius.
- For clients who do not have family support, or if the court requires a MnTC staff member to accompany a client to court, then we will arrange for transportation.

If I'm enrolled in the Long-term Residential Recovery program, am I ever allowed to leave? What are the passes like?

- Please see Pass Policy documents below:

Passes- Long term Program

There are several types of passes granted at Minnesota Adult & Teen Challenge. Clients should familiarize themselves with the different types of passes and understand the eligibility requirements for each. Clients must submit a Pass Request Form to their Program Manager for approval by Wednesday of the week the pass is desired. (Emergency passes do not require advance notice.) The Program Manager will approve or disapprove the pass request. Clients on probation/parole or furlough must have approval from their probation officer or sheriff to qualify for any pass.

Clients may not take more than one pass in any particular week and may never combine passes with scheduled breaks.

Clients are responsible for their own transportation to and from our facility when going on pass. The visitor picking up the client is required to sign them out when leaving and sign them in when returning. The client is to remain with the person(s) reflected on their pass request.

Minnesota Adult & Teen Challenge occasionally schedules activities on Saturdays that may interfere with normal visitation pass schedules. The Program Manager will inform clients of any changes in schedule which may prevent passes and visitation on a given Saturday.

Program Pass

Clients are eligible for a program pass after completion of level one, two, and three. Program passes cannot be split into smaller blocks of time and cannot be combined with any other passes.

Clients are allowed one program pass for each level completed. Each pass is a onetime pass that must be used in the level it's assigned to. If a client given an extension with level one privileges, the client is not eligible for another level one or level two program pass.

COMPLETION OF LEVEL ONE: Client will receive one 10 hour pass. (11am – 9pm Sat.)

COMPLETION OF LEVEL TWO: Client will receive one 36 hour pass. (8am Fri. – 8pm Sat.)

COMPLETION OF LEVEL THREE: Client will receive one 48 hour pass. (6pm Thurs. – 6pm Sat.)

If a client is eligible for a program pass at Thanksgiving, the client may be eligible to take their program pass on Thanksgiving Day at the discretion of their Program Manager. Clients going on a program pass Thanksgiving Day are eligible to leave the facility at 10:00 a.m. that morning.

Family Pass

Each client is allowed **one** family pass during their stay at Minnesota Adult & Teen Challenge for a special family event such as wedding, birthday, anniversary, family reunion, Thanksgiving or other events of special importance. Eligibility will be considered after being in the program at least 90 days.

The Program Manager will determine the duration of each family pass based on the nature and location of the event. Since only one pass of this nature is allowed during a client's stay, each client should carefully plan which family event is the most important for him/her to attend.

Clients will not normally be approved for family passes on Sundays because of the requirement to have everyone sing in the choir.

Level 4 Weekly Pass

Clients shall receive off-site passes for Saturdays. Passes may be used between the hours of 12:00pm and 6:00pm on Saturdays.

Emergency Pass

Unfortunately, emergencies are a part of life and require special and immediate attention. Clients should see the Program Manager to discuss their particular circumstance. If he/she approves the emergency pass, the Program Manager will complete the "Client Emergency Pass Request" form, and will work with the client in determining the duration of the pass. The amount of time allowed for the emergency pass will depend on the nature and location of the emergency. Qualifying emergencies include the death, severe injury, or severe illness of a close family member, or circumstances that threaten their immediate safety.

Valentine's Day and Wedding Anniversary Pass: Clients that are legally married at the time they enter the program will be allowed, at the discretion of their Program Manager, to take a four hour pass on Valentine's Day and also on their wedding anniversary. The pass shall be from 5:00 p.m. to 9:00 p.m.

Abuse of Pass Privilege

Clients who abuse their pass privileges by failing to return on time, falsifying information on their pass requests, or attempting to deceive staff about their passes will face disciplinary action. Clients returning from pass will be checked to ensure prohibited items are not brought into our facility. Any client attempting to bring prohibited items into our facility will face disciplinary action

Whether clients are at Teen Challenge or away from the program on passes, it is their responsibility to abide by Teen Challenge policies while enrolled as a client. This includes no smoking, drinking or using drugs, as well as all other policies outlined in the Client Manual. Clients are not permitted to pick up their own prescriptions. This must be done by Teen Challenge staff. If clients become ill while on pass and have medication prescribed, it is their responsibility to notify the Program Manager immediately.

Transitional Appointments

Level 4 clients will be allowed outside appointments, at the discretion of their Program Manager, for the purpose of aftercare planning for things such as: job interviews, church visits, and housing interviews. Appointment destinations, transportation and length of time must be determined prior to leaving the building and approved by their Program Manager. Clients are responsible for providing their own transportation.

