TROUBLESHOOTING BRAINSTORM

Natalie is a single mom, 24, with two preschool-aged children. Came back from deployment and was unable to keep a job due to anger issues. Lost her housing, doubled-up with a series of friends for three months, has been living in her car for 3 weeks.

Initially, she did everything CM (Tom, 55) asked. With his help, she found housing and moved in. But then she stopped keeping appointments or answering her phone. Tom went to her house, got no response, but he thinks she was home. He's in recovery and is convinced she is using.

List as many reasons as you can think of for Natalie's withdrawal:

List ideas for getting things back on track: