



FREQUENTLY ASKED QUESTIONS

Information for families, friends and loved ones of Healing Transition participants.



919-838-9800

healing-transitions.org



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About Us

Healing Transitions is a non-profit organization. We provide shelter and help people who suffer from substance use disorders, get into recovery and return to productive lives. There is no cost to the participant for our services.

WE ALSO OFFER

- Post Overdose Response
- Syringe Exchange
- Coordinated Entry

OUR MAIN SERVICES :



Drop-In Shelter



Non-Medical
Detoxification



Recovery Program



Recovery Support
Services



Recovery Outreach

DROP-IN SHELTER

What is DIS?

Open To All

Anyone who is experiencing homeless can stay in the drop-in shelter (DIS).

Door to Recovery

Guests at DIS meet participants in the recovery program. These people carry a message of recovery and hope.

Many DIS guests decide to enter the Recovery Program after meeting its participants.

What to Know

- Guests **do not have to be sober** to stay in the shelter.
- Guests can come back to the shelter **as many times** as they need to.
- **Shelter is provided one night at a time.** Serving only 15 guests a night. Based off a lottery.
- Anyone presenting for shelter services for the first time will be guaranteed a bed.
- The **shelter serves dinner and breakfast** and has showers for guests.
- Shelter provides basic hygiene items for guests
- Guests can get clothes from the clothing closet once a week.
- **Guests must take all their things** with them when they leave in the morning.

What is coordinated entry?

There are 25 CE beds in the Healing Transitions women's shelter. Anyone interested in securing a CE bed must first get a referral at The Women's Center or Oak City Cares. After getting the referral, guests may wait 6-8 weeks before a bed becomes available and are selected.

After accepting their CE bed, guests are guaranteed the bed for 14 days. Extensions beyond 14 days are made on an individual basis based on the guest's effort towards finding employment and saving money. During that 14-day period guests may leave their belongings in the HT shelter in the designated CE area, eat 3 meals per day, and remain on campus during specified times during the day.

Guests are required to meet with their case manager within the first 7 days of being in CE and they will be oriented into the program.

Requirements of CE

- Guests are required to turn in bank statements and budget sheets as well as provide copies of identifying documents (i.e., birth certificates, passport, state ID card or license, etc.) to their case manager.
- Guests are required to save 50% of their income while in the CE program.
- Case managers will assist guests with housing searches and advocacy around criminal records and poor credit for those impacted.
- If a guest is exited from the program for any reason, their belongings will be stored for 72 hours, after which time their belongings will be donated.

DETOX CENTER

What is the Detox Center?

Social Setting

The social setting detox center is a place to safely withdraw from substances in a supportive, non-medical environment, where participants also engage with individuals in the recovery program to build connection and support early steps toward long-term recovery.

Non-Medical

Many of the Detox staff are graduates of the Healing Transitions program. While they are not doctors or nurses and do not administer medications, they provide peer support and monitor participants closely throughout the detox process.

What to Know

- Participants are permitted to take their own prescribed medications while in detox, though **certain medications may not be allowed.**
- The staff assesses everyone to determine whether it is safe for them to detox at the center. If a participant **requires medical attention beyond what can be safely provided, staff will refer them to a hospital.**
- Individuals in the Recovery Program play an active role in supporting detox participants. They accompany them to classes and 12-step meetings, offer tours of the Healing Transitions campus, and share their personal experiences with recovery.
- Most participants **stay in the Detox Center for 2 to 5 days**, depending on their needs

RECOVERY PROGRAM



MET I

Motivation and
Engagement Track I

MET
I

MET II

Motivation and
Engagement Track II

MET
II

CTR I

Commit to Recovery
Track I

CTR
I

CTR II

Commit to Recovery Track
II

CTR
II

RECOVERY PROGRAM

AS MANY TIMES AS IT TAKES

What is the Recovery Program?

The Recovery Program helps people recover from substance use disorder and gain the tools needed to sustain recovery. To get into the Recovery Program, a person must:

- **Have a substance use disorder.**
- Be **18 years** old or older.
- Be a resident of **Wake County**.

What to Know

- In the Recovery Program, participants see others who are in recovery. That gives them hope that they can recover too.
- It takes most people from 12-18 months to finish the Recovery Program.
- Participants earn their way from one part of the program to the next. Sometimes they have to go back into an earlier part of the program. If that happens, they can always earn their way back up and try again. Moving back does not mean the person has failed or will not do well.
- People can come back to Healing Transitions as many times as they need to.
- No one needs an appointment.
- We offer a hand up, not a handout. If the participant does a little, we will do a little. If the participant does a lot, we will do a lot.

