

# Harris County Community Supervision and Corrections Department

## Residential Treatment Center (HCRTC)

# Frequently Asked Questions

For loved ones of program participants

The following frequently asked questions (FAQs) will provide you with information to answer some of the common questions that you may have if your loved one will be participating in any of the Harris County CSCD programs at the Residential Treatment Center located in Humble, Texas. The following information will assist you during the waiting time prior to treatment and while your loved one is receiving treatment.

### **1. What programs are held at the Harris County Residential Treatment Center?**

The HCRTC has four programs on one campus. The four programs are the Young Men About Change (YMAC) Program, Substance Abuse Treatment (SATF) Program, Women Helping Ourselves-Atascocita (WHO-A) Program and the Dual Diagnosis Residential Program (DDRP). Each of these programs has its own specially designed curriculum to target the specific needs of the individuals placed into that program.

### **2. How long will my loved one have to wait to enter treatment?**

Each of the programs has different wait times depending on the number of individuals waiting to enter the program and the number of participants graduating the program. HCRTC staff do our very best to get participants into treatment as quickly as possible however, we do not discharge participants until we are confident they have developed the skills to handle the challenges that life has to offer. With that said, wait times can vary but know that we are working as quickly as possible to get your loved one into treatment.

### **3. How will I know when my loved one has entered treatment?**

On the first day of treatment, each participant is allowed to make one phone call to his/her loved ones to let them know that they have arrived at the HCRTC and begun treatment. During that call, they will provide you with information related to when they can call again, when you can visit, and how to apply money to their commissary account. Additional information about each of those topics is covered below.

### **4. How long will my loved one be in the program?**

Each of the programs has unique requirements that must be completed before a participant can graduate the program and discharge from residential treatment. The average length of time it takes to complete each of the programs ranges between four and six months depending on many factors. A longer stay in the program may occur if the program requirements are not completed in a timely manner or if behavioral issues arise. The goal for all of our programs is to ensure that clients have the skills they need to succeed at the time of discharge.

**5. What all does the program involve?**

Each program consists of multiple phases of treatment. Each phase of treatment has specific treatment objectives that must be met before participants can move on to the next phase. During each phase, participants attend classes, groups, and individual counseling sessions covering a variety of topics. A few of these topics include identifying risky thinking patterns, recognizing risky situations, problem solving, emotion regulation, managing addiction and anger management just to name a few.

**6. Can I send my loved one mail, including photos?**

Participants are allowed to send and receive mail the day they enter the program. Loved ones may send as in as many letters as they like with a few limitations. First, any participant that has a “no contact” order on their conditions of community supervision is not allowed to have any contact with whomever is listed in that order. Participants are not allowed to receive any mail that is offensive, gang related, or inappropriately discusses substance use, violence or weapons. Lastly, envelopes must be plain and contain only the sending and receiving address. Participants may receive pictures in the mail so long as they do not contain offensive materials, nudity, use of drugs or alcohol, scenes of violence, weapons or behavior that may be perceived as inappropriate. Please keep in mind that program participants are only allowed a limited number of pictures and any excess will have to be placed in their property.

Please address any mail to clients at the HCRTC as directed below.

<b>Male Participants</b>	<b>Female Participants</b>
Full Name	Full Name
Harris County SPN Number	Harris County SPN Number
Program Name (YMAC, SATF, etc.)	Program Name (YMAC, SATF, etc.)
2310 1/2 Atascocita Rd.	2312 Atascocita Rd.
Humble, TX 77396	Humble, TX 77396

**7. Is my loved one allowed to call me?**

Participants are allowed to make phone calls as a privilege. Participants must demonstrate satisfactory program participation and behavior to qualify for phone calls. The further along a participant is into treatment, the more phone calls they receive. Participants that hold positions or are doing well are given additional phone calls as a reinforcement for their positive behavior. Phone calls are conducted on a schedule and are observed by staff. Please bear in mind that should a participant get into trouble that they may lose phone calls as a consequence for their negative behavior.

**8. Am I allowed to visit my loved one?**

Yes, and we welcome visitors. Family involvement is vital to recovery and the more support that a participant has, the more successful they will be in their recovery. Each program has their own visitation schedules, which your loved one will share with you. On the day of the visit, no personal items except for car keys and a photo ID are allowed into the facility. All other personal items must be left in your vehicle prior to entering the facility. All visitors will pass through a metal detector and be subject to search when entering the facility. All visitors must be on the client’s approved visitation list for the participant that you will be visiting. All adult participants are required to have a valid photo ID. A parent or guardian must accompany all children. All children are the responsibility of their adult guardian visiting the facility. All visitors are expected to be cooperative and follow directives provided by staff to ensure that the visit is safe and enjoyable, for all.

**Please note: Any visitor caught or suspected of passing something to a participant will have the visit ended and immediately be asked to leave the facility. Should contraband be found, that visitor will no longer be allowed to visit the facility and may be subject to criminal charges.**

**9. Is there a dress code for visitors?**

Yes. Visitors are expected to dress according to the guidelines listed below. Please note the restricted items.

No form fitting or revealing clothing	No leggings
Dresses or skirts must be at or below the knee	No plunging neck lines
Shirts or blouses must have sleeves	No tank tops
No gang related clothing	No purses or bags
No outside food or drinks	No hats or ball caps
No cameras or cell phones	No tobacco products of any kind

**10. Can I provide money so that my loved one can buy things from commissary?**

Yes. A commissary account is set up for each participant when he/she arrives at the facility. It can take a couple of days before the account is ready to use. There are two ways to provide your loved ones with money for their commissary account. You can do so in person by visiting the facility and using the kiosk in the lobby. For the sake of convenience, you can also add money online by visiting [www.TouchPayDirect.com](http://www.TouchPayDirect.com) and using site code #277396. If you would like to send your loved one a care package, you can do so by visiting [www.iCaregifts.com](http://www.iCaregifts.com) and using site code #277396. Should you have questions, you can call 1-866-232-1899 or 281-459-8120.

