



COMMUNITY & FAMILY
RESOURCES

Inspiring prevention, treatment and recovery

Annual Report
Fiscal Year 2025

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From the Desk of the Executive Director

As we close another successful year, I am pleased to present our annual report, which highlights many of our key accomplishments. Our ongoing commitment to growth and innovation has strengthened our services and supported a collaborative, mission-driven work environment.

This year, we advanced several major expansion projects to extend our reach and enhance the care we provide. We opened a new 14-bed recovery house in Hamilton County and launched a new outpatient office in Conroy to better meet the needs of Iowa County. Additionally, we established a Medication-Assisted Treatment program in Iowa City in partnership with UCS Healthcare.

A significant focus of my work this year involved building legislative support for our Grays Wood Recovery Campus in Des Moines. I spent considerable time at the State Capitol and at legislative forums throughout the state to ensure lawmakers clearly understood the need for a centralized treatment campus in Iowa. These efforts proved successful: CFR received a \$3 million allocation from the state's Opioid Settlement funds, and through collaboration with the Governor's Office, we secured an additional \$5 million from American Rescue Plan Act (ARPA) funds. This critical funding has allowed us to move forward with the project.

Thank you to all team members for your dedication and hard work throughout the year. Together, we will continue to make a meaningful and lasting impact in the communities we serve.



**Michelle De La Riva,
LMFT, CADC**

FY2025 Overview

6,008

INDIVIDUALS SERVED IN TREATMENT PROGRAMS



23

LOCATIONS ACROSS IOWA

8,024

REACHED BY PREVENTION PROGRAMS

94%

OF CLIENTS SURVEYED WOULD RECOMMEND CFR

209

EMPLOYEES

Services

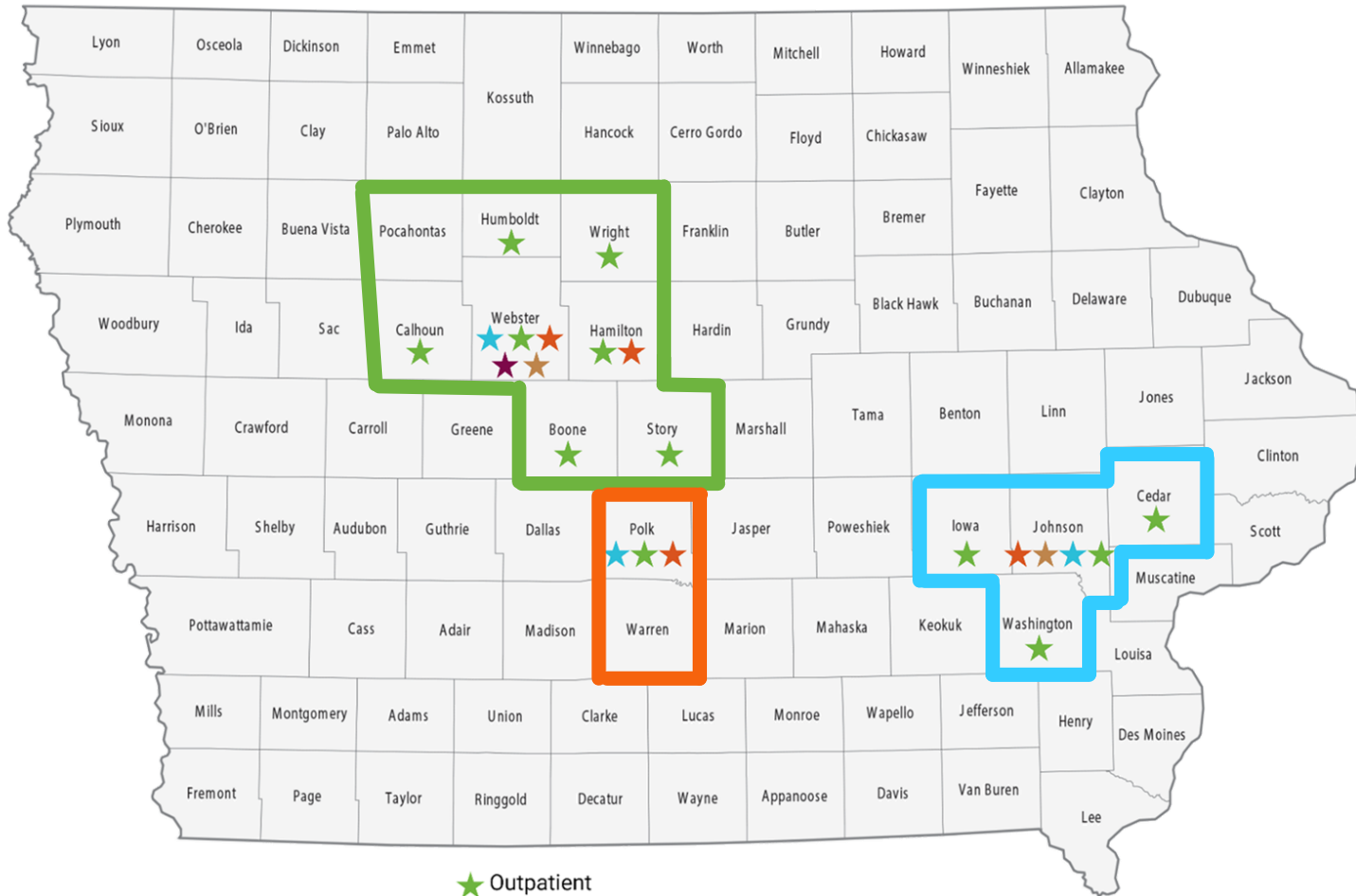
Community & Family Resources provides a wide range of substance use, problem gambling, and mental health services for adults, adolescents, families, and communities.

