

Welcome to Employee & Family Resources!

Thank you for coming to Employee & Family Resources – we are glad that you are here! Please take the time to read through this information about the services we offer.

Our counseling philosophy

EFR believes that strengths and abilities lie within each individual and/or family that allows them to learn, grow, heal, and change. Counseling is a tool for helping individuals and families recognize and further develop their strengths and abilities, leading them to positive changes such as: improvement in mood; ability to cope with stress; increased self-esteem; strengthened relationships; work satisfaction; better health; and other important changes that enhance quality of life.

Those we serve and services we provide

We serve children, adolescents, and adults of all ages with individual, couple/ family counseling on an outpatient basis for those voluntarily seeking help. Our providers are Master's level clinicians, licensed in clinical social work and mental health counseling.

In addition to individual counseling, we also serve adults age 18 and older through our substance use assessment and treatment services. Certified Alcohol and Drug Counselors, as well as Master's level clinicians facilitate individual, family, and group services.

EFR's employs a team of counselors with great deal of experience delivering services to individuals and families. If we believe that our providers are not the right resource, we will assist in the process of referring you to other resources in the community. Referrals may be made for educational or psychological testing, custody evaluations, substance abuse treatment, fitness for duty evaluations, ADA or FMLA determinations, specialized sexual offender or domestic violence offender treatment, or participation with litigation or court.

Fees/Payment

Fees are determined prior to the first counseling session and a sliding fee scale is offered upon request. EFR accepts third party payment including private health insurance and all Medicaid plans. If you are using health insurance, please obtain preauthorization if required by your plan before your first session. EFR accepts cash, check or credit card.

If you are unable to pay for services, please consult with the intake specialist at (515) 471-2357 for more information about payment plan options.

Office locations

505 5th Avenue, Suite 600
Des Moines, IA 50309

1001 Office Park Rd, Suite 205
West Des Moines, IA 50265

*Group Services offered here

Contact Information: Phone: 515.243.4200 / 515.471.2357 / www.efr.org

EFR offers telehealth appointments, which may be requested at the time of your appointment. Please note that telehealth service availability may vary and may not be appropriate for all individuals/presenting needs. Please refer to the Telehealth Description for more information.

Business hours: Monday 8:00 AM – 8:00 PM/ Tuesday 8:00 AM – 7:00 PM/ Wednesday 8:00 AM to 6:00 PM/ Thursday 8:00 AM – 5:00 PM/ Friday 8:00 AM – 4:30 PM. Saturday appointments may be scheduled based on the availability/schedule of the individual provider.

Scheduling an appointment

Call 515.471.2357 to schedule outpatient therapy services and our team will gather initial information and assist you in scheduling with the provider of your choice or with a provider whose experience matches your concerns. If you are interested in scheduling a substance use evaluation please contact us at (515) 243-4200.

How to Contact EFR After Hours

When calling outside of business hours, you may leave a message for a next business day return call. EFR partners with an answering service who will direct your message the next business day. **If you need emergency assistance**, please call 911 or go to a hospital emergency room.

Emergency Plans

Emergency response to some situations may result in evacuation of the building where the situation is occurring. You will be instructed and assisted by EFR personnel during an emergency. Maps of offices indicating evacuation routes in case of emergency are located in all Waiting/Reception areas and counselor's offices.

Health and Safety Policies

Tobacco Products

EFR is a tobacco-free environment. There will be no use of tobacco products allowed in any of EFR's facilities, grounds or vehicles. This policy covers all tobacco products and applies to employees, visitors and clients.

Illegal or Legal Substance Use

Substances of abuse are not allowed on EFR's grounds. A violation of this policy by a client will initially be addressed by the individual's counselor, clinical manager, or the clinical director.

Weapons

To ensure the safety of persons served, staff members, and visitors, weapons of any form are prohibited within any of EFR's facilities by anyone other than law enforcement acting in an official capacity.

Assessment & Therapy Sessions

In the initial sessions, you and your provider will talk about the concerns that brought you to seek out services and will complete a comprehensive evaluation based on information you share related to your mood, behaviors, relationships, family, drug or alcohol use, health, and other important areas of your life. Each session will provide the opportunity for you and your provider to work together in helping you to gain a better understanding of yourself, feel better about yourself and your capabilities, and learn what steps you can take to help you reach your therapy and/or treatment goals. You will also have the opportunity to continue your work between sessions with assignments such as communication or behavioral changes to practice, books or articles to read, writing assignments, and other activities to help you work toward your goals in your daily life.