**11. Am I allowed to bring things to my loved one while he/she is in treatment?**

Yes. Participants are allowed to have certain items brought or delivered to them while in treatment. Your loved one will notify you on the day of entry of items that they are allowed to have while in the facility and when those items can be delivered. Please note, loved ones cannot just show up to drop off items requested by their loved ones. Please wait until your loved one contacts you and tells you what they need and when they need it. Showing up to drop items off without approval can result in the items being rejected. Below are the items approved for clients to bring into the facility or have delivered to them. Below is a list of items that your loved one may have.

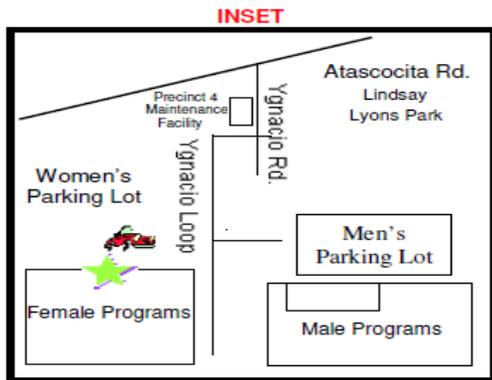
Underwear (10)	Tennis Shoes (2)	Shower Shoes (1)
Socks (White or Black )(10)	Baseball Cap (Solid Color)(1)	Wedding Band (1)
Grey Sweat Suit (no hoodie/zipper)(1)	Beanie Style Hat (1)	Stud Earrings (1 pair)
Wave Cap (1)	Books (3)	Notebook Paper (2 packs)
Thermals (White/Beige)(1)	Hair Comb (1), Hair Brush (1)	Pocket Folders (Not Metal)(4)
Crew Neck T-Shirts (Gray or White)(7)	Watch (Plastic or Rubber)(1)	Journal (No Wires)(1)
Recreation Shorts (Gray or Black)(5)	Sunglasses (1)	Colored Pencils (24/count)(1)
Khaki Pants (No Cargo)(3)	Ear Muffs (1)	Sports Bra** (7)
White Polo Shirts (5)	Hair Ties (Black Only)(5)	** Females Only

**12. Where is the HCCSCD Residential Treatment Center located and how do I get there?**

Below is a map with the street addresses of both the men and women’s facilities. Additionally, the phone numbers for each of the campuses are available should you need help navigating to the facility.

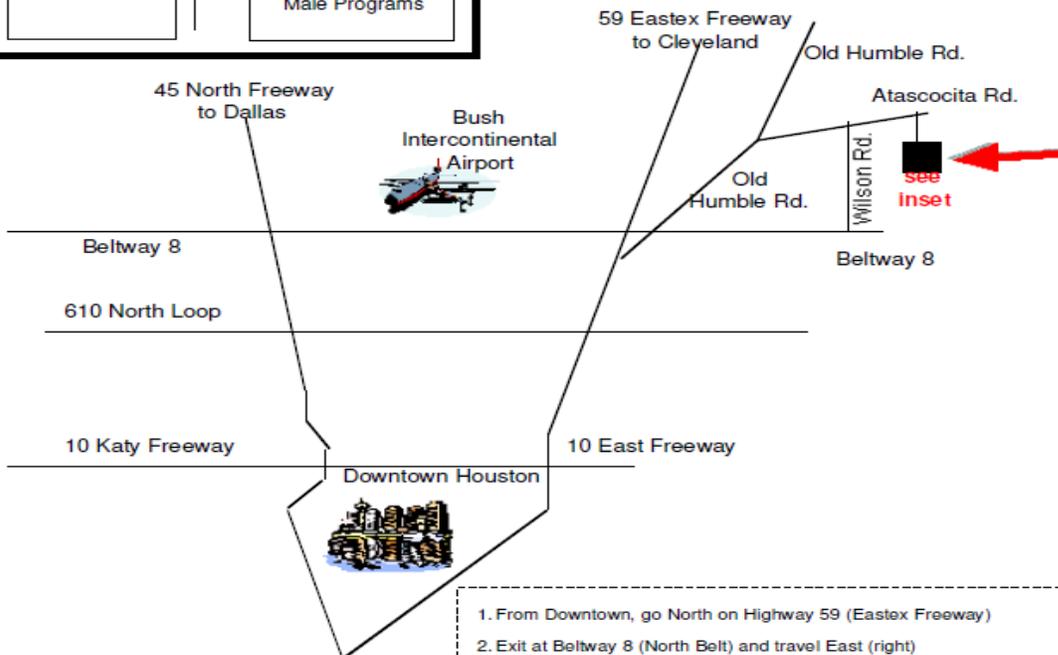
# HCCSCD

## Residential Treatment Center



**Female Programs (DDRP-F and WHO-A)**  
 2312 Atascocita Rd, Humble, TX 77396 (281) 459-8070

**Male Programs (SATF, YMAC, DDRP-M)**  
 2310 and 1/2 Atascocita Rd, Humble, TX 77396  
 (281) 459-8000



1. From Downtown, go North on Highway 59 (Eastex Freeway)
2. Exit at Beltway 8 (North Belt) and travel East (right)
3. Travel (North) approximately 2 miles to Wilson Rd. (left) on Wilson Rd.
4. Travel approximately 1.5 miles and turn East (right) on Atascocita Rd
5. Travel approximately 1 mile and turn South (right) on Ygnacio Rd. to Ygnacio Loop. Follow the blue and white signs.
6. Park in the visitor parking lot.