



For the Families

Solutions of North Texas (SONTX) understands that substance abuse affects the entire family, and for that reason, we have many services available for the families of the residents we serve. We also have services available for families that do not currently have a loved one in our programs.

SONTX focuses on two main areas during a resident's stay- *Sustained sobriety and Independence*. These two areas of focus are typically exactly what the family is looking for in our programs and we strive to create an environment that is conducive to these goals. Family cooperation is vital to the success of our residents and their ability to put *into action* the principles that they learn while they are with us.

SONTX also understands that the families are typically weary and afraid of the unknown. Our hope is that they can gain understanding, education and peace around their loved one learning a new way to live. When fully utilized, our family programs can provide that understanding and peace.

On the following pages, families are provided a blueprint of services provided to the resident, services for families/friends, and what they can do to insure that their loved one is given the full opportunity of our residential program. SONTX uses the 12-step model of recovery and focuses on mental and financial independence to support that model.

It is not a matter of giving that is the question, but *when* and *how* to give.

Residential Services Provided

Intake procedures consist of a comprehensive phone interview. This interview determines willingness, desire, and eligibility. Upon completion of a successful interview, the intake dept. will collect additional data on the resident, check in any medications, drug test, and transport the resident to their new home where orientation will begin. Orientation into our residential programs typically takes a couple of days. This family packet is provided to family/friends of the resident and any additional questions or concerns are addressed. Financial arrangements are made and first months fees and deposit are collected at intake.

Residents are committing to a 90-day minimum stay with the ability to stay for one year or more. Residents are agreeing to follow direction, move through our program level system and work closely with a sponsor. Additionally, they are agreeing to our job search program guidelines in order to secure daytime full-time employment or full-time student status.

Fees take care of residential services including, but not limited to intake, housing, groceries, utilities, online computer access, case management and all other program services. There is no fee for spiritual development and sponsors are never paid for their services.

Residents should move through the following programs during their 90-day stay:

Case management	Job search orientation	Progress Reviews
Weekday job search program	12-step work with sponsor	Mandatory meetings
Random drug screening	House mentor	Family support
Curfew System	4-Tier Level System	Service work
Life skills	Resume building	Volunteerism
Rent accountability	Newcomer responsibilities	Foundation training
Chores	Event planning	Public speaking
Discharge strategy	Savings/Budgeting	House manager training

House managers are available to guide a resident and ensure that the house is safe, compliant and supportive. All house managers live on property and have different strengths and weaknesses. Training of house managers is continual and progressive. All residents have the opportunity to move into this position at some point during their residency.

Family Services Provided

2 family Sessions are provided at no additional cost to family/friends of the resident. We ask that the family schedule these sessions during the residents' 90-day stay in our facility. Ideally, the first family session will be scheduled within three weeks of the residents' stay and another at 2 months. It is the responsibility of family/friends to schedule these sessions.

For scheduling please call 940-898-6202 or email info@sontx.org.

Solutions of North Texas' case management staff are not licensed counselors, psychiatrists or psychologists. Family sessions are to help guide the family through the recovery process. In the event that a higher level of care is needed, case management will recommend that the family meet with one of our clinicians for family counseling.

Crisis intervention services are offered to families that have a loved one that is in need of residential in-patient treatment but is resistant. Our crisis interventionist will work with the family to leverage this individual and ultimately get them started in their recovery. This program is very individualized to meet the needs of the family and the affected loved one.

Failure to Launch programs are offered for families that have a family member who is "failing to launch" from their home. An increasing number of families are coming to us with addicts/alcoholics living in their homes, not paying rent, not working, using drugs and alcohol, and essentially holding the family hostage in this cycle. This program starts with the family getting on the same page and putting into place a 6-week move-out plan. This program typically requires 3 face-to-face meetings and several email and phone conversations. This plan would not apply if your loved one is a resident of SONTX.

Recovery groups are important for family members that are having trouble with worry, anxiety and fear around their loved one. It is proven that our clients' recovery is most supported when the family is involved in their own recovery. We recommend committing to at least one meeting per week. The following support groups are available to the families but are not associated with SONTX. They operate as separate autonomous entities outside of our programs.

What does a healthy meeting look like? It is important that the meetings you are attending are effective fellowships. Not all 12-step meetings are healthy and solution-focused. Because of this, people sometimes attend once and never go back. Healthy meetings should never mimic counseling and should be full of hope and solutions. You should feel better after a meeting, not worse.

For listings of DFW area Al-Anon meetings please call: 214-941-6599 or online at
www.dallasal-anon.org/

How can you help?