- ❖ Medically Monitored Intensive Inpatient Treatment (“Detox”)
- ❖ Sobering Services
- ❖ Residential Substance Use Treatment
- ❖ Recovery Housing
- ❖ Transitional Living/NARR-Certified Homes
- ❖ Outpatient Substance Use Treatment
- ❖ Outpatient Problem Gambling Treatment
- ❖ Outpatient Mental Health Therapy
- ❖ Employee Assistance Program (EAP)
- ❖ Outpatient Psychiatry
- ❖ Medication Assisted Treatment (MAT)
- ❖ Distance Treatment/Telehealth
- ❖ Substance Use, Tobacco, Alcohol, Gambling, & Drug Prevention/Education Services
- ❖ Professional Development & Training Opportunities
- ❖ Specialized Programs
 - ❖ Transformation Court (Webster County)
 - ❖ Family Treatment Court (Webster & Johnson Counties)
 - ❖ Mental Health Court (Story County)
 - ❖ State Opioid Response (SOR)
 - ❖ State Opioid Response Corrections Liaison (SOR-CL)
 - ❖ Prime for Life: Operating While Intoxicated (OWI) Course

Community & Family Resources is part of the IHHS Integrated Provider Network, with services funded by the Iowa Department of Health and Human Services and the U.S. Dept. of Health and Human Services Substance Abuse and Mental Health Services Administration (SAMHSA).

