

Harris County Community Supervision and Corrections Department

Women Helping Ourselves – Atascocita (WHO-A) Residential Program

Resident Family and Friends Frequently Asked Questions - FAQs

Dear WHO-A Resident Family Member or Friend:

Please be advised that if your family member has been placed in or will be participating in the Harris County CSCD Women Helping Ourselves – Atascocita (WHO-A) residential program, the following information will assist you during the time that she is at WHO-A.

FREQUENTLY ASKED QUESTIONS:

1. How will I know when my family member goes to WHO-A?

Each WHO-A participant will be able to make one phone call the day she arrives at the facility to let family or other persons know that she is in the program.

2. How long is the program?

This program's duration is up to twelve (12) months. However, each resident is able to complete all program requirements within approximately 6 months in order to earn a successful completion and discharge. A longer stay in the program may occur if the program requirements are not completed within a timely manner for each phase.

3. What does the program involve?

The program consists of 3 phases: Orientation Phase, Treatment Phase, and Transition Phase. The residential program consists of **classes, group and individual counseling involving topics** on substance abuse, trauma, parenting, women's issues, anger management, and life skills. Residents will also participate in motivational groups, process groups, encounter groups, Adult Education/GED classes, ROPES challenge course, recreation, and various others that will assist them in their recovery.

4. Can WHO-A residents receive mail, including photos?

Immediately upon arrival at WHO-A the resident will be allowed to write and receive mail. If you choose to write her or send her money, please use the following address:

Full name of the resident
Harris County SPN number
WHO-A Program
2312 Atascocita Road
Humble, TX 77396

Letters:

- From another correctional facility will not be accepted, unless approved by the resident's assigned Community Supervision Officer (Probation Officer).
- Must be on plain envelopes;
- Letters with graffiti, symbols or pictures drawn on the envelope will be returned to sender or denied and placed in the resident's property storage if there is no return address.
- Complete return address must be on envelope sent to WHO-A facility.

Photos

- Must be non-offensive, non-gang related; cannot show use of alcohol or drugs; cannot show weapons; cannot show inappropriate behavior by the persons in the photos.
- Number of photos that the resident can keep with them increases with phase/position in program.

5. Can WHO-A residents make or receive telephone calls?

TELEPHONE PRIVILEGES: After the resident is promoted to Phase Two of the program, which is approximately one (1) month, telephone privilege will begin. Residents cannot receive phone calls.

6. Can the WHO-A resident receive visits and what can I expect to take place during the visit?

VISITATION PRIVILEGES: After the resident has been promoted to Phase Two of the program (normally one month), she may begin to have visits. Visitation is held on the weekend only and is on different days for different phases. Your family member will be responsible for informing you which day she is allowed to have visits. Only two adults and two children are allowed to visit at a time. Visitation begins at 1 p.m. and ends at 3 p.m. Please be on time for visitation. All adult visitors must present photo identification before being allowed to enter the facility. All visitors must participate in a one (1) hour family education session with a program counselor prior to each and every visit. This will take place from 1 p.m. to 2 p.m. followed by visitation with the resident from 2 p.m. to 3 p.m.

*No personal items can be brought into the facility during visitation. No items can be exchanged between the visitor and the resident. The visitor will be asked to end their visit and immediately leave the facility if observed passing or attempting to pass anything to the resident. All visitors are expected to be cooperative and follow the directions of the staff for a safe and enjoyable visit.

7. Is there a dress code for visitors and what is allowed or not allowed?

Appropriate visitation attire is strictly enforced. Below is a list of restrictions:

- Dresses or skirt hemlines must be at or below the knee
- No plunging necklines
- Shirts and blouses must have sleeves
- No tank tops or spandex
- No gang identified clothing
- No purses/backpacks/diaper bags will be allowed into the facility
- No outside food or drinks will be allowed into the facility
- No hats, knit stocking caps, or ball caps
- No cameras or cell phones
- No tobacco products of any kind
- Must wear proper foundation garments

8. Where is the facility located and how can I get there?

For your convenience, see the map for the WHO-A program found in the LOCATIONS section of the HCCSCD website menu.

Highway 59 North toward Humble, TX
 Exit Beltway 8 eastbound
 2nd light will be Wilson Oates Road (turn left)
 Next light will be Atascocita Road (turn right)
 Next light will be Ygnacio (turn right)
 Follow blue/white signs CCF – WHO-A
 Continue to the right. The WHO-A buildings consist of white tent like structures to the right past the trees and has a sign on the front of the first building that reads, "Women Helping Ourselves (WHO) Atascocita Program."

