



One life at a time . . .

One day at a time . . .

CLIENT HANDBOOK

Community and Family Resources is dedicated to proactively assisting individuals, families, and communities achieve healthy behavior and lifestyle through advocacy, prevention, and treatment of substance abuse, problem gambling, and mental illness.

www.cfrhelps.org

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Every person regardless of race, beliefs, gender, 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 are ever 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. Many clients have feelings of anger, bewilderment, or reluctance about being here. The important thing is being here and taking the opportunity to have a new start and make positive changes. It will take some time, thoughtful consideration and personal effort. With the support of fellow clients and staff, identifying and making changes in your life is within reach.

ABOUT CFR

Since 1968, CFR has been helping individuals, families, and communities improve their quality of life by teaching healthy behaviors to prevent addictions and achieve and maintain recovery from addictive behaviors. CFR is licensed and accredited by the State of Iowa to provide prevention and treatment services for substance abuse, mental health and problem gambling. Services include evaluation, detoxification, inpatient treatment, half-way house, outpatient counseling, outpatient therapy, medication management, prevention, and education. CFR serves adults, adolescents, and their families. Outpatient substance abuse and gambling addiction services are offered in Boone, Calhoun, Hamilton, Humboldt, Pocahontas, Story, Webster, and Wright Counties. Problem gambling services are also offered in Hardin County. Prevention services are offered in Calhoun, Hamilton, Humboldt, Pocahontas, Webster and Wright Counties. Mental health services are offered in Boone and Story Counties.

PHILOSOPHY OF TREATMENT

CFR's treatment programs use a blend of research based treatment approaches that have been shown to be helpful in assisting clients to 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 believes that addiction is a chronic disease of the brain and that relapse is often part of the recovery process. Having access to and involvement with other community resources (such as housing, spiritual, medical, economic, social, mental health, trauma/abuse, sexual preference, employment, education, criminal justice systems, transportation, etc.) significantly aids success and establishes hope in developing a long term recovery - oriented lifestyle. CFR's professional staff work closely with clients to identify and access community resources to achieve agreed-upon recovery goals and learn the skills necessary to maintain recovery. Treatment decisions that are made in partnership with each client and his/her 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 illness, and related problems affect family members, friends, co-workers, and society. CFR encourages family members/friends to identify how they've been affected by the issues of their loved one, begin to work on making positive changes for themselves, and 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 learn how to be a recovery support person. This may include participation in community-based family support groups like Al-Anon and/or Nar-Anon.

CFR's mission is to provide high quality, community-based, behavioral health care services. Strengths-based services are provided in a respectful and confident manner. You will be treat-

ed with dignity and respect. Services will be as responsive and accessible as possible to you, your family, and the community we serve.

SERVICES

CFR offers a variety of options to help individuals achieve their recovery goals. This process usually starts with a substance abuse, mental health, and/or gambling evaluation.

Gambling and Substance Abuse Evaluations

CFR provides substance abuse and problem gambling evaluations for adults and adolescents. CFR is a provider of mandatory OWI evaluations which are required by the Iowa Department of Transportation. Evaluations are conducted by professional counselors who 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 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 who 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 inpatient programs for adults 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 concerns.

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

Individuals in this type of treatment live in a safe, drug-free, gambling-free, and tobacco-free environment while participating in a therapeutic environment that consists of various groups, individual and family sessions, and educational groups. Residential clients 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 who are 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, tobacco products, 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. The program accepts both males and females. CFR's professional counselors will meet with the adolescent and his/her family to discuss the appropriate program intensity, treatment schedule, and expected length of treatment. STARS offers the following treatment options:

- ◆ **Inpatient Treatment:** Adolescents 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 six or more hours per week. Length of treatment varies depending on the adolescent's needs.
- ◆ **Extended Outpatient:** Adolescents participate in outpatient groups that meet two days a week for a total of four hours each week. Length of treatment varies depending on the adolescent's 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 further substance abuse and/or gambling related problems and develop strategies that teach how to maintain those changes. Groups usually meet three times per week for a total of nine hours per week.

- ◆ Distance Treatment: In an effort to reduce transportation, childcare, and other barriers to attending counseling at one of CFR's facilities, CFR offers distance outpatient treatment by phone, webcams, and computer.