**No one is allowed
to stay in the
program if they use
alcohol or other
drugs.**

MOTIVATION AND ENGAGEMENT TRACK I

What is MET I?

The Entryway

Motivation and Engagement Track I helps participants identify whether they want to engage in recovery. It also helps participants decide if they are really ready to work hard in a long recovery program.

Open to All

Must be a Wake County resident or an individual residing in the Trillium catchment area. Those interested in entering the Recovery Program can speak to HT staff to complete a screening.

To Stay in MET I

- Sign a MET I contract and adhere to it.
- Be off property between 8AM-3PM every day.
- Attend class held off property Monday through Friday. The classes are called Recovery Dynamics® and help participants understand the 12-steps of recovery.
- Attend 12-step meetings such as Alcoholics Anonymous, Cocaine Anonymous, and Narcotics Anonymous.
- Plan for themselves what they will do on weekends. We expect participants to attend many 12-step meetings on weekends. Attending meetings shows that a person is committed to recovery and the Healing Transitions program.

MOTIVATION AND ENGAGEMENT TRACK II

What is MET II?

The Next Step

Motivation and Engagement II helps participants get ready to enter Commit to Recovery I of the Recovery Program. It gives participants a chance to learn from people who are further along in the program.

Incentive to Participate

When a bed opens up, the participant who has gone to the most 12-step meetings and classes will get that bed.

To Stay in MET II

- Go to Recovery Dynamics® classes and 12-step meetings.
- Begin written Recovery Dynamics® assignments.
- Get a 12-step sponsor and join a 12-step home group.
- Work in the kitchen.

Perks of MET II

- A more private living space.
- Leave between 4:30PM-6:00PM on weekdays. 6PM check-in time on weekends
- Attend 12- step recovery meetings away from Healing Transitions at night.
- Use of a landline phone to call their sponsor.
- Use of laundry room once a week.

COMMIT TO RECOVERY I

What is CTR I?

The Leap

This is the heart of the Recovery Program. People in Commit to Recovery I have made a real commitment to the Recovery Program.

Dedication

When a bed is open, the participant who has finished the written assignments and has the most 12-step meetings will move into Commit to Recovery I.

To Stay in CTR I

- Keep going to Recovery Dynamics® classes and 12- step meetings. Keep working with a 12- step sponsor and taking part in a 12-step home group.
- Take part in the Community Process. This is where others in the program talk to participants in CTR I and CTR II about attitudes and behaviors that are not helpful to recovery. Be willing to take suggestions from the Community Business Meetings.
- Have a regular chore that helps support Healing Transitions.

Perks of CTR I

- Three meals per day.
- Use of a landline phone to make local calls.
- Access to TV lounge.
- Bed in a 4- or 8- person room
- Use of exercise equipment.
- Access to a variety of books.
- An 11 p.m. curfew.
- Use of laundry room every day.
- Help getting ID and social security card.

COMMIT TO RECOVERY II

What is CTR II?

The Prep

In Commit to Recovery II participants get ready to move from Healing Transitions and live on their own in the community.

Peer-Driven

When a person completes the Recovery Dynamics curriculum and community suggestions, their peers may vote them into Commit to Recovery II.

To Stay in CTR II

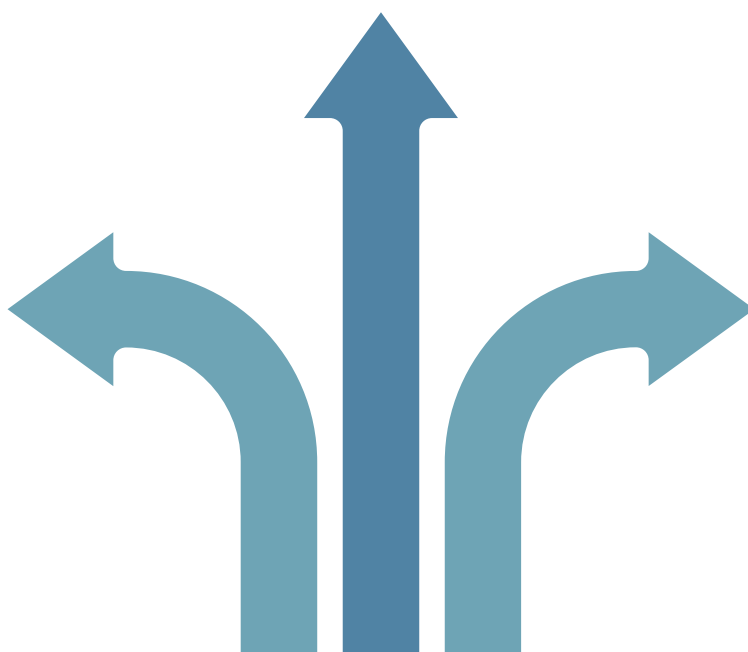
- Volunteer at Healing Transitions for at least 30 days.
- After finding an external job, pay \$50 a week for room and board.
- Keep going to 12-step meetings, work with a 12-step sponsor and be active in a 12-step home group.
- Follow any community suggestions.
- Turn in a weekly budget – make a plan to pay any money owed, start saving money to move out and pay rent.
- Work on anything that could pose a barrier for them from getting and keeping a job and a place to live.