Holiday Breaks

There are two scheduled holiday breaks in the program—Summer Break and Christmas. All normal client activities cease during these times, with the exception of the Short-Term Program. Minnesota Adult & Teen Challenge is not liable for the safety of clients who are away from our facility on break.

Eligibility

Clients may go home during these breaks only if all of the following conditions are met:

1. They must be in our program at least 90 consecutive days prior to the start of the break.
2. They must have the approval of their Program Manager.
3. If on parole/probation, they must have written permission from their probation officer.
4. Clients furloughed to Minnesota Adult & Teen Challenge must have approval from their county sheriff.

Transportation

Minnesota Adult & Teen Challenge does not provide transportation for adult clients who are going away on break. This includes transportation to/from airports, train stations, bus stations, or any other location.

Clients Remaining At MnTC during Break

Recreation, visitation and other activities will be scheduled for clients who remain in our facility during these breaks.

Break Schedule

A schedule of when clients may depart and when they must return during each break will be provided and will also be posted on the bulletin board in the client's living facility. Clients who do not return from break on time may be discharged, their time in the program may be extended and/or lose future opportunities to go home during scheduled breaks.

Because there are no exceptions to the designated departure and return times to and from MnTC, clients should reserve their flight/bus tickets at times that will allow them enough time for transportation to and from their mode of travel.

Can you help with child protection service?

- While in the licensed treatment program, your program manager will update the Child Protection Agency of progress, per court order.
- For clients in our Long-Term Recovery program, a staff member can provide verification of client enrollment to a child protection agency, with written request of the client.

Do you help with legal advice?

- Clients in our Long-term Recovery program have access to a legal liaison on a pro-bono basis to address common legal issues. This provides an opportunity to work towards resolving your legal issues while focusing on your sobriety.

May I see my chiropractor while enrolled in a residential program?

- Yes, however appointments may only take place on Saturdays and be within 5 miles of the client's respective building. For more information on appointments, please see our Appointment Policy below:
-

Appointments- Medical/Dental

Clients have the right to medical and dental care during their stay at Minnesota Adult & Teen Challenge. Clients are responsible for all of their health care expenses. The Program Director and/or Nurse will meet with clients whose medical care or number of outside appointments interferes with their progress to determine whether or not the client will be able to continue in the program.

- There are no outside medical appointments unless approved by a nursing staff for the first 30 days you are in the program.

Outside Counseling

Each client at Minnesota Adult & Teen Challenge is assigned to their own Chaplain. Marriage/family counseling that has been approved by the Program Manager or medically necessary psychiatric counseling may be allowed on a case by case basis.

Appointment Procedures

Clients wanting to see a doctor must submit a Client Request Form to their Program Manager. They are not permitted to schedule their own appointments. Client Request Forms may be obtained from Program Staff. An appointment will be made at the earliest date possible, and the client will be informed of the date and time of the appointment. After the initial appointment, a follow-up appointment can be made at the clinic, by the clinic's scheduling administrator. However, these appointments must not conflict with existing program curriculum. Therefore, on days classes are scheduled, Monday – Thursday, appointments are able to be scheduled after 11:30 a.m. Also, appointments being scheduled cannot conflict with in house counseling or therapy appointments. Clients must submit the proposed follow-up appointment to the Administrative Assistant in their house to confirm the appointment.

Chiropractic Appointments

For chiropractic appointments, clients must provide their own transportation. These may only take place on Saturdays and be within 5 miles of their respective building.

Emergencies/After-hours Appointments

Anytime a client is in need of emergency care, 911 will be called. The responding emergency unit will determine the proper action to be taken. 911 should only be used for genuine emergencies, (e.g. possible heart attack, breathing problems, significant injuries, etc.). To determine the necessity of after- hours visits to health care facilities, clients may call the 24-hour nurse phone line designated on their insurance card, for guidance. This call will be made under the supervision of the charge staff.

Transportation

In general, Minnesota Adult & Teen Challenge will provide transportation to and from medical/dental facilities inside the metro area. The primary clinics are:

Female Clients

- North Memorial Hospital (and their affiliated clinics)
- Hennepin County Medical Center (and their affiliated clinics)
- Fairview Hospital (and their affiliated clinics)

Male Clients

- Regions Hospital (and their affiliated clinics)
- Hennepin County Medical Center (and their affiliated clinics)
- Community University Health Care Clinic

Clients who use other health care facilities that are outside the normal transportation area must obtain approval from their Program Manager and provide their own transportation. Only individuals on the client's approved correspondence list may transport the client. When going to and from appointments, clients are to take the most direct route. They are not to make other stops or do any other types of activities without permission from their Program Manager. This includes personal phone calls, visiting friends, eating meals, or any activity not related to receiving medical care.