- **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 programming and groups at the local Department of Corrections. Topics include, but are not limited to:
 - ◆ Impact of gambling/substance use on work and relationships
 - ◆ 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

Problem 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 one 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 he or she has 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 24 hour crisis services for problem gamblers and can be accessed by calling any of CFR's offices or 1-800-BETS-OFF (1-800-238-7633).
- ◆ 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 focus on the safety, stabilization, and financial recovery of concerned persons.

If an individual is concerned about his/her gambling or a loved one needs help, they can call CFR at 866-801-0085 or 800-BETS-OFF (1-800-238-7633).

Mental Health Evaluations and Therapy

CFR offers mental health evaluation and therapy. Individuals who have a variety of family and emotional issues can benefit from evaluation and treatment. These issues might include depression, anxiety, family conflict, bereavement, LGBTQ issues, child behavior and school problems, ADHD, history of childhood trauma, mood swings, and other short- or long-term conditions. The individual will be seen by a licensed therapist for an initial

evaluation, during which time a treatment plan will be mutually agreed upon. Therapy consists of individual sessions of 45—60 minutes each for a period that is determined by you and your therapist. The therapist will listen to your problems and use a variety of strategies to help you accomplish your goals. Therapy is terminated when treatment goals are accomplished to the client's satisfaction. Group Therapy is offered in areas such as Co-Occurring Treatment and Dialectical Behavior Therapy (for those with emotional regulation difficulties). These groups meet weekly for 1 ½ – 2 hrs each. Group offerings change from time to time, so you should ask about current offerings. New group members are admitted by referral from a therapist.

Psychiatry

Psychiatry services are provided to individuals needing medication to manage their psychiatric condition. Individuals are seen for an initial one-hour Evaluation by the Psychiatrist or Advanced Registered Nurse Practitioner. During this time, the provider will talk with you about your medical and psychosocial history to determine if medication is an appropriate intervention. If medication is prescribed, individuals are then seen for 15 minute medication checks on a routine basis (once a month to start, then every 3-6 months depending on the circumstances). Psychiatry providers will coordinate care with your mental health therapist. Psychiatry staff can assist patients in utilizing medication assistance programs when insurance doesn't adequately cover the cost of medication.

Prime for Life (OWI Education)

This program fulfills the IDOT 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 risks associated with 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 IDOT requirements.

Role of 12 Step Support Groups

Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and Gamblers Anonymous (GA) 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

CFR believes in treating the “whole” person, including spiritual needs. CFR provides opportunities for clients to explore and discuss their own spirituality and the role a healthy spiritual component plays in achieving and maintaining recovery. CFR’s professional counseling staff is sensitive to the spiritual, faith, 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 client 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 behave in order to change those behaviors.
- ◆ Skills needed in order to address mental health concerns that are affecting quality of life.
- ◆ Effective interventions and coping strategies for developing and maintaining a holistic and healthy lifestyle.
- ◆ The ability to access other help in the community that they need.
- ◆ Life without the need for drugs, alcohol, and problem gambling and how to 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 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 yourself 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 may 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 are mandatory reporters of physical and/or sexual abuse.

Activities

CFR provides a wide assortment of activities for clients, which may include recreational and/or physical activities. CFR is not responsible for any injuries that may occur from

participating in these activities, each client is responsible for any injuries sustained and any medical bills incurred from any such injury.

Attendance

Consistent attendance at all scheduled activities contained in each client's treatment plan will be of the most benefit in 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 remains out of services for 30 days or more, he/she may be asked to contact and/or meet with the primary counselor to discuss what has been keeping him/her out of services before being allowed to return/continue in services. If you cancel an appointment without 24 hour notice or fail to attend an appointment, you may be charged a no show fee of \$25.

Attire

Clients and family members are asked to wear clean, well-fitting 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 of 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 sometimes 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/lifestyle. 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 is not allowed to accept gifts from program participants or give gifts to program participants.

HIV/AIDS and Tuberculosis (TB)

Each client receives information regarding HIV/AIDS prevention and treatment and TB screening during their orientation at CFR. It is each client's responsibility to protect themselves and others from infection and transmission of HIV/AIDS and TB. Should a client have a positive TB screen, he/she 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, tobacco, 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/Nicotine Products

All CFR facilities, grounds, and campuses are tobacco-free. Use of any products that contain tobacco or that delivers nicotine in a manner that is not approved by the FDA for the treatment of nicotine dependence is prohibited. When entering detox or residential treatment, FDA-approved nicotine replacement therapy is available free of charge for seven days. After that time it is available for purchase.

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 your attendance.

CONFIDENTIALITY

When clients are first seen at CFR, they will be given the opportunity to read and/or be given a copy of, and/or have explained to them CFR's Privacy Notice and client right to confidentiality. The Privacy Notice describes how medical, drug, alcohol, gambling, and mental health 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 that he/she has seen the notice.

Generally, CFR clients have the right to privacy and individuality where physical, social, spiritual, and psychological well-being is concerned. They also 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 disclose any information to a source outside CFR that you attend the program, nor may CFR disclose any information identifying you as an alcohol or drug abuser, problem 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 permits 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' premises or against Community and Family Resources 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 dependent adults* to the Iowa Department of Human Services Child Protective Investigation Unit.

There are times when a client presents in a crisis situation in

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 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 a client sees a CFR staff member in a public setting and wants to talk to him/her, the client may approach him/her 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, 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 services we can give without regard to such things as race, beliefs, color, sex, age, national origin, disability, or source of payment.

origin, disability, or source of payment.

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 (insurance) 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. Clients may also request a paper copy of the chart at \$.25 per page.

GRIEVANCE PROCEDURE FOR CLIENTS AND FAMILY MEMBERS

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

- ◆ Immediately tell the person with whom you have an issue.
- ◆ Then talk with your provider 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. Then send the grievance to the Facility Supervisor.

The Facility Supervisor will provide a written response to the client within five 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 posted near 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 at the admission appointment, once a month while in treatment, at the discharge appointment, and at a point in time after discharge for those in Substance Abuse Services. Client Satisfaction Surveys are conducted regularly for those in mental health related services. 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 done in partnership with the client and counselor beginning at the time of the client evaluation appointment. The planning 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 ensure 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 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/DAYS OF OPERATION

Toll-Free Phone: (866) 801-0085

Adult Inpatient/Detox/ Admin.

726 South 17th Street
Fort Dodge, IA 50501
Phone: (515) 576-7261
Fax: (515) 955-7628
24/7, 365 days a year

Recovery House

728 South 17th Street
Fort Dodge, IA 50501
Phone: (515) 576-7261

Gisch Transitional Living House

733 South 17th Street
Fort Dodge, IA 50501
Phone: (515) 576-7261

STARS Program (Adolescents)

430 North 8th Street
Fort Dodge, IA 50501
Phone: (515) 576-7261
24/7, 365 days a year

Fort Dodge Outpatient

1506 31st Ave North
Fort Dodge, IA 50501
Phone: (515) 576-7261
Monday-Friday

Ames Outpatient

1619 South High Street
Ames, IA 50010
Phone: (515) 232-3206
Fax: (515) 232-3780
Monday-Friday

Boone Outpatient

823 Keeler Avenue
Boone, IA 50036
Phone: (515) 433-0369
Fax: (515) 433-0429
Monday-Friday

Rockwell City Outpatient

515 Court Street #12
Rockwell City, IA 50579
Phone: (515) 576-7261
Tuesdays

Webster City Outpatient

500 Fair Meadow Drive
Webster City, IA 50595
Phone: (515) 832-5432
Fax: (515) 832-3221
Monday-Friday

Humboldt Outpatient

19 6th Street South
Humboldt, IA 50548
Phone: (515) 576-7261
Wednesdays

Pocahontas Outpatient

406 NW 7th Street
Pocahontas, IA 50574
Phone: (515) 576-7261
Thursdays

Clarion Outpatient

120 1st Avenue NW
Clarion, IA 50525
Phone: (515) 576-7261
Tuesdays & Thursdays

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.*

Community and Family Resources is a private, nonprofit provider of substance abuse, problem gambling, and mental health services to individuals, families, and communities. CFR is licensed by the Iowa Department of Public Health (IDPH) to provide substance abuse and gambling services. CFR is accredited through the Iowa Department of Human Services to provide mental health services. CFR receives funding from: Iowa Department of Public Health, client fees, and insurance.

CFR is an Equal Opportunity Employer and Service Provider.



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