One Life at a time . . .
One Day at a time . . .

CLIENT HANDBOOK

Community and Family Resources is a pro-active organization dedicated to assisting individuals, families, and communities achieve healthy behavior and lifestyle through advocacy, prevention, and treatment of addictions.

www.cfrhelps.org
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*Every person regardless of race, beliefs, sex, age, national origin, disability, sexual orientation, or source of payment can expect the most appropriate service to help meet his/her needs at Community and Family Resources*
**WELCOME TO COMMUNITY AND FAMILY RESOURCES!**

**WE ARE HERE TO HELP!**

This Client Handbook contains important information about Community and Family Resources (CFR), the services CFR provides, CFR expectations of clients and Client Rights. If there ever are any questions or concerns, please feel free to ask a CFR staff member.

Many clients ask, “What am I doing here?” It is a good question and some time will be needed to help sort out the answers. Being angry, bewildered, or reluctant to be here, are similar thoughts and feelings to those of many of our clients when they first came to CFR. The important thing is being here and taking this opportunity to make a new start and make positive changes. It will take some time and effort. With the support of fellow clients and staff, identifying and making changes is within reach.

**ABOUT CFR**

Since 1968, CFR has helped individuals, families, and communities improve their quality of life by learning healthy behaviors to prevent addictions and achieve and maintain recovery from addictive behaviors. CFR is licensed by the State of Iowa to provide prevention and treatment services for substance abuse and problem gambling in 8 north central Iowa counties. Services include evaluation, detoxification, Inpatient, half-way house, outpatient, prevention and education services for adults, adolescents and their families. Outpatient substance abuse and gambling addiction services and education programs are offered in Boone, Calhoun, Hamilton, Humboldt, Pocahontas, Story, Webster, and Wright Counties. Gambling addiction services are also offered in Hardin County. Prevention Services are offered in Calhoun, Hamilton, Humboldt, Pocahontas, Webster, and Wright Counties.
**Philosophy of Treatment**

CFR’s treatment programs use a blend of treatment approaches which research has shown are helpful in assisting clients achieve their treatment goals. The clinical teams at each facility are composed of professional staff and counselors who understand substance abuse/dependency, mental health and problem gambling.

CFR embraces that addiction is a disease of the brain, is chronic, and that relapse often is part of the recovery process. Having access to and involvement with other community resources (housing, spiritual, medical, economic, social, mental health, trauma/abuse, sexual orientation, employment, education, criminal justice systems, transportation, etc.) significantly aids success in and establishing hope in developing a long term recovery-oriented lifestyle. CFR’s professional counselors will work closely with clients to help identify and access community resources to help achieve agreed upon recovery goals and learn the skills necessary to maintain recovery. Treatment decisions made between clients and their counselor are guided by the American Society of Addiction Medicine Patient Placement Criteria for the Treatment of Substance-Related Disorders, Second Edition Revised (ASAM PPC-2R).

CFR recognizes how adult and adolescent substance use, problem gambling, mental health and the related problems impacts family members, friends, co-workers, and society. CFR promotes and encourages family members/friends to address how they’ve been affected and begin to identify and work on making positive changes for themselves, and to seek supportive services to begin the process of their own healing. Educational opportunities, family groups, and support are offered to family members and friends to help recognize and learn the ways of how to be a recovery support person. This may include participation in community-based family support groups like Al-Anon and/or Nar-Anon.
**HOURS OF OPERATION**

On page 22 and 23 of the CLIENT HANDBOOK is the listing of CFR’s facility locations and hours of operations. If there is ever have a need for immediate assistance, please call **1-866-801-0085** and a CFR Staff Member will be of assistance.

**SERVICES**

CFR offers a variety of options to assist individuals seeking services achieve their recovery goals, and usually starts with a substance abuse and/or gambling evaluation.

**Gambling and Substance Abuse Evaluations**

CFR provides substance abuse and gambling evaluations for adults and adolescents. CFR is a provider of mandatory OWI evaluations required by the Iowa Department of Transportation. Evaluations are conducted by professional counselors and consider the individual’s physical, emotional, mental, and behavioral conditions, as well as family information and addiction related problems. Upon completion of the evaluation, the extent of the potential problem with substances, gambling, and mental health is shared with the individual, as well as effective treatment options. Referrals are made to the most appropriate services offered by CFR. In some cases, referrals are made to other community resources to meet the identified needs of the individual.

**Detoxification**

CFR provides Detoxification services to those individuals that meet criteria to be detoxified within a medically monitored detoxification unit. Length of stay is generally three days. CFR’s nursing staff is trained to monitor and respond appropriately during the withdrawal process, administering medication as needed under the protocols established by CFR’s medical director. Most individuals can safely be detoxified at CFR’s detox unit. In some cases, individuals may be referred to a hospital-based facility to complete detoxification and when medically stable, return to CFR for additional services.
Adult Inpatient/Halfway House/IOP with Room Treatment
CFR offers a variety of adult inpatient programs for males/females with addiction and/or gambling problems. These programs are designed to meet the various needs of individuals who need an inpatient setting to be successful in addressing their addiction, mental health, and related problems. The programs are designed to treat adults who have significant social and psychological problems.

- Inpatient Treatment: Individuals participate in 50+ hours of programming each week.
- Intensive Outpatient with Room: Individuals participate in 9 or more hours of programming each week.
- Halfway House: Individuals participate in 5 or more hours of programming each week.

Individuals in this type of treatment live in a safe, drug-free, bet-free environment while participating in a therapeutic environment that consists of various groups, individual and family sessions and educational groups. Residents are expected to participate in household chores as well as therapeutic recreation as part of their recovery.

Recovery House (Adults)
The Recovery House is a ten bed halfway house for men interested in longer term support for their recovery. Eligible men must:

- Be at least 18 years of age.
- Not be on any sex offender registry.
- Have completed primary treatment in a licensed treatment facility or prison program.
- Have at least 14 days of continuous sobriety.
- Be willing to participate in in-house treatment and continuing care groups, house meetings and individual sessions.

Participation in community support groups is strongly recommended. For the safety of all individuals living at the Recovery
House, there is no tolerance for use of any illegal drugs and/or alcohol, gambling activities, or violence while in the program. Interested adult males can apply by writing a letter of application stating their needs and how the Recovery House would benefit them and their recovery. Please send letters of application to the attention of the Recovery House Manager.

**STARS (Adolescent Treatment)**

CFR’s Substance Abuse Treatment for Adolescent Recovery and Success (STARS) program offers several treatment options for substance abusing adolescents and their families. CFR’s professional counselors will meet with the adolescent and their family to discuss the appropriate program intensity, treatment schedule and expected length of treatment. STARS offers the following treatment options:

- **Inpatient Treatment:** Adolescent participate in 50+ hours of programming each week. Normal length of stay is 30-45 days.
- **Intensive Outpatient with Room:** Adolescents participate in 20 or more hours of programming each week. Normal length of stay varies, but can last longer than 90 days.
- **Intensive Outpatient:** Adolescents participate in outpatient groups that meet three times a week for a total of 6 or more hours per week. Length of treatment varies on the adolescents needs.
- **Extended Outpatient:** Adolescents participate in outpatient groups that met two days a week for a total for 4 hours each week. Length of treatment varies on the adolescents needs.

During treatment, adolescents are encouraged to attend 12 step meetings to further support their early recovery and help develop a sobriety based support network. Adolescents will meet with their counselor in individual and/or family sessions to review the adolescent’s and family’s progress in treatment, update/revise treatment plans, discuss discharge planning, answer questions, and discuss family concerns and/or referral options.
Adult Outpatient Treatment
CFR’s outpatient programming offers several options to meet individual needs, goals and objectives. Each option/track offers a mixture of individual counseling, group counseling, random drug screens, and family groups/sessions and support.

- **Intensive Outpatient (IOP):** CFR uses various curriculums that explore early recovery skills, relapse prevention and include a family education component. Topics include triggers, thought stopping, boredom, trust, stress reduction, mental health, and compulsive behaviors. Clients will meet with their counselor regularly to explore possible changes in their lifestyle and behavior that would help to reduce or eliminate experience further substance abuse and or gambling related problems, and develop strategies on how to maintain those changes. Groups usually meet three times per week for a total of nine hours per week.