Documentation

Clients are to obtain a copy of their diagnosis and treatment prior to leaving the medical facility. These documents are to be given to the charge staff immediately upon return to MnTC. Medical facilities sometimes schedule follow-up appointments for clients. When this happens the client is to immediately notify their Program Manager. Failure to do so will usually result in the client missing the appointment.

May I go to the dentist while in the program?

- Yes, clients may go to the dentist while in the program. For more information on appointments, please see our Appointment Policy below:

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May I drive my car and park it at your treatment facility while I'm enrolled in a residential program?

- No, please arrange for transportation to your Admissions appointment.

How many visitors may I have on visiting day?

- Please be aware of our visitor hours and guidelines:

Visitors Hours, Information, and Guidelines

Visitation Days and Times:

Women

1717 2nd Avenue South

Minneapolis, MN 55403

Saturday 2:30 - 4:30 pm

Thursday 6:00 - 8:00 pm

Men

3231 First Avenue South

Minneapolis, MN 55408

Sunday 1:30 – 3:30 pm

Wednesday 7:00 - 9:00 pm

- Additional visitation is often provided on holidays. Days and time will be announced on the floor and at visitation the week prior.
- No communication (visitors, phone calls, and letters) is allowed the first week of treatment for adult men and women except for clergy, legal community, and in the case of family emergency. Teens may call their parents/guardian and adult clients may call their minor children.

Family Night (for both men and women)

Tuesday evenings from 7:00 – 8:15pm

3231 First Avenue South

Minneapolis, MN 55408

Participants may be family members - mother, father, children (over 12), sisters, brothers, spouse, or pastors/mentors. All participants must be on the client's approved correspondence list.

Counseling Support

Family Counseling Sessions (by appointment only through primary counselor)

Individual Counseling – Mental Health

For clients. Scheduled by primary counselor.

Guidelines

During our clients program, visits from family and friends can be a tremendous source of encouragement and support. We are glad for your concern and involvement. Following are some guidelines that will assist you in knowing expectations that Minnesota Adult and Teen Challenge has in relationship to our clients and their visitors. If you have any questions, please feel free to speak to a staff member on duty.

- **No Bags and or purses allowed in during visits. Please leave these items in your vehicle.**
- **No Cell phones allowed during visits. Please plan accordingly or make arrangements to leave your cell phone or any other electronic devises at home or in your vehicle.**
- Visitors must provide valid I.D
- Visitors are to sign in upon arrival and sign out upon departure from our facility.
- Visitor hours begin and end at specific times. Make sure you are aware of that time and end the visit accordingly.
- Money and Personal items brought for the client are to be given directly to staff, not the client. Clients are not permitted to keep money in their personal possession. Our staff will deposit their money into their personal accounts, and will provide the client a receipt for any money received. Our staff will also check personal items brought for the clients to ensure they are items that are in keeping with our standards.
- Visitors meet with clients in the designated visiting areas only.
- Non-perishable snacks will be placed in the clients snack bin, and may not exceed the amount that will fit into the clients bin. A client's snack bin is about the size of a shoebox. Please do not bring in more than a client can consume or store during visitation time.
- Visitors including children may not use the exercise equipment. Children must be supervised at all times
- Please do not give your cell phone to a client under any circumstances and or allow them to use the phone.
- We encourage you to keep conversations with clients on a positive note. Encourage them to do their best. While clients may at times be frustrated with the program, it is helping them to develop new life patterns and behaviors. Encourage them not to give up and to complete the program. Please refrain from cursing or using foul language, as well as wearing immodest apparel.
- Alcohol, drugs and tobacco are prohibited inside and outside our property. If a client is given any of these products by a visitor, it is likely that the visitor could be restricted from further visits. Also, please do not give gum to clients.
- Pets are not to be brought to visits, as they are not allowed in the building or outside TC property.
- If a client is approved for an appointment off-site, the client must remain with the individual who picked them up for the entire pass time. Clients are not be dropped off anywhere, and left unaccompanied or with someone other than the approved visitor. Clients are not to be in contact with anyone who is not on their correspondence list, and may not communicate with anyone online.

If you have any questions or concerns regarding your visit, please feel free to speak with a staff member. If these guidelines are not followed, it could prevent clients from future visits or passes; we appreciate your cooperation in making this a positive time with your loved one.

Can I attend my sibling's wedding while enrolled in a residential program?

- Decisions to allow special passes are made on a case by case basis.

Can I attend the birth of my child while enrolled in a residential program?

- In most cases, yes, assuming there are no legal or other restrictions, clients may attend the birth of children while enrolled in a residential program.

Can my boyfriend/girlfriend visit me while I'm enrolled in a residential program?

- Decisions to accept visitors are made on a case by case basis. All visitors must be approved in advance by program staff and/or the legal team.

Do you accept women and children together into residential treatment programs?