Following are guidelines for family/friends of the resident. When followed, the resident naturally becomes independent and learns how to grow in his recovery while the family transitions out of “caretaker” status. When these guidelines are not followed, the results can be disastrous. Ultimately, SONTX may exit a resident that is being managed by the family and in conflict with our programs.

NO CONTACT- *We ask that family/friends abide by our initial no-contact policy.* Upon intake our residents will have no contact with the family until they complete their Level 1 responsibilities. This is vital to their residency at Solutions of North Texas and gets them acclimated to our program. It also diminishes outside distraction, allowing the resident to focus on their recovery and independence. The length of the “no contact” is entirely dependent on the resident and the rate of their progression in our program. If you contact a resident before the “no contact” has been lifted you are directly interfering with their progress in our programs and are putting the resident in jeopardy of being exited. If a family member or friend is having trouble adhering to the “no contact”, Solutions of North Texas has family programs and counseling designed to aid in this process.

NO DIRECTION OR ADVICE- *We ask that when you are in contact with your loved one that you don't give them direction or advice of any kind.* This means that when they contact you and ask you a question about anything that you should refer them to their house manager or sponsor. Remember, we are trying to teach independence, emotional and financial. If they are getting advice and direction from you, that means they are not working with us.

NO COMPLAINING- **Allowing a resident to complain about “issues” is very unhealthy for them.** Our residents utilize sponsorship as a part of their recovery. They are allowed to complain to our house managers and sponsors only. This principle goes both ways. Family and friends should refrain from gossip about other people or personal complaints with a current resident. Family/friends are encouraged to speak with the office about any concerns they may have.

CASH/FINANCIAL HELP-SONTX' programs are set-up to provide a resident with everything they need. **Giving them cash is not appropriate in most cases.** However, there are times when financial support is helpful. There is no clean cut rule for this. We ask that you get with the office before providing financial support so we can evaluate the need.

LEGAL MATTERS-Roughly half of our incoming residents have pending legal issues or are currently on probation/parole. Typically, this is being managed by someone other than the resident. **We ask that family members or friends get the resident "caught up" on what is happening in their legal affairs and then release the responsibility to the resident.** Our residents have a case manager that can guide them around any questions with their legal situation.

COUNSELING/IOP- Solutions of North Texas has a state-licensed outpatient treatment program and licensed clinicians on staff. All residents have these services available to them. Residents must do a separate enrollment for counseling or outpatient treatment. Solutions of North Texas accepts insurance for outpatient services. We are happy to run your benefits and assess whether outpatient services are a good fit for you or your loved one.

SPIRITUAL- SONTX uses the 12-step model, which is spiritual in nature. This allows a resident to grow into their own understanding of God. Outside religious influence can confuse a resident. Family and friends should refrain from directing a resident in spiritual matters. Residents can attend church if they wish but it is not mandated. We ask that family/friends allow the resident to decide on their own what their spiritual life will look like.

REMOVALS-Occasionally, a resident will be discharged from our programs for compliance issues or will choose to voluntarily exit. Residents being discharged will have as little as 15 minutes to as long as a few days to vacate our premises, depending on the circumstances. Staff is directed to take care of removals swiftly and with as little drama as possible. SONTX will give discharging residents options of where they can stay but we do not keep track of residents when they leave. SONTX will give the family a courtesy call on the business day following an exit. Typically, a resident is eligible for a re-intake in one week to try our program again. Resident will be given direction from staff during their week out.

RIDES-Residents are provided with bus passes for job search and will utilize the bus system once they are working. For this reason, residents with no vehicle will be directed to find a job that is accessible to the bus system. Family/Friends should never drive a resident around to look for work. This enables the resident and keeps them dependent. Residents look for work Mon-Fri from 8:30-5:00. No other appointments should be made during this time. *If they are visiting with you during a weekday instead of job searching, they are in non-compliance and may be discharged from SONTX programs.*

EMPLOYMENT-Residents are required to job search full-time until they secure a full-time day-shift position. Job search is a grueling process and typically breeds fear in our residents. They should be discussing their fears around work/job search with their sponsors. Residents are also required to look everywhere for work regardless of the position. This means that residents are not allowed to pass up minimum wage jobs. Sometimes a resident will secure a job that you consider to be “beneath” them. It is important that family/friends never “trash” a residents’ new job or give their “opinion” about their new job. When the resident finds a job, they are following direction, which is always good. We ask that family/friends be positive and supportive in regards to employment.

GET INVOLVED-Volunteer with us! SONTX is a charitable non-profit and utilizes volunteers in many different areas. Please contact Michelle at 940-898-6202 or email her at michelle@sontx.org to discuss volunteer opportunities.

North Texas Solutions for Recovery Inc., DBA Solutions of North Texas is a 501C3 Charitable Organization

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