

FREQUENTLY ASKED QUESTIONS (FAQs) are organized into the following sections:

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1. General Admissions and Financial Assistance

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

There are several ways to begin the Admissions process, including:

- **Text** MNTC to 900-900 to receive an Application on your mobile device
- **Online:** Submit an online inquiry: <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:** Referrals or Applications may be faxed to our Admissions team at 612.823.4913
- **Mail:** Referrals or Applications may be mailed to MnTC at 740 E. 24th Street, Minneapolis, MN 55404
- **In-Person:** You may walk into our centers to gather information and begin the Admission process. In Minneapolis our Admissions lobby is 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 In-Person applications.

Incarcerated persons: Those in jail or prison may complete an In-Custody 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 Admission 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 potential admission 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

Note: for incarcerated persons, the Admission process is dependent upon additional factors, such as scheduled release date, and may take longer based on prioritization and volume of applications received.

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 14-70+ 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 14-17 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, an Admissions representative will screen, and assist in securing appropriate funding if you qualify for county funding.

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.

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 (typical stay is an average of 45 days) 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 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.

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.

What is the relationship between MnTC and other "Teen Challenge" centers in the U.S.?

- Mn Adult & Teen Challenge is an independent corporation and is not formally affiliated with other Teen Challenge centers. Views expressed by other Teen Challenge organizations do not necessarily reflect the views of Minnesota Adult & Teen Challenge. We have an independent and dedicated board of directors, leadership team, and staff. We are fully licensed and adhere to rigorous standards for the care and treatment of every individual.

Does MnTC provide services to all individuals, regardless of race, religion, gender, sexual orientation, and other identifying factors?

- Yes. Our goal is to help as many people as possible; we prioritize safety, well-being, and quality of care to all those we serve.

Do you accept clients with 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.
- We have also made accommodations for those in wheelchairs.

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?

- No. Clients are not required to be Christian either to attend or to graduate MnTC programs.
- Our Licensed Treatment (245G) programs are secular 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); in addition we provide on-site psychiatric and ambulatory detox services. Medication-Assisted Treatments are part of our reviewable medication list; client applications involving MATs are considered on a case by case basis.

Examples of reviewable 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
- All Narcotic pain relievers and pain reliever with potential for dependence & abuse
- Sleep aids ⁴

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

OTC Medications: Please note that Minnesota Adult and Teen Challenge has an Approved list of OTC Medications That Clients may Purchase on their Own

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.

2. 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.Bahr@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.

To donate clothes, contact lara.rauch@mntc.org for men’s clothes, and michelle.magnan@mntc.org for women’s clothing donations.

- 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 612FREEDOM and follow the prompts, or contact Brooke.Bahr@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 Mitch.Martinez@mntc.org.

How can I volunteer?

MnTC loves its volunteers and is always seeking volunteers to help out at various events, do special projects, and to 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.

3. 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 and lozenges for a period of time. For most clients, not being able to smoke is far easier than what they'd expected.

What is the daily schedule like for residential clients?

- Please ask program staff for daily schedules, as they vary by site and by program.

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 \$121 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 Client Care Manager for approval by Wednesday of the week the pass is desired. (Emergency passes do not require advance notice.) The Client Care 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 Client Care 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 Client Care 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 Client Care 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 Client Care Manager to discuss their particular circumstance. If he/she approves the emergency pass, the Client Care 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 Client Care 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 Client Care Manager immediately.

Transitional Appointments

Level 4 clients will be allowed outside appointments, at the discretion of their Client Care 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 Client Care 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 Client Care 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 Client Care 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 and LADC. Marriage/family counseling that has been approved by the Client Care 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 request in our kiosk system to their Client Care Manager. They are not permitted to schedule their own appointments. 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. 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 Client Care 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 Client Care 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 Administrative Assistant 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:

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 see the Client Manager about visitation schedules and guidelines. Days and time will be announced on the floor and at visitation the week prior.

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 Client Care 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:

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 Client Care 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 Client Care Manager. The individual will be added to the correspondence list upon approval from the Client Care 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. Privileges are as follows: All levels are allowed phone calls, 5 times per week.

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. These calls are to be completed during visiting times and need to be pre-approved by the Client Care 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.