9. Can the resident have money and can they buy things while at WHO-A?

A commissary account is established for each resident and is opened with the funds brought with the resident at intake. Additional monies will be deposited to the account upon receipt. Possession of cash by residents is prohibited. After the initial intake **NO CASH OR PERSONAL CHECKS WILL BE ACCEPTED. Only U. S. Postal Money Orders will be accepted.**

- Money orders should be made out to WHO-Atascocita C/O RSAT COMMISSARY
- The resident’s name and SPN must be written on the money order. See the following example.

		UNITED STATES POSTAL SERVICE		POSTAL MONEY ORDER	
Serial number	Year, Month, Day	Post Office	U.S. Dollars and Cents		
78423465454	2010-01-29	778787	\$50.00		
FIFTY DOLLARS &			00/CENTS *****		
Clerk					
Pay to WHO ATASCOCITA C/O RSAT COMMISSARY - JANE DOE					0009
Address 2312 Atascocita			From JOHNNIE MAY DOE - GRANDMOTHER		
Humble Texas 77396			Address 12112 EAST RIDGE LN. WHO DAT LA 78178		
Memo JANE DOE - SPN 07887858 - for COMMISSARY					
2008 United States Postal Service, All Rights Reserved.			SEE REVERSE WARNING NEGOTIABLE ONLY IN THE U.S. AND POSSESSIONS		
: 0001010100001000 :			78423465454		

COMMISSARY MONEY ORDERS - May be mailed or brought to the facility during property drop off times (See below). No items will be accepted after these hours. Only US Postal money orders are accepted. Please make sure you complete the money order in its entirety and you keep your receipt.

EYE GLASS MONEY ORDERS - Discount eye glasses are made available through Volunteers of America, Texas. The client will notify you the amount she will need to purchase glasses. You will need to purchase a U.S. POSTAL money order in this amount and make it out to Volunteers of America, Texas. If you choose to bring it to the facility, please make sure you specify this money is for glasses. If you choose to mail it, make it payable to VOA. See the below example.

U.S. POSTAL MONEY ORDER	
January 10, 0000	
<u>Twenty dollars and oo</u>	<u>\$20.00</u>
VOLUNTEERS OF AMERICA / TEXAS -	
<u>Jane Doe SPN /007888781 - for eye glasses</u>	
Purpose	FROM: JOHN DOE
0001010100001000 478423465454	

10. Can I bring anything to the resident while he is at WHO-A?

ONLY APPROVED PROPERTY may be brought to the facility each Friday (except holidays) from 9:00 a.m. to 4:00 p.m. or Saturday between 3:00 p.m. and 6:00 p.m. No items will be accepted after these hours. You will be informed by the resident when he has received approval for property to be delivered. All items brought to the resident must be new and unopened in the store packaging.

11. Can the resident receive reading material?

Only books or literature, whose topics are substance abuse recovery, self-help, or religion, are allowed to be brought to the facility. WHO-A staff will screen all books and literature.

12. What clothing items can the resident receive?

The resident may receive the following specific personal clothing items:

- Five (5) pair of white socks
- Five (5) pair of white underwear (brief style)
- Five (5) white T-shirts
- Two (2) thermal (white)
- Two (2) black sweat suits (plain)
- Two (2) pair tennis shoes (white)
- Two (2) gray P.T. shorts (no sewn-on pockets)
- One (1) pair stud earrings
- One (1) Watch/Wedding Band
- Five (5) White Sports Type Bras
- Four (4) black P.T. shorts (no sewn-on pockets)
- Four (4) plain gray T-shirts
- One (1) pair shower shoes (flip flops)
- Four (4) Black hair scrunchies
- Black cotton gloves
- Black beanie hat
- Pkg of notebook paper – no spirals
- Pkg of pens
- Pkg of colored pencils
- Sanitary napkins

Other Items such as hygiene, stationary, etc. must be purchased by the resident from the program commissary.

13. Other information:

Prior to the resident's discharge, you will be asked to participate in family counseling. You will also be able to attend an individual session with her counselor.

Commencement exercises are held on a monthly basis. You will be invited to be a part of the Commencement.

This program is peer driven and the client's progress determines how long they will remain here. We hope you will be a part of the client's support team in their recovery. Please keep this general information letter, which should cover most of your questions, for quick reference. If you have any additional questions about the program, please call the main switchboard at 281-459-8070. Depending on your questions, you will be directed to the appropriate staff. Specific questions about a resident's progress or status in the program cannot be addressed over the phone due to confidentiality requirements.

Sincerely,

WHO-A Administration