Service Area - Treatment

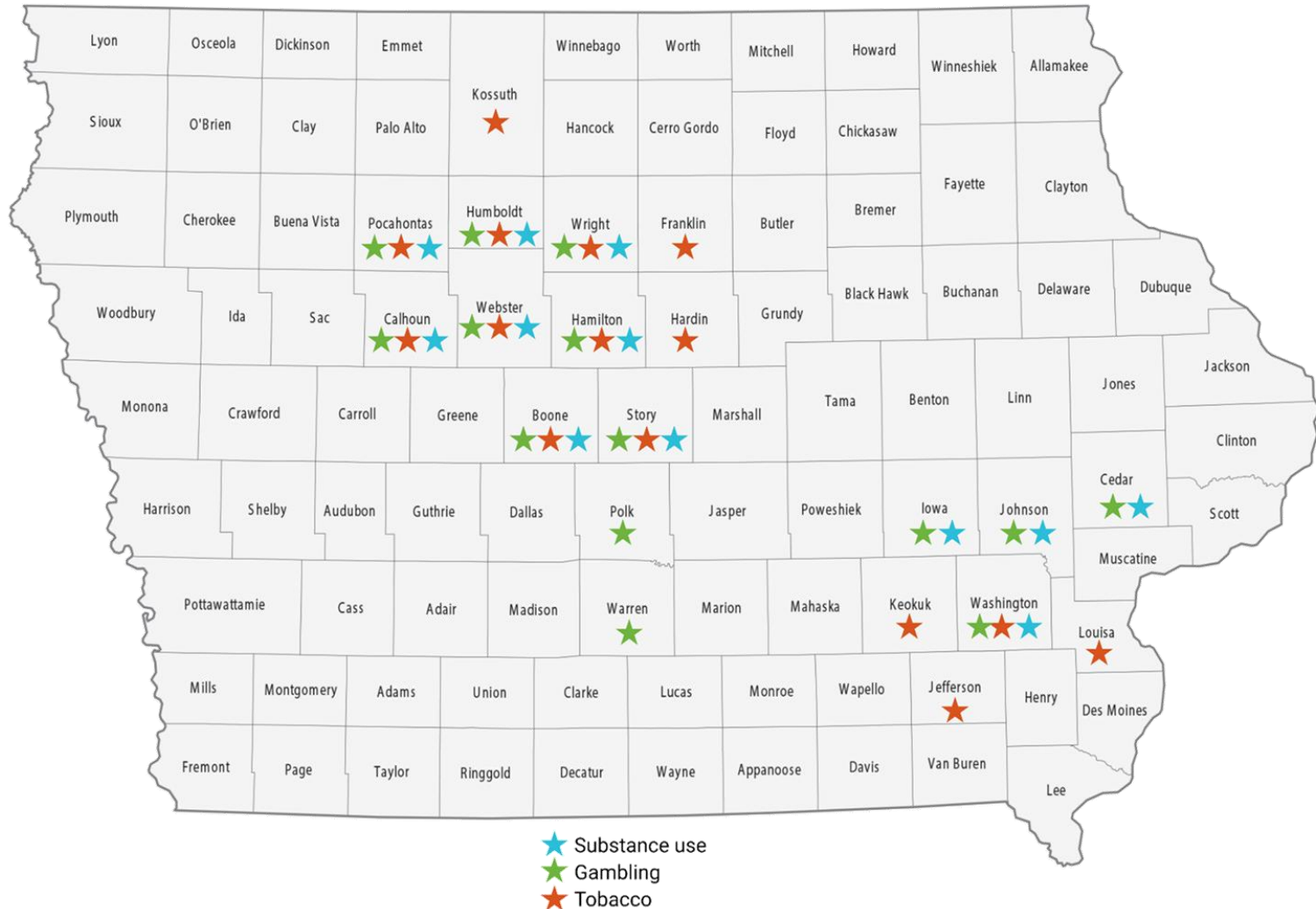
CFR serves individuals from across the state, with locations in 12 counties within 3 IHHS service areas.



- ★ Outpatient
- ★ Adult Residential
- ★ Recovery Housing
- ★ Medically Monitored Intensive Inpatient ("Detox")
- ★ Adolescent Residential

Service Area – Prevention

In addition to the core substance use and problem gambling prevention services provided in our 14 primary counties, tobacco prevention is also provided across 15 counties.