- No, we do not accept women and children together into residential treatment programs.

Do I need a calling card to make outside calls?

- No, staff will provide a phone for every client to use during phone time.

How much phone time is allowed?

- This depends on a few factors. Please see the Phone Call Policy below:

Communication

All communication policies apply to clients while off-site on an appointment, break, pass or for any other reason.

Phone calls and mail can be a tremendous source of encouragement and motivation for clients. It also can provide a means of fellowship and restoring family relationships. It is very important, however, that clients communicate with only those who are committed to helping them get free of their life-

controlling addictions. All clients may receive visits and/or communication from their physician, religious advisor, county caseworker, attorney, and parole/probation officer. These visits may occur at any reasonable hour provided they schedule the visit in advance through the Program Manager who will instruct the charge staff to add their names to the client's correspondence list. All other visitors are subject to the following policy:

One Week Limited Communication Period

After admission to the program, for the first week clients will not be allowed to communicate (phone calls, letters, visits etc.) with anyone other than clergy, legal officials (county caseworker, attorney, and parole/probation officer), or in the case of family emergencies. The only exceptions to this are teen clients who will be allowed to communicate with their parents/guardians and parents who will be allowed to communicate with their minor children. The reason for this is to help the client settle into a daily routine in the program and to prevent the passing of contraband during this critical period. Exceptions to this rule must be approved by the client's Program Manager and/or Program Director.

Computer/Internet

Clients are not permitted to communicate with anyone through email, social media or internet sites (such as Facebook, My Space and others) while in the program. This includes times that clients are away from MnTC on passes, holiday breaks or for any other reason. As a client starts the re-entry process in Level 4, email communication will be allowed. This would apply to such areas as housing, employment, mentors, and church. Email and any internet use associated with it is not intended for casual communications.

Correspondence List

Communication by phone and mail is limited to those individuals whose names are listed on the client's correspondence list. When clients enter the program they will be asked to submit a Correspondence List of individuals with whom they would like to communicate. The Program Manager will review the list and approve those who are believed to be beneficial in motivating and encouraging the client to complete the program. Individuals who may hinder the progress of the client will be disapproved.

Additions to the list

Clients may request an individual be added to their correspondence list by submitting a Client Request form to their Program Manager. The individual will be added to the correspondence list upon approval from the Program Manager.

Deletions from the list

Individuals on the correspondence list who could hinder the progress of the client may be removed from the correspondence list, and are prohibited from further contact with the client.

Phone calls- Long term Program

Clients are not permitted to receive incoming calls except in extreme emergencies. The length of outgoing phone calls allowed is based on the client's level in the program. Privileges increase with advancement to each new level. Staff will observe Level 1 clients dialing phone numbers. Long distance calls are to be made with clients' calling cards.

Privileges are as follows:

Program Level	Number of Weekly Calls	Length of Call Time
Level 1	4	10 minutes
Level 2	4	15 minutes
Level 3	4	20 minutes
Level 4	4	20 minutes

Staff will be present during phone times to monitor the area and ensure that the phone guidelines are adhered to. Staff is not present to monitor an individual's phone conversation and will provide as much privacy as possible for clients during their phone time.

Mentor Calls

Clients may make one brief 5 minute call to their mentor once a week to set up a visit or pass without it counting as one of their weekly phone calls.

Kids Calls

Women with minor children will be permitted additional phone calls to their children that will not count as a weekly phone call. Women are allowed three 10 minute phone calls a week to their minor children.

Skype Calls

Clients with children who are unable to visit their children will be allowed to Skype with them. Clients are only allowed to Skype their children not; spouse, significant other, family or friends. These calls are to be completed during visiting times and need to be pre-approved by the Program Manager. All calls will be monitored by staff.

Phone Calls- Short term Program

Clients of Minnesota Teen Challenge are granted five-10 minute phone calls per week and the person being contacted must be on the client's approved correspondence list. Phone times are typically in the evening. No cell phones are allowed at Minnesota Teen Challenge. Clients are not allowed to use visitor's cell phones.

- There are scheduled phone times, please refer to the daily schedule. Phone calls cannot be made outside of phone time except in the case of business or emergency calls.

Each client receives five 10 minute phone calls per week. Clients with minor children receive one extra call for each two children. Ex: 1-2 children = 1 extra call, 3-4 children = 2 extra calls.

Do I have access to a computer?

- No, clients do not have access to a computer unless you are a teen enrolled and in school at Lakeside Academy.

Do you have pianos?

- Yes, clients have access to pianos.

Do all clients enrolled in the Long-Term Residential Recovery program sing in the MnTC Choir?

- Yes, everyone in the Long-Term program is required to participate in the choir activities.

Can I have overnights with my spouse?

- Yes, clients may have overnights with spouses at specific times in the program.