Your Treatment Plan

For individuals receiving ongoing services, you and your provider will work together on developing your personalized treatment plan that outlines the goals you wish to achieve and the steps you will take to get there. The plan is developed based on your stated needs, wants, and preferences. EFR approaches services through a strengths based, person-centered model of care. Your treatment plan will be reviewed regularly, and in accordance to the requirements of your stated level of care, to evaluate your progress on your goals.

Length and Frequency of Sessions

Most counseling sessions will last about 45-60 minutes. The frequency will depend on your needs, your personal schedule, and insurance coverage. Weekly to every other week is common when beginning counseling with sessions becoming less frequent as progress occurs.

Transition and Discharge Planning

Transition planning will begin upon admission to treatment and will be developed in collaboration between you and your provider. A discharge summary will be completed at the time of discharge and will include a summary of the services received along with any recommendations/referrals for services or supports. You have the right to terminate therapy and/or treatment services at your discretion. Counseling services may also be terminated as a result of:

- Successful completion of your treatment plan/goals
- Consistent non-participation in agreed upon treatment programming expectations or responsibilities

In the event that you are discharged from services, your provider will work with you to determine whether alternative referrals are needed or appropriate. Should you wish to transfer to another provider or level of care, your provider or the clinical director will assist you with this transition.

Benefits and Risks of Services

The benefits of counseling may include reduction of symptoms, improved coping and problem solving skills, effective support during difficult life events, improved relationships, and improved self-esteem. Risks of the counseling process may include increases in emotional discomfort. It is common to experience both positive and painful feelings in therapy. Making changes in behavior and communication can complicate relationships as others may react negatively to the changes you are making. Finally, you may not experience the changes that you hoped for. If you are concerned that your counseling/ treatment is not going in the direction you want, it is important to share this with your provider. You may also contact the clinical director in the event that you have concerns you are not comfortable discussing with your provider.

Program rules and expectations

All clients are responsible being respectful of other clients, visitors, and EFR employees. Any behavior that infringes upon the rights, safety, and/or physical or emotional integrity of another client, visitor, or of EFR employees may result in termination from services. Persons may be deemed inappropriate or ineligible for services at EFR for the following reasons:

- If a person is determined to be a risk to the safety and/or welfare of another client and/or staff member for any of the following reasons: a) risk of physical injury, b) risk of emotional injury, c) risk to jeopardize recovery, d) risk to jeopardize service integrity
- If the person has a contagious disease and public health guidelines recommend quarantine.

If you experience a restriction on your rights or privileges, you may request a meeting with the CEO, Clinical Director or designee, to discuss having your privileges reinstated.

Client Input

EFR is committed to actively seeking input from persons served and their families. The following is EFR's plan to obtain input from persons served:

Client Satisfaction Surveys

Clients will be given a client satisfaction survey at the end of their treatment experience. EFR encourages honest feedback to ensure the services provided are meaningful with assisting you in meeting your desired outcomes. These satisfaction tools will be reviewed by the Clinical Manager and/or Clinical Director for opportunities to make improvements within the program.

Suggestion Box

Suggestion boxes are located in the waiting rooms at each of EFR's locations. You can make anonymous suggestions for improvement to services at EFR using these suggestion boxes. Suggestions are reviewed by the Clinical Director.

Sharing Concerns or Grievances

If you have concerns about your services, you may take one or more of the following steps:

1. Share your concerns with your provider
2. Report your concerns to EFR's Clinical Director and/or
3. File a formal Grievance. A grievance, or complaint, is a formal statement expressing dissatisfaction with or concerns about any aspect of services provided which is filed through the grievance process either verbally or via the written form to the Clinical Director.
 - a. To file a grievance, you may contact EFR's Clinical Director and file the grievance verbally or via the written form.
 - b. Upon receipt of the grievance, the Clinical Director will contact you to discuss the nature of the feedback or grievance. If a written grievance was received, the Clinical Director will call you within two business days of receiving the grievance.
 - c. If unresolved, the Clinical Director will make attempts to investigate the complaint.
 - d. Within 5 working days of discussing the grievance with you, the Clinical Director will notify you when action has been taken and will offer information about action taken when appropriate (e.g. when action does not affect staff rights to privacy/employment guidelines).
 - e. Should you be dissatisfied with the result of the response to the complaint, you may appeal directly to the CEO of EFR or request an appeal to the CEO of EFR through the Clinical Director. The CEO will respond to the grievance within five business days.
 - f. If you are dissatisfied with the CEO's resolution, a final appeal may be made to EFR's Board of Directors. The Board President or appointee will respond to the grievance within five business days. The EFR Board of Directors resolution is the final resolution.
4. The client may speak directly with the CEO anytime initial attempts to resolve the complaint have not been successful (e.g. unreturned phone calls, untimely response).