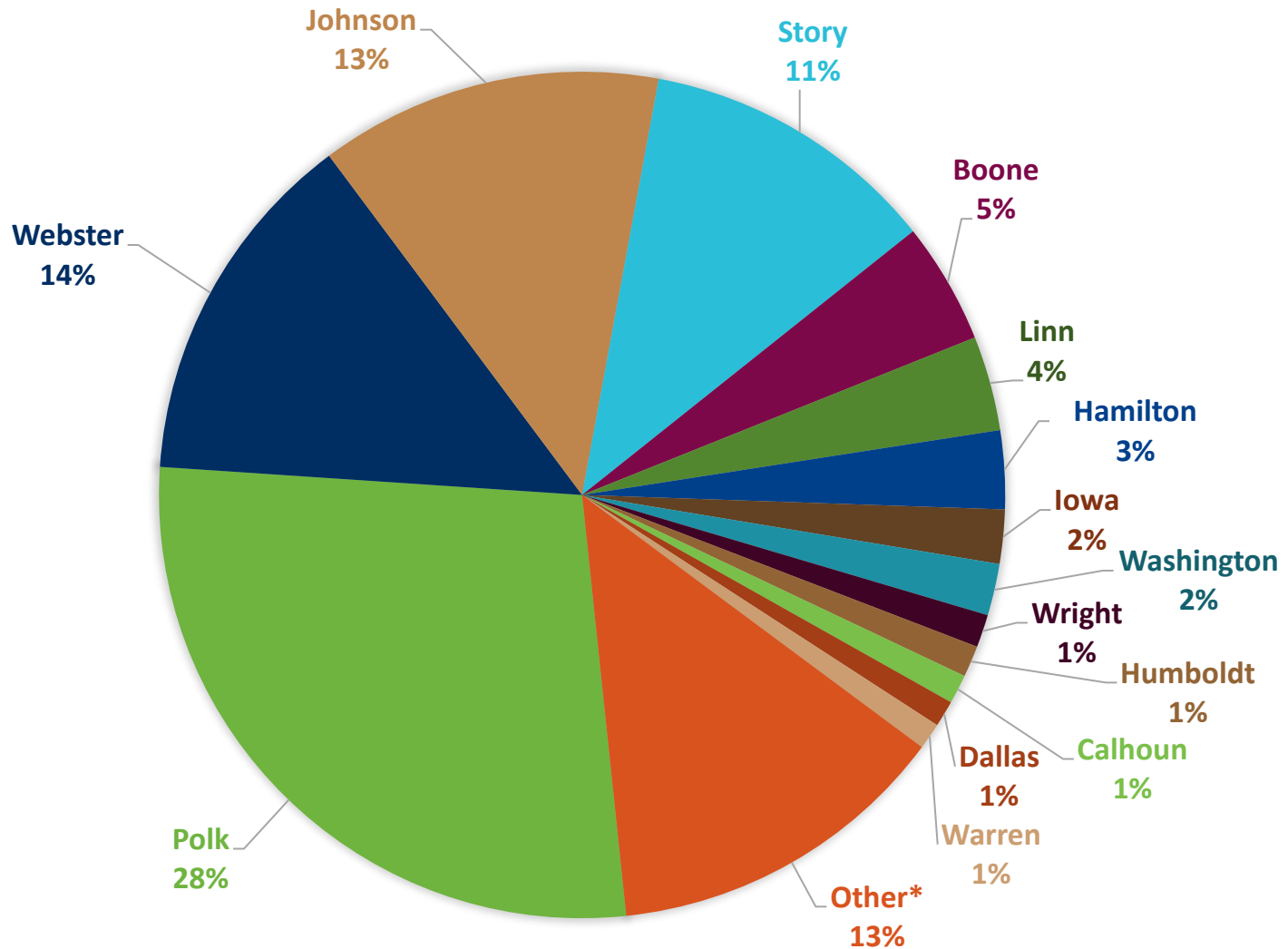
Individuals Served

A total of 6,008 unduplicated individuals were served in CFR's treatment programs in FY25.

While some individuals received only one type of service, the number of people who received co-occurring treatment services are noted at right.