- **Extended Outpatient (EOP):** CFR offers adult outpatient groups covering a wide-range of topics at many of our locations and some are gender specific. CFR also offers jail based programming and groups at the local department of corrections. Topics include but are not limited to:
  - Impact of Gambling/Substance use
  - Impact of Addiction on the Brain
  - Relapse and Relapse prevention
  - Identifying and utilizing a sober support system
  - Strategies for Self-improvement and Change
  - Family Education
  - Criminal Thinking and Substance Use
  - Recovery Strategies
  - Continuing Care/Aftercare
  - Mental Health
  - Mental Health and Substance Abuse
  - Gender specific issues groups
Adults referred to the outpatient program will develop their own individualized treatment plan which guides their services and helps promotes success and a positive outcome. These groups usually meet one time a week (see the insert for specific group information and meeting times).

DEAP (Drug Education and Awareness Program)
This educational program has been designed for those individuals that do not meet criteria for substance abuse treatment, but would benefit from education about alcohol and other drugs, how it affects the human body, families, communities, work and relationships. The program cycle is 4 weeks and is best to attend the sessions consecutively to best benefit from the information presented. There is no charge for attending DEAP and family members or friends of clients are encouraged to attend. DEAP is also made available to the community.

Gambling Treatment
Gambling has been described as one of the most deniable and hidden addictions. CFR understands the insidious nature of the disease and has trained professional counselors who understand the pain it causes. Symptoms of this illness are financial ruin, physical problems, mental losses, and emotional devastation. Various services for problem gamblers are available ranging from 1 hour per month to 30 plus hours a week depending on need:

♦ Outpatient Treatment: An individualized treatment plan and schedule is developed to help the problem gambler obtain the goals they have set for themselves.

♦ Distance Treatment: In an effort to reduce transportation, childcare, and other barriers to attending counseling at one of CFR’s facilities, CFR offers distance gambling treatment by phone and/or computer.

♦ Crisis Services: CFR offers round the clock crisis services for problem gamblers and can be accessed by calling any of CFR’s offices or the 1-800-BETSOFF line.
Concerned Persons: Problem gambling causes devastation to families and communities and CFR offers special outpatient services to non-gamblers that have been affected by gambling. These outpatient services center on the safety, stabilization, and financial recovery of concerned persons.

If an individual is concerned about their gambling or a loved one needs help, they can call CFR at 866-801-0085 or 800-BETS-OFF.

Prime for Life
This program fulfills the DOT requirements for 12 hours of education for drunk driving offenses. It utilizes the Prime for Life Curriculum from the Prevention Research Institute that teaches offenders how to reduce risk for drinking. Most attendees are individuals who have received an OWI and/or Zero Tolerance Charge. In some cases, individuals who could benefit from the information presented in Prime for Life may be recommended to attend. The cost is $115 and referred individuals must complete the 12 hours of instruction to fulfill the DOT requirements.

Role of 12 Step Support Groups
Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and Gamblers Anonymous are self-help groups for individuals struggling with substance abuse and/or gambling problems. By practicing the 12-steps, individuals learn to follow an outline for living more successfully with self and others. Family members are strongly encouraged to attend Al-Anon/Nar-Anon/Ala-Teen.

Spirituality and Religious Services
CFR believes in treating the “whole” person, including spiritual needs. CFR provides opportunities to explore and discuss their own spirituality and the role a healthy spirituality plays in achieving and maintaining recovery. CFR’s professional counseling staff is sensitive to the spiritual, religious, ethnic, and cultural needs of clients, and where appropriate and agreed upon by the client, referrals are made to the spiritual supports in the local community.
GOALS/OUTCOMES OF SERVICES

CFR services are tailored to consumer/family needs, building upon each person’s assets, strengths, health and competence in order to help them achieve and/or master:

♦ Self-awareness of how drugs, alcohol and gambling have affected the way they act and behave, in order to change those behaviors.

♦ How drug use, alcohol use and gambling affect oneself, family and friends.

♦ Utilization of effective interventions and coping strategies for developing and maintaining a holistic and healthy lifestyle.

♦ How their co-occurring issues interact.

♦ Access other help in the community that they need.

♦ Learn how to live without the need for drugs, alcohol and gambling, and have a meaningful interaction/relationship in their home community.
**EXPECTATIONS OF CFR CLIENTS**

Thanks for choosing CFR! Making positive changes is a viable and attainable outcome for everyone and it takes hard work. CFR can help!

