



A Ministry of Teen Challenge New England, Inc.

## INQUIRY PACKET / FREQUENTLY ASKED QUESTIONS

### **What is the cost of the Bloom program?**

The **actual** cost of the Bloom program is approximately \$32,000 per student. We ask families to pay \$16,500 of that amount (\$500 Intake fee and four monthly payments of \$4,000 each). We are committed, with the help of generous donors, to provide each family a 50% scholarship of the tuition cost (\$16,000) to keep our program affordable. As a 501(c)(3) non-profit organization, these scholarships are provided through the generous donations of individuals throughout our business, individual and church community. To help families in need, we have also partnered with Prosper Healthcare Lending to provide gap funding for the program tuition. Please visit the bottom of this page for more information on Prosper Health Care lending and how they can help provide affordable financing options.

### **What does the Tuition Fee cover?**

The tuition fee for Bloom covers all costs associated with your daughter's stay once she arrives. Minimally, this includes her meals (at least 270 of them!), lodging (cost of home maintenance, utilities, telephone, etc), 24/7 supervision from qualified and well-trained staff, weekly individual, family and group counseling, customized Teen Challenge Nationally Accredited curriculum, recreational / educational activities, program travel, special event clothing, etc.

NOT included are incidentals, such as toiletries, clothing, books, prescriptions, travel for family visits, outside medical care, or damage/vandalism done by the student.

### **Is financial aid available?**

As Bloom already provides at \$16,000 scholarship to each family enrolled, no additional financial aid is provided. If you are in need of help in financing the program costs, we have provided a link on our website to Prosper Health Care Lending,

### **Are Intake or Tuition Fees refundable?**

No. Intake fees secure the date your daughter is scheduled to come into the program. In the event something comes up that prevents your daughter from arriving on her scheduled date, we may schedule a different date for her intake and apply that fee to the new date. If a new date is NOT scheduled, this fee is forfeited. Reapplication and rescheduling will require a new Intake fee payment unless it has been agreed to otherwise.

Paid Tuition fees are nonrefundable. Upon Intake, the initial payment of \$4,000 is due. Should your daughter make the decision to run from the program or you decide to remove her from the program, except in the event of a medical emergency, you will NOT be issued a refund. You will NOT however be responsible for the payment of any additional funds.

### ***What do you mean by 'faith-based'?***

Teen Challenge is known to be the most successful program of its kind with a well-documented independent study reporting an 86% success rate! The reason for our success is our unwavering commitment to provide Christ-centered care. Every aspect of our program – the curriculum, counseling and 24/7 ministry – is Christ-centered and focused on teaching these young women that there is a hope, a future and a plan for their lives through Jesus.

We are a discipleship program designed to get to the root of whatever the problem might be... our desperate need as sinners to have a personal relationship with Jesus Christ and teach our students to view their issues and their lives through the lens of God's Word. Our students participate in daily devotions, Bible study, Foundational Christian curriculum, chapel, church/ worship services, Scripture memorization and the daily living of Godly principles for relationships, personal responsibility and attitude.

Teen Challenge New England and Bloom will never refuse admission to any child on the grounds of race, religion or ethnic origin. However, these activities are **not** optional activities in our program. Please do NOT enroll your daughter in our program if you are unwilling to agree to her full participation in all planned activities.

### ***What is your policy on withdrawal management?***

Teen Challenge has a 'cold-turkey' policy in place for all addictions – nicotine, alcohol or narcotic drugs. No substitutes will be allowed, including, but not limited to nicotine patches, gum or lozenges.

### ***What if my daughter doesn't WANT to participate in these activities?***

Each one of us has to make a decision of whether we want to accept the message of the Cross or not. It is a personal decision that no one can force on anyone else. While we understand that not everyone may agree with the message, or appreciate the activities, we do require respect towards these areas and participation in all activities. Completing the curriculum is a requirement of our program, regardless of whether or not someone agrees with the message. Attending church services are required and we ask that an attitude of respect is shown even if they do not desire to participate 'whole-heartedly'. There will **never** be consequences given to a student for a student's lack of agreement in what we teach – merely if they show disrespect.

### ***Are you a locked facility or can my daughter run away?***

No. We are NOT a lock-down facility and your daughter can walk out the doors anytime that she desires. We will not physically restrain her from doing so and will not chase after her. Should they decide to run from the home, or any place where we are visiting (church, concerts, banquets, etc) our policy is to notify the police immediately. Their name is placed on a nationwide runaway bulletin and they will be detained upon being picked up. While we will have students run away from time to time, most of our students will decide that remaining here is the preferable choice to running and the consequences that brings with it.

*A note of caution:* If your daughter has a history of running from facilities such as ours, has family in the Cape Cod area, or other contributing factors to be considered this could be a high-risk situation. A lock-down facility, a facility in an unfamiliar area, or a different style of program may be a better option for her own protection.

### ***Will my daughter go to school while at Bloom?***

When you enroll your daughter at Bloom, she will also be enrolling as a homeschool student with New Testament Christian School in Plymouth, MA. The Teen Challenge curriculum will be taught on-site but all transcripts and credit information will be provided by NTCS to your local school upon completion of the Bloom program. Your local school district will determine what credits will be awarded to your daughter. Our first priority as a short-term program, is to make the most of the time that we have with your daughter to help her change her life-destroying behaviors.

### ***What are the qualifications of the staff at Bloom?***

As a state-licensed agency and nationally accredited Teen Challenge program, Bloom has minimum requirements for its staff. Minimally, each of the direct care staff (house-parents) have been fingerprinted, trained in CPR/First Aid, de-escalation, and meets annual CEU requirements (24 per year). Bloom provides monthly topical training to ensure that our staff is the best it can be! Additionally, the counselor on staff is a Biblical counselor, overseen by a Master's level Counselor. Teen Challenge USA requires that our Curriculum Coordinator is Nationally Accredited Teen Challenge USA, having met all of the requirements of certification with our national office.

***What if my daughter does not want to go?***

It is understandable that your daughter may not be thrilled to come into our program. She likely isn't thrilled to be going anywhere! She was enjoying doing what she was doing and may not have been that motivated to change!

She will be scared, resistant to change and a little defiant. That is to be expected. Chances are... this was YOUR idea for them and not theirs. We ask that the young ladies that come to Bloom agree to comply with the rules of the home and participate fully in the activities of our program. They do not have to be happy about it.

After a period of adjustment, she will likely realize that Bloom isn't all that bad and that they can, with the right attitude, actually learn a thing or two while they are here! We are very structured and will have high expectations of them but we are confident they will rise to the challenge and follow the rules relatively well.

It is possible on occasion that we may have a young lady who refuses to comply and becomes incorrigible and defiant refusing to follow the rules of the program or participate in any activities. We will do everything we can to encourage their participation however we will not ever physically force them to participate. If they continue in this manner, and we are unable to convince them otherwise, we will be left with no choice but to dismiss them back into your care and help you find a program that can more forcefully encourage their participation.

***What if my daughter has pending legal problems?***

In most cases, your daughter's legal issues will not prevent her from getting the help she needs at Bloom. Simply fill out the information on the Application and provide us with all of the information requested. Remember that you will still be responsible for any transportation to and from court appearances. If you are from a state other than Massachusetts, you will need to contact the Massachusetts Secretary of State's office to determine if an Interstate Compact from the state prior to your daughter coming is necessary. You will be responsible for securing that compact and providing it to Bloom prior to Admission.

***What if my daughter has pending medical problems?***

Your daughter's medical issues will not prevent her from getting the help she needs, however, we ask that any routine doctor / orthodontist visits be taken care of before she enters our program. While we will immediately respond to any medical emergency that may arise, routine or scheduled doctor/orthodontist visits remain your responsibility **and will only be allowed during regularly scheduled visit times.**

***What if we are coming from out of state and my daughter needs to fly home for visits or at the completion of the Bloom program?***

It is generally strongly discouraged that you have your daughter fly home for visits and/or completion of the Bloom program without supervision. However, we understand that from time to time, you may not have any alternative. Should it be necessary for you to schedule flights for your daughter to take, we require that all flights be direct, non-stop flights from Providence, Rhode Island to your final destination. You must coordinate all of these arrangements with your daughter's counselor as you are reliant upon them for transportation to and from the airport.

***What if my daughter is a vegetarian/vegan or has other dietary needs?***

As a state-licensed facility, Bloom is required to maintain a menu consisting of a well-balanced diet for all of our students. We do NOT make special menus for those who are vegetarians / vegans and require that they eat what is served which will include meat and other proteins. For those struggling to come off of drugs, it is not uncommon for students to want to exercise control over what they eat instead. We track eating habits and insist that all students eat the well-balanced meals provided.

If your daughter has a severe food allergy, we ask that we be notified of this prior to scheduling an intake date. Some food allergies are very difficult to accommodate in a group setting such as ours and we want to make certain that we are not putting your daughter at risk. Most allergies are not a problem to accommodate however, for our records, we would need to have written documentation of this allergy from her primary care physician to place in her file.

***What is required of me during my daughter's stay at Bloom?***

Parents are an important part of their daughter's lives and are also an important part of the Bloom program. This program is as much for you as it is for her. You must be an active part of her recovery and as such, you will be required to participate in regularly scheduled family counseling, weekly visit phone calls, family weekend retreats/workshops as scheduled, parent counseling assignments, financial support/ fundraising, on-going medical care of daughter, and understanding and cooperation with the program rules.

From time to time, our counselor may request that you read books on specific subjects or work on specific assignments for family counseling. These will help you understand your daughter's experience at Bloom and how you can best help her now and when she returns home. We appreciate your full cooperation and participation. Remember that your attitude towards the program can become hers. If you choose not to participate, you cannot very well expect her to!

**If you have any questions regarding any of the above FAQ, or other questions regarding the Bloom program, please contact our office at 774-300-8070. We want you to have as much information as possible prior to enrolling your daughter in the Bloom – A Place for Girls.**