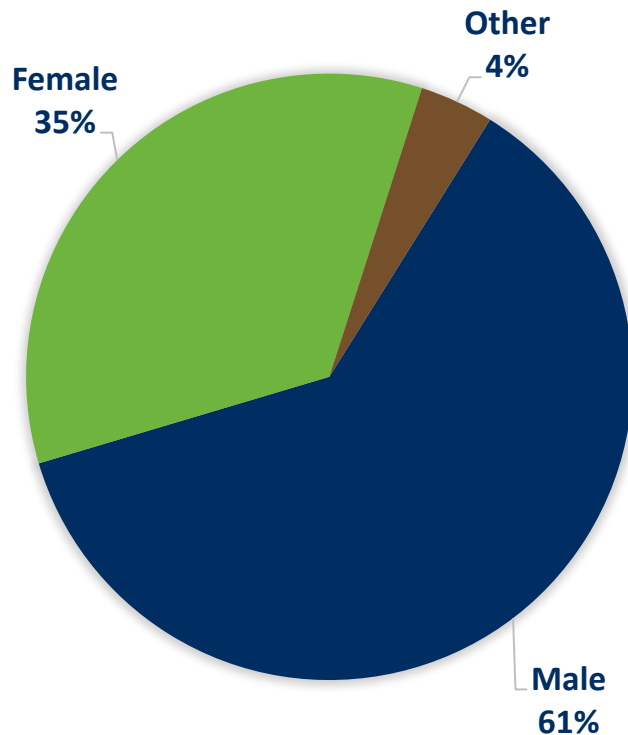
Individuals Served: County of Residence



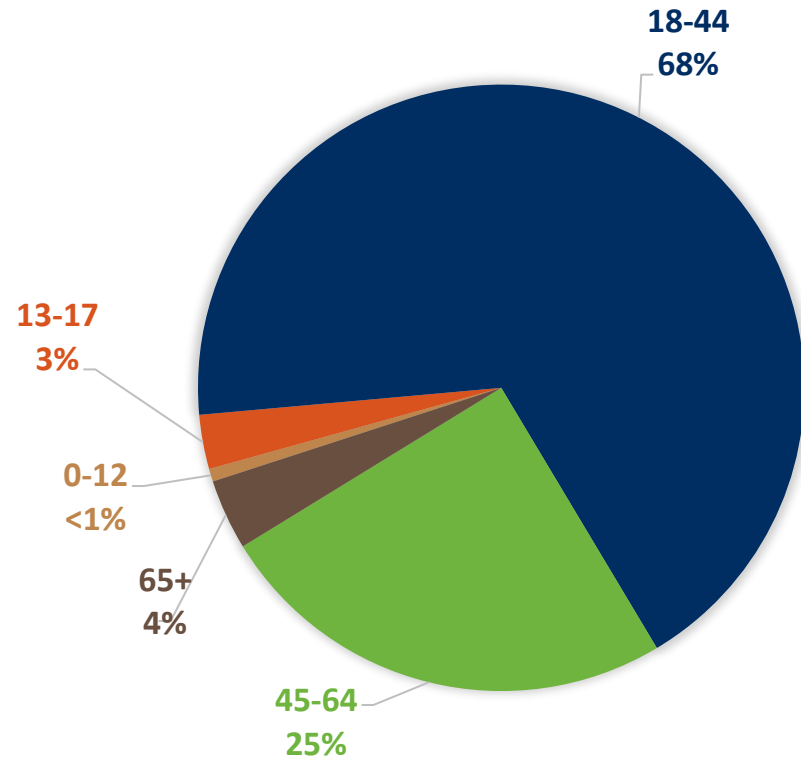
*Other: Includes 69 other counties (each reported at < 1%) that are not represented on the chart, plus out of state residents.

Individuals Served: Demographics

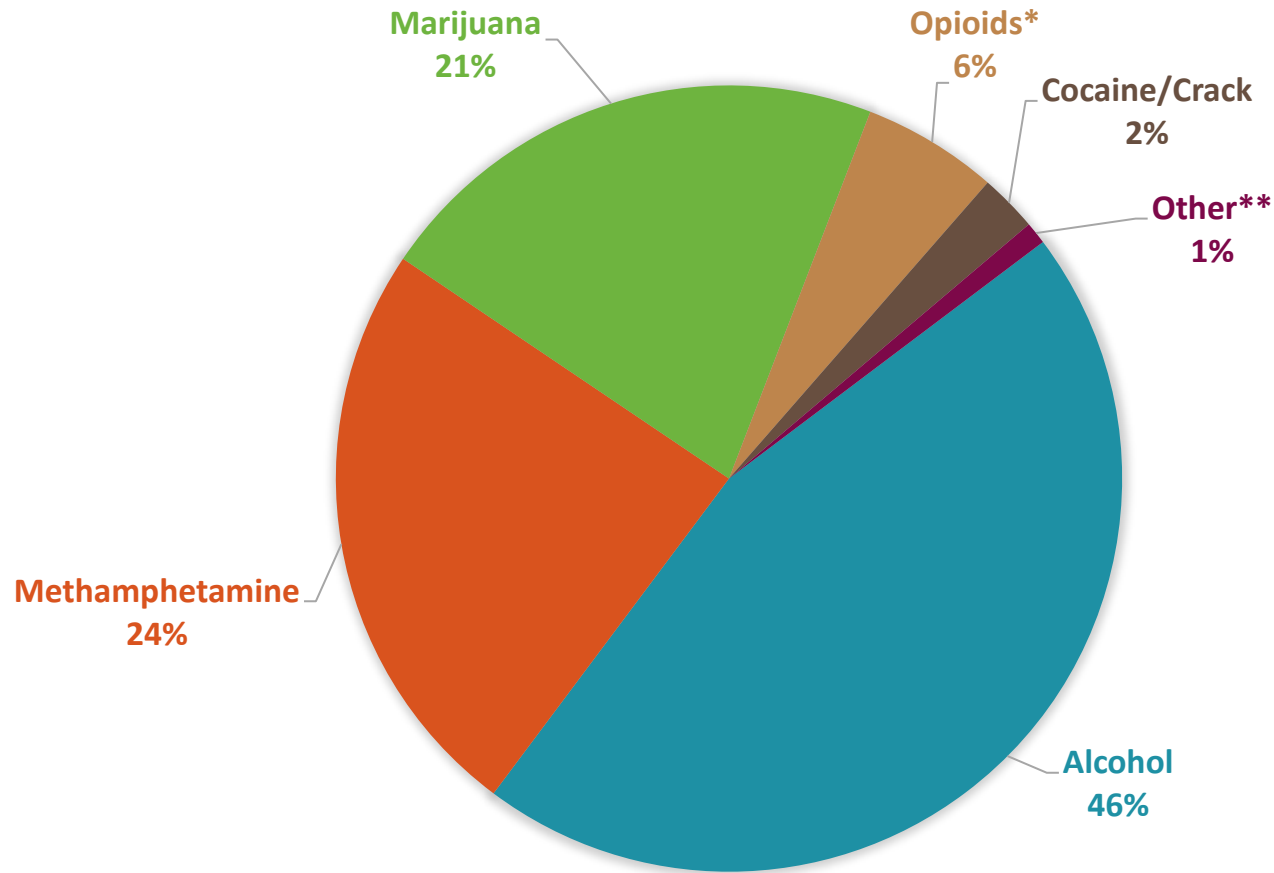
GENDER



AGE



Primary Substance of Use

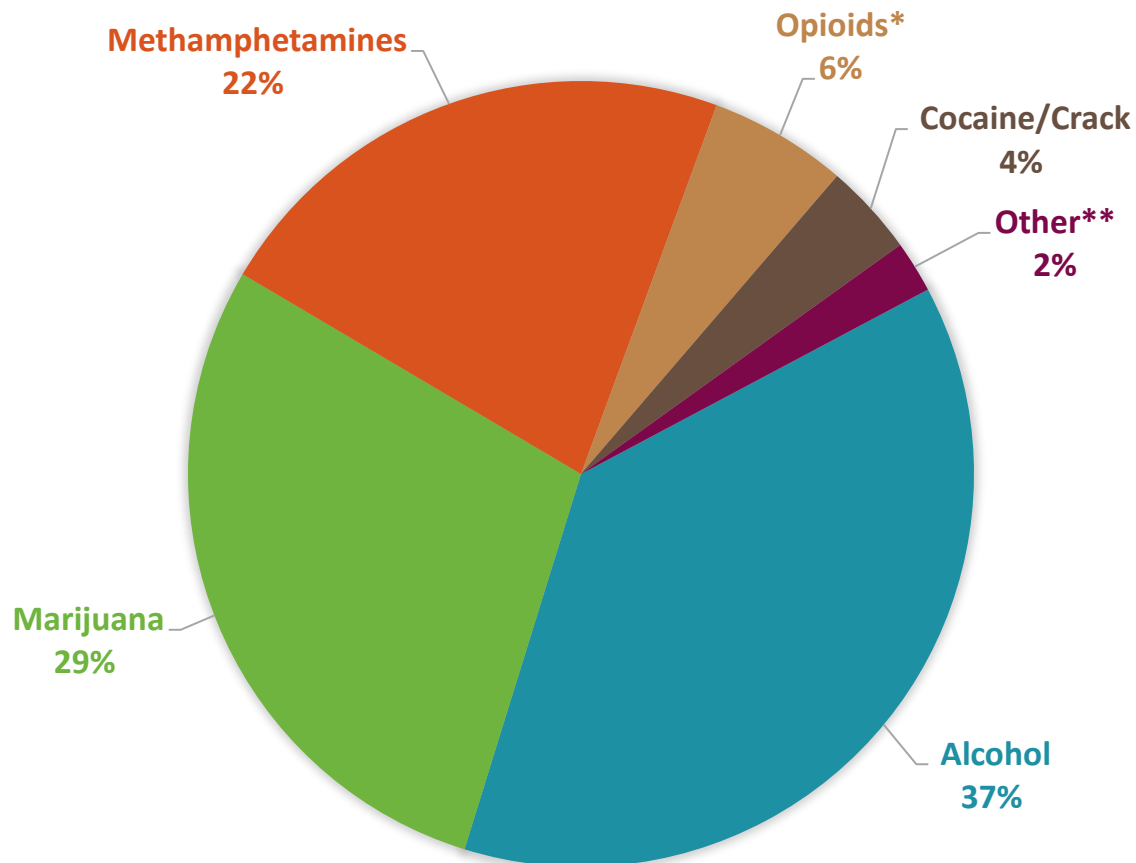


Many clients report use of multiple substances; this chart reflects only the primary substance of use.

**Opioids includes heroin, oxycodone, non-prescribed methadone, and other opioids/synthetics.*

***Other: Includes other substances reported <1%: benzodiazepines, hallucinogens, other amphetamines, other stimulants, inhalants, PCP, over-the-counter medications, ecstasy, & other sedatives/hypnotics.*

All Substances of Use



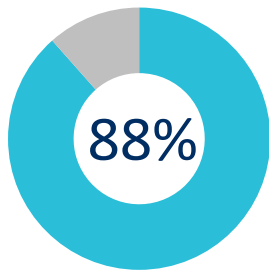
Many clients report use of multiple substances; this chart reflects the primary, secondary, and tertiary substances of use.

**Opioids includes heroin, oxycodone, non-prescribed methadone, and other opioids/synthetics.*

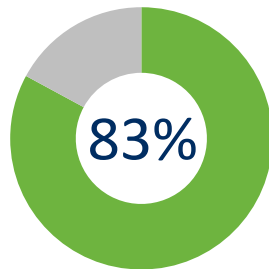
***Other: Includes other substances reported <1%: benzodiazepines, hallucinogens, other amphetamines, other stimulants, inhalants, PCP, over-the-counter medications, ecstasy, other prescribed analgesics, & other sedatives/hypnotics.*

Client Satisfaction

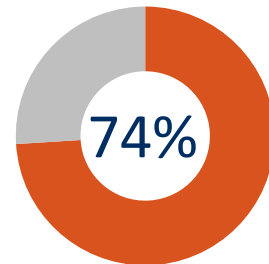
Clients participating in CFR's services are regularly offered surveys to assist in determining program satisfaction and areas for improvement within the agency.



We understand that taking the first step toward recovery can sometimes be overwhelming and daunting. Our goal is to make the experience as welcoming and accommodating as possible. In FY25, 88% of clients agreed/strongly agreed that they were **treated with respect by all staff** following their first visit with a treatment provider.



During the course of treatment and at the time of discharge, 83% of clients agreed/strongly agreed that their provider **focused on their goals and CFR's services fit their needs.**