Perks of CTR II

- All MET I/II and CTR I perks
- A two-three person room with a bathroom.
- Get a job outside Healing Transitions and help finding a job.
- Legal help when available.
- A physical exam and additional health care.
- A SIM card from SafeLink for the unlocked phone the participant has.
- Help finding housing, and learning how to budget.
- Midnight curfew and later on weekends.

RECOVERY IS NOT A STRAIGHT LINE.

Sometimes people who are trying to get into recovery experience a reoccurrence of use. This means they start using alcohol or other drugs again. Anyone in MET I/II or CTR I who experiences a return to use is offered detox and to start the program over. If a person relapses in CTR II or as a Healing Transitions Alumni, they can go through a program called “Re-Track.” Re-Track is an abbreviated version of the program that helps them move back into recovery.



What is the REC?

When participants engage in an action that poses a safety concern whether in the Recovery Program, the Detox Center or the Drop In Shelter, we may ask them to complete a Reengagement Contract to help modify that behavior and ensure that specific behavior does not happen again. At times this may mean that the participant is disengaged from all services due to the severity of the safety issue.

Potential reasons for REC

- Violence or threats of violence.
- Racial or sexual insults.
- Sexual activity or asking other participants for sex.
- Having or asking for a romantic relationship with another participant.
- Stealing.
- Destroying property.
- Using, selling, or trading alcohol or other drugs at Healing Transitions.
- Repeated problems following program guidelines.



Once they have
completed their REC,
they may reengage in services

What is alumni status?

Participants who reach the program's goals are called "Healing Transitions Alumni" when they move into their own housing. They share the message of recovery with participants who are still in the Recovery Program. Doing that helps them with their own recovery.

How to become alumni

They must find a job, save money, and find a place to live. They make a plan of action and go over it with their peers in Commit to Recovery II. If their peers okay the plan, they vote them into Alumni status. This means they can move out of Healing Transitions and into a place of their own.

Perks of being alumni

- They can visit participants at Healing Transitions any time, 24 hours a day, 7 days a week.
- They can come to Healing Transitions for meals.
- They can teach classes and take part in Community Meetings.
- They get support to help them stay in recovery and keep a place to live.
- They can take part in special events.



RECOVERY SUPPORT SERVICES

What is RSS?

Support System

Recovery Support Services (RSS) are specialized services designed to enhance and sustain long-term recovery. At Healing Transitions, we recognize that recovery looks different for everyone, so we take a progressive and comprehensive approach to meeting participants' needs.

Holistic

These services are designed to support the whole person—addressing physical health, family connections, and individualized pathways to recovery.

Services

- **Healthcare:** An on-site clinic where participants can be seen by a physician for acute medical concerns.
- **Medications for Opioid Use Disorder (MOUD):** While we do not dispense medications directly, we partner with local agencies to connect participants with the evidence-based care they need.



COMMUNITY PROGRAMS

What is the ROP?

- The Recovery Outreach Program (ROP) provides ongoing peer support and recovery navigation.
- ROP serves as the primary coordinator for Trillium Health Resources' referrals to our long-term recovery program.
- ROP serves individuals seeking treatment, transitioning from residential services, awaiting placement, and/or those who need continued support in the community.
- ROP provides assistance with connections to appropriate levels of care, ongoing peer engagement, resources navigation (ie. housing, employment, medical care, behavioral health, etc.).



Rapid Responders

A peer-led post-overdose response and community outreach team that partners with Wake County EMS to engage overdose survivors within 24-72 hours. The team is comprised of certified peer supports who are trained to meet individuals where they're at (hospitals, shelters, encampments, detention centers, and more). Rapid Responders are able to connect individuals with treatment, medication for opioid use disorder (MOUD), harm reduction services, housing, behavioral health care, and long-term recovery support.

Syringe Exchange

Operates to reduce harm from unsterile use and distributes naloxone to clients, families, businesses, and community partners in overdose hot spots. In addition, we host "Round Robin" focus groups that amplify the voices of people with lived experience to inform services and policy. The ultimate aim is to engage people, foster stability, and help them improve their overall well-being.

Family Support

Provides on-going support for loved ones affected by substance use disorder and addiction. It helps your loved one more likely succeed in recovery if you also get education and support for yourself. The support group meets every other Wednesday from 6:30-8:00PM and begins with a 30 minute education piece. For more information, email rspence@healing-transitions.org or call/text 919-703-7612.

What can participants **NOT** have?

- Cell phones, Radios, CD players, mp3 players, laptops, PDAs
- Cars, motorcycles, or motor scooters.
- Weapons.
- Medicines not approved by the clinic staff.
- Skateboards, roller skates, bicycles, roller blades.
- After participants have been in the program for a while, they can have things like radios, CD players and general reading materials.

Do participants need money?

- No. Healing Transitions provides food, shelter, toiletries and clothing.
- It is not helpful for families to give participants money. Give them cigarettes instead of money for cigarettes. Give them a phone card instead of money for the phone. Give them a bus ticket instead of money for the bus. Money makes some people think about and start using again.

Can participants work while in the program?

- No. We want participants to focus on their recovery. Work and money may keep them from focusing on recovery. They will be assigned chores to help Healing Transitions continue to run. Finding employment occurs in the last part of the Recovery Program.

How can I support my loved one's recovery?

- Let them know how much you want them to recover.
- Be open to the idea that you may benefit from some help yourself.
- Go to 12-step meetings for family members such as Al-Anon or Nar-Anon.
- Call our staff if you have any questions about anything your loved one tells you.
- Let your loved one spend as much time as possible with other people in recovery.
- Go to the Healing Transitions family support group meetings.
- Let your loved one do things like laundry for themselves.
- Do not do anything for your loved one that they can do for themselves.

Can I visit?

- The only scheduled visiting times are during 12-step meetings at Healing Transitions that are open to people who are not alcoholics or addicts.
- You may visit in the meeting area and lobby 15 minutes before and 15 minutes after each meeting.
- The staff arranges visits for participants and their children.

OTHER RESOURCES:

Healing Transitions Family Support Program: 919.838.9800

Al-Anon Family Groups:

<http://www.alanonalateen6nc.org> || 919.713.1516

Nar-Anon Family Groups: http://www.nar-anon.org/Nar-Anon/North_Carolina.html

What are the phone call policies?

- Participants in the Healing Transitions Detox Center can make phone calls during designated times and can receive messages.
- Participants in MET I cannot receive or make phone calls at Healing Transitions.
- When they are away from Healing Transitions, they can use a land line to make phone calls but no cell phones.
- Participants in MET II can use the phone in the overnight shelter to call their sponsor after they fill out a sponsor verification form.
- Participants in CTR I and II can receive and make phone calls from 7:00 a.m. to 11:30 p.m. They may talk for 10 minutes at a time.
- Participants in CTR II can receive a SIM card to insert into an unlocked phone. This helps them look for work and get ready to move into their own place.
- Participants may only make long distance calls using calling cards.

What are the mail policies?

- Drop-In Shelter and Healing Transitions Detox Center participants cannot get mail.
- Participants in the Recovery Program can get mail.
- We may ask participants to open letters and packages in front of a staff person.

Weekend Policies

- We want participants to go to as many 12-step meetings as possible on weekends. Participants must find their own way to these meetings with the help of their peers and their friends from 12-step meetings.
- Some participants may have chores at Healing Transitions on weekends.
- CTR I/II participants may earn passes to stay out overnight on weekends.

Confidentiality

- The law does not allow us to tell anyone anything about participants unless the participant says in writing that it is okay. Even if you know someone is at Healing Transitions, we cannot talk to you about them. This law applies to everyone including parents, children, spouses and others.
- Participants can tell us verbally or in writing at any time that it is no longer okay to talk to you about them.

Court Dates/Probation Appointments

- Participants should attend all scheduled court dates and probation appointments. We will not write letters excusing participants from court or probation appointments. It is up to the participant to do the needed paperwork and find transportation.

Medical

- Participants should attend all outside medical and mental health appointments. They must do all the needed paperwork before the appointment and find transportation. If they cannot find transportation, we may be able to give them bus tickets.
- Healing Transitions does not permit medications that have the potential for misuse, cause impairment, or produce sedative effects.)