Here are a few guidelines that can help clients while they are in services at CFR:

- Be honest, open-minded, and a willing to look at alternative solutions to current problems.
- Explore abstinence from mood-altering chemicals/gambling as a way to get a better look at what is going on right now.
- Be considerate and respectful of others.
- Strive to be the best person possible.
- Have Pride in self and how it reflects to others.
- Cooperate with peers and staff.
- Grow in acceptance and humility.
- Be consistent in service attendance.

**Abuse (Physical/Verbal)**
For the safety of everyone, verbal and physical violence will not be tolerated. Anything that could possibly cause or result in physical or emotional harm to self or another individual is not allowed. It is the client’s responsibility to act considerately and not verbally or physically abuse other individuals in the program or the CFR staff. Violating this responsibility could result in discharge from the program and/or be subject to legal consequences. The professional staff of CFR is considered to be mandatory reporters of physical and/or sexual abuse.

**Activities**
CFR provides a wide assortment of activities for clients, and may include recreational and/or physical activities. CFR is not responsible for any injuries that might occur going to, participating in, or returning from these activities, and that each client is responsi-
ble for any injuries sustained and that any medical bills incurred from any such injury are also the client’s responsibility.

**Attendance**
Consistent attendance at all scheduled activities contained in each client’s treatment plan will be of the most benefit to reaching agreed upon recovery goals. If an appointment must be missed, CFR asks for **24 hour notice** of the cancellation. If a client misses two consecutive appointments or they remain out of services for 30 days or more, the client may be asked to make contact and/or see their primary counselor to discuss what has been keeping them out of services before being allowed to return/continue in services.

**Attire**
Clients and family members are asked to wear clean personal clothing. Jeans, slacks, shorts, dresses, or skirts with an appropriate blouse or shirt may be worn. Clothing and/or accessories that symbolize or advertise inappropriate or suggestive ideas or unhealthy messages are not to be worn. Skintight or revealing clothing, low-cut or tube tops, and halter-tops are considered inappropriate attire. CFR staff monitor this closely to ensure the safety of all clients, staff, and visitors and have the discretion to ask a client and/or visitor to change and/or leave facility due to their attire.

**Conduct and Behavior**
It is the philosophy of CFR that clients and their family members be treated with COURTESY and RESPECT by staff, visitors, and other clients. Failure to be respectful of staff, clients and/or their family members, or CFR facilities may jeopardize continued participation in the program, and may result in charges being filed with the police.

We also ask that clients report any safety hazards observed (broken window/door/furniture, fluid spills, smoke, gas fumes, etc.) to staff immediately so corrective action can be taken to ensure safety to CFR’s clients, staff, and visitors.
CFR is not liable for any injury caused by client carelessness or negligence while on CFR property. Should any damages be caused by a client to a CFR facility, the appropriate authorities will be contacted and the client causing the damage will be responsible for the damages. Should the damage be caused by a minor child, the parent/guardian will be responsible for the damages.

CFR encourages clients not to bring valuables with them while in services. CFR is not responsible for any personal belongings that are lost or misplaced while at a CFR facility.

**Drug Screening/Testing**
All CFR clients are subject to random drug screens. Drug screening helps CFR staff assess progress and make necessary adjustments to services to best meet the individual’s needs. Drug Screens can be given throughout a client’s stay and are billed to the client’s account. Any family member, referral source or concerned person may also request a random drug screen if they suspect their loved one is actively using. Referral sources sometime request that drug screen results be provided to them.

**Gambling**
Gambling is not allowed on CFR property. It is a common occurrence for recovering individuals to switch addictions (gambling, nicotine, caffeine, etc) since they no longer have their drug of choice available to help them cope with life. CFR counselors will help clients develop techniques to help manage the ups and downs of early recovery.

**Gang Activity**
CFR has a zero tolerance policy for gang activity and/or gang related behaviors/life style. Gang hand signs (or anything that resembles a gang hand sign), colors, graffiti, handwriting, gang symbols, or gang slang will not be tolerated. Challenging or checking other people’s signs in the program will not be tolerated.
Gifts
CFR staff are not allowed to accept gifts from program participants or give gifts to program participants.

HIV/AIDS and TB
Each client receives information regarding AIDS Prevention and Treatment and TB screening during their orientation at CFR. It is each client’s responsibility for protecting themselves and others from infection and transmission of AIDS and TB.

Should a client have a positive TB screen, they will be referred to the appropriate agency for follow up and/or treatment. In some cases the client may not return to services until cleared by a physician.

Recovery Environment
CFR facilities are drug, alcohol, gambling and weapon free as CFR is committed to providing a safe recovery environment for all clients, family, and staff.

If an individual presents for services at a CFR facility under the influence, and then attempts to drive a vehicle, or attempts to leave a CFR facility while in a condition which has been determined by a staff member to represent a danger to the individual or public safety, the condition of the individual will be reported immediately to law enforcement.

Relationships
If there is a problem with another individual, talk to that person about it, not to someone else. If the problem continues, talk to a CFR staff person. It is important to provide support to all CFR program participants equally. Sexual relations and fraternization between individuals on CFR property is not allowed.

Smoking/Tobacco Products
CFR facilities are Tobacco-Free facilities. Use of tobacco products is allowed only in designated areas outside of the building. CFR counselors can provide direction to the designated outdoor
smoking area. The campus is going totally tobacco free April 1, 2011. Use of tobacco products by anyone underage is prohibited.

**Weather**

At times during the winter months, there may be weather conditions that make travel unsafe and CFR will cancel services. Cancellations can be heard on local radio stations generally by 8 AM and 4 PM. When it is unsafe to travel because of bad weather and CFR has not cancelled services, please call and notify the CFR location staff that road conditions are preventing attendance.

**CONFIDENTIALITY**

When a client is first seen at CFR, they will be given the opportunity to read and/or be given a copy of, and/or explained to them CFR’s Privacy Notice and client right to confidentiality. The Privacy notice describes how medical, drug and alcohol, gambling, and mental health related information may be used and disclosed and how clients can gain access to this information. Each client is encouraged to review the Privacy Notice carefully and will be asked to sign an acknowledgement notice.

Generally, CFR clients have the right to privacy and individuality where physical, social, spiritual and psychological well being is concerned and have the right to confidentiality concerning personal information. Client confidentiality is protected by state and federal laws. These laws include: the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), 42 U.S.C. § 1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2, and Iowa Code Ch. 228. Under these laws, CFR may not say to a person outside CFR that you attend the program, nor may CFR disclose any information identifying you as an alcohol or drug abuser, gambler, or mental health client, or disclose any other protected information except as permitted by state and federal law.

CFR must obtain your written consent before it can disclose protected health information about you. However, federal law per-
mits CFR to disclose information *without* your written permission in the following situations:

- Pursuant to an agreement with a qualified service organization/business associate;
- For research, audit or evaluations.
- To report a crime committed on Community and Family Resources (CFR)’s premises or against Community and Family Resources (CFR) personnel
- To medical personnel in a medical emergency.
- To appropriate authorities to report suspected child abuse or neglect.
- As allowed by a court order.

Please know that *all professional staff are mandatory reporters and are required under Iowa law to report all suspected instances of abuse/neglect of minors and the elderly* to the Iowa Department of Human Services Child Protective Investigate Unit.

There are at times when a client presents in a crisis situation which confidentiality may be broken in order to ensure client safety.

CFR clients are asked to respect client confidentiality and are asked not to discuss with those outside of CFR anything seen or heard while in services at CFR. Also, if a client attends an activity in the community while in services, client confidentiality may be breached as a result of participating in that activity. Additionally, there are times when information a client discloses to one staff member may be re-disclosed to other members of the client’s treatment team as part of coordinating client care while at CFR.

*It is important to note that from time to time clients may see CFR staff in public. CFR staff will not approach a CFR client while in the public arena. However, if clients see a CFR staff member in a public setting and want to talk to them, they may approach them at the risk of breaking anonymity to the program.*
**CLIENT RIGHTS AND RESPONSIBILITIES**

Discontinuation of Services: Clients have the right to refuse or discontinue any service or procedure. In the event that treatment has been court ordered, that there may be legal consequences from failure to follow the court ordered treatment.

Discrimination and Harassment: Discriminatory/harassing comments will not be tolerated. Jokes or negative comments will be confronted when made about race, gender, disability, ethnicity or sexual preference. Please note that this is whether directed at a specific individual or made as a general comment. Such statements create a hostile environment and could jeopardize the client’s future participation in services.

Participation: Clients have a choice about whether or not to participate, even if under a court order for placement. However, depending on circumstances, the choice not to participate may result in negative consequences from family, school, work, the court system and/or Department of Human Services. Clients can expect the most appropriate help we can give without regard to such things as race, beliefs, color, sex, age, national origin, disability, or source of payment.

Pregnant Substance Abusers: Clients who are pregnant need to let a staff member know. Pregnant substance abusers are considered to be a high risk population and CFR will make every effort to arrange a session with a counselor within 24 hours.

Schedule/Expectations/Staff: Clients have the right to know how CFR’s programs are organized and what their program schedule and expectations will be. Any client with a strong difference in beliefs/philosophy from those held by CFR will be given the opportunity to try a different services here or at another facility. Clients have the right to know the name, duties, and/or credentialing of the staff members providing their services.
**Treatment Fees and Payment of Fees:** The cost of services is explained at the evaluation and/or admission appointment. CFR uses a sliding fee scale to determine the client fee which is based upon family income. In order to be eligible for the sliding fee scale, proof of income (recent pay stub, copy of last year taxes) is required. Failure to bring proof of income at the first appointment will result in being billed at the full rate for all services until proof of income is received. Payment of the client portion of the fee is expected at the time of service. CFR does not deny services based on the ability to pay. Failure to make payment on account and/or not arranging a payment plan with the Client Accounts Manager, could result in the client’s outstanding bill being sent to a Collection Agency. Should there be a need to make special arrangements please contact the Intake Coordinator at the location services are being received, or by contacting the CFR Controller at 1 866 801-0085. Payment is expected at each session/visit.

**Treatment Planning:** Once admitted into services at CFR, clients will be asked to be involved in the development of their treatment plan and to discuss options and agree to participate in the specific services and activities. The treatment plan will be reviewed with the client regularly and updated as new issues, problems, or situations arise. There will be discussions on treatment options, progress, and possible success rate of each option in language that can be easily understood. Clients have the right to know of any third party payor requirements, restrictions, or covenants that could interfere with or influence treatment recommendations or conditions in treatment planning. Clients can receive a copy of their treatment plan.

**Medical Records Review:** Clients are permitted to review their medical record upon request. Clients are to make the request to their primary counselor in writing and a time that is mutually agreed upon will be set up to view the chart. Client’s may also request a paper copy of the chart at $.25 per page.
**GRIEVENCE PROCEDURE FOR CLIENTS AND FAMILY MEMBERS**

In the event that a client in the treatment program feel that their rights have been violated by an action of a CFR staff member or program participant, feel discriminated against, received unequal treatment, or see something that is believed not right, please follow the following procedure:

- Inform the person immediately whom the problem is with.
- The client needs to talk with their counselor and attempt to find a resolution.
- If the situation is not resolved satisfactorily, the client can submit a detailed description of the problem or problems including dates, individual or individuals involved, client name address and phone number. Send the grievance to the Facility Supervisor.

The Facility Supervisor will provide a written response to the client within 5 business days from the receipt of the grievance.

**FACILITY DISASTER AND SAFETY PLAN**

CFR conducts regularly scheduled safety drills to ensure the safety of all clients, family members, staff and visitors. This information is covered during the client orientation process and includes where individuals are to go during a drill or actual emergency. Every room and/or office at each facility has an emergency plan hanging by the doorway for easy reference. In the case of a natural disaster or power failure, please follow the directions of CFR staff as they will do everything possible to ensure the safety of everyone in the facility.
**SATISFACTION SURVEYS**

In an effort to continually improve the quality of services CFR provides, CFR wants to know the level of satisfaction with the services provided to clients. Client Satisfaction surveys are given out the admission appointment, once a month while in treatment, at the discharge appointment, and at a point in time after discharge. The feedback provided is very important to CFR and the surveys are anonymous. We very much appreciate comments on how we are doing!

**DISCHARGE PLANNING**

Discharge planning is a joint process between the client and their counselor that begins at the time of client evaluation appointment and could include making referrals and networking with other appropriate community agencies and resources. Referral sources are updated regularly on client progress and discharge planning to insure a smooth transition. Clients gain valuable information during treatment and discharge planning helps clients map out how they will use the information to maintain their treatment goals.

Depending on progress in treatment, clients may be discharged for the following reasons:

- The client has successfully accomplished treatment plan goals.
- The client has made as much progress and/or gained as much benefit from treatment as they are able.
- The client is not able or willing to follow treatment goals or program guidelines.
- The client’s behavior is evaluated to be harmful to him/herself or to the rest of his/her peer community.
## Facility Locations/Hours of Operation

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administrative Office</strong></td>
<td>726 South 17th Street, Fort Dodge, IA 50501</td>
<td>866 801-0085, 515 955-7628</td>
<td>M-F 8 AM-4:30 PM</td>
<td></td>
</tr>
<tr>
<td><strong>Ames Outpatient</strong></td>
<td>1619 South High Street, Ames, IA 50010</td>
<td>800 286-3205, 515 232-3780</td>
<td>M-F 8 AM-4:30 PM</td>
<td></td>
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<tr>
<td><strong>Adult Inpatient/Detox Unit</strong></td>
<td>726 South 17th Street, Fort Dodge, IA 50501</td>
<td>866 801-0085 opt. 3, 515 955-7628</td>
<td>24/7, 365 days a year</td>
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<tr>
<td><strong>Boone (Boone County)</strong></td>
<td>823 Keeler Ave., Boone, IA 50036</td>
<td>877 202-8634, 515 433-0429</td>
<td>M-F 8:30 AM-4:30 PM</td>
<td></td>
</tr>
<tr>
<td><strong>Recovery House</strong></td>
<td>728 South 17th Street, Fort Dodge, IA 50501</td>
<td>877 239-9180, 515 955-7628</td>
<td>M-F 8 AM-4:30 PM</td>
<td></td>
</tr>
<tr>
<td><strong>Rockwell City (Calhoun County)</strong></td>
<td>515 Court Street #12, Rockwell City, IA 50579</td>
<td>877 239-8175, 515 955-7628</td>
<td>M-F 8:30 AM-4:30 PM</td>
<td></td>
</tr>
<tr>
<td><strong>STARS Program (Adolescents)</strong></td>
<td>430 North 8th Street, Fort Dodge, IA 50501</td>
<td>877 239-9348 opt. 5, 515 955-7628</td>
<td>24/7, 365 days a year</td>
<td></td>
</tr>
<tr>
<td><strong>Webster City (Hamilton County)</strong></td>
<td>509 Division Street, Webster City, IA 50595</td>
<td>877 239-8172, 515 832-3221</td>
<td>M-Th 8-4:30 PM</td>
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<tr>
<td><strong>Fort Dodge Outpatient</strong></td>
<td>1506 31st Ave North, Fort Dodge, IA 50501</td>
<td>866 801-0085 opt.4, 515 955-7628</td>
<td>M-F 8 AM-4:30 PM</td>
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<tr>
<td><strong>Humboldt (Humboldt County)</strong></td>
<td>19 South 6th Street, Humboldt, IA 50548</td>
<td>877 239-9160, 515 955-7628</td>
<td>M-Th 8-4:30 PM, Wednesday 3:30 PM-8:30 PM</td>
<td></td>
</tr>
</tbody>
</table>
"Letting Go"
Anonymous

To “let go” does not mean to stop caring,
it means I can’t do it for someone else.

To “let go” is not to enable,
but to allow learning from natural consequences.

To “let go” is to admit powerlessness,
which means the outcome is not in my hands.

To “let go” is not to try to change or blame another,
it’s to make the most of myself.

To “let go” is not to fix, but to be supportive.
To “let go” is not to judge, but to allow another to be a human being.

To “let go” is not to be in the middle arranging all the outcomes,
but to allow others to affect their own destinies.

To “let go” is not to deny, but to accept.

To “let go” is not to nag, scold or argue,
but instead to search out my own shortcomings and correct them.

To “let go” is not to adjust everything to my desires,
but to take each day as it comes, and cherish myself in it.

To “let go” is not to regret the past,
but to grow and live for the future.
Community and Family Resources is a private, nonprofit, inpatient and outpatient program serving chemically dependent people and problem gamblers, their spouses and their children in North Central Iowa. CFR is licensed by the Iowa Department of Public Health (IDPH) to provide inpatient and outpatient substance abuse and gambling services. It receives funding from: Iowa Department of Public Health, United Way, Various state and federal grants, Client Fees, and Insurance.

CFR is an Equal Opportunity Employer and Service Provider.

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