74% of individuals who took our 12-hour Prime For Life class, which is required to get a driver's license reinstated following an OWI charge, agreed/strongly agreed that the program **helped them make a decision about their substance use choices.**

Client Feedback

When surveyed about the treatment services they received, clients responded with the following statements...

- “I've grown in many ways, I've become a productive member of society, and I have learned great coping skills. [My provider] has been very supportive and great with advice. She helps to push me and encourage me and she tells me what I don't want to hear, but what I need to hear. If it wasn't for her, I wouldn't have come nearly as far as I have.”
- “...they will help me get anything that's needed as well as talk to me whenever night or day.”
- “Staff was pleasant and helpful. Groups were meaningful and educational. The skills I learned will be applied in the real world. In particular, mental wellness skills, practices, and strategies were helpful for navigating my grieving process.”
- “Staff is friendly, open minded and considerate of others' views, opinions and beliefs.”
- “The workers were extremely kind and understanding to my situation. I never felt judged despite what I was in there for.”
- “They have bent over backwards to help me integrate into the program.”
- “Every time I meet with staff, I'm encouraged that I will get through this with a positive outcome.”
- “The staff is composed of people in recovery, making the atmosphere much more welcoming. The treatment is just as much about current recovery as it is about future aspirations.”
- “Everyone I came in contact was top notch. Very patient with me and understanding.”
- “Everything was very beneficial for getting me to a place of confidence again.”

Sometimes the feedback clients offer isn't just about the treatment itself—it's about the meaningful ways our staff have touched their lives, reflecting on how they made a deeper impact by ensuring their safety, affirming their worth, and supporting them during their most vulnerable times.



“I showed up at the building for an appointment and someone I had recently used with was at CFR. I saw her car in the parking lot and I almost drove off. I called [a CFR staff] and she called [her supervisor] and told [her] that the girls car was in the parking lot and that I was scared to come in. [The supervisor] stated she would come out to my car and walk me in which she did and then [she] sat with me in a room out of sight until the girl was gone. [She] then talked to the receptionist and asked her to put a note in my chart so that I do not get scheduled at the same time as that girl. I needed all of what CFR did for me that day. I am beyond grateful for [CFR staff] and the fact that they literally will do everything to help you be safe.

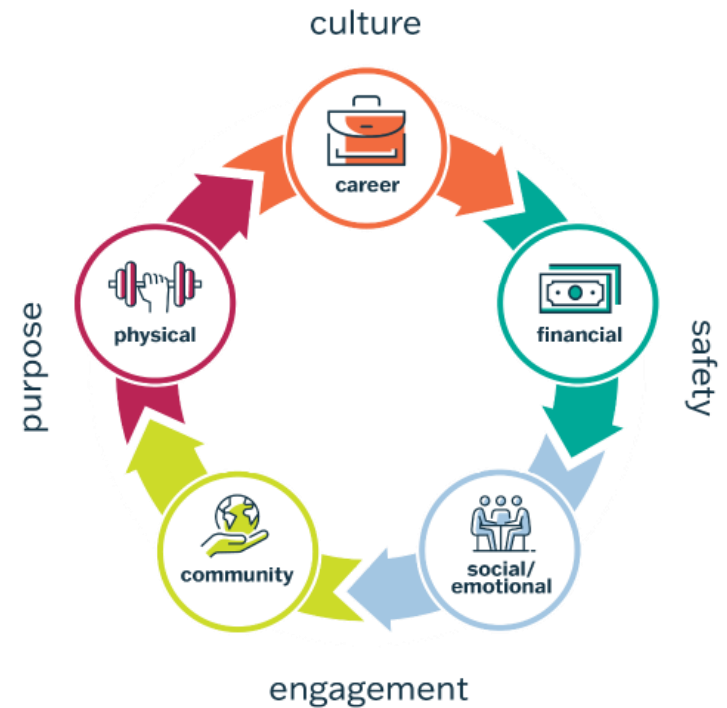
“I had just started chemo while I was in residential and my hair started to fall out. [CFR staff] (the tech) helped me shave off what was left of my hair. We prayed. We cried. She helped me tremendously get through such a hard thing. I have lost my hair before and again this time was just as worse as last time. [She] was very kind, caring and showed so much empathy.”

Purpose & Values

In March of 2025, Community & Family Resources announced our new Purpose Statement and Core Values.

We were purposeful from the beginning to make sure that exploring and identifying our values and purpose was a thoughtful and inclusive process. Through focus groups facilitated by ethOs consultants, our staff and board members across the state had opportunities to share insights, discuss our shared strengths and challenges, and shape the direction of our approach for working together and providing services to our clients. These voices and perspectives were essential to ensuring that our values and organizational purpose truly represent our collective vision.

The consultants reviewed and analyzed all focus group results to provide information for us to review. Together with the consultants, we were able to identify a set of five Values and a Purpose Statement that reflected what was heard through the research and focus groups. These are more than just words — they reflect who we are, how we work together, how we serve our clients, and they provide us with guiderails to follow through every decision we make in the future.



Our Purpose Statement helps to explain why CFR exists and why our organization and staff are passionate about what we provide to our clients and communities.

Community & Family Resources' purpose is to break barriers and build healthy futures by removing behavioral health stigma, supporting the recovery process, encouraging community connection, and empowering lowans to thrive.

This statement embodies our commitment to making behavioral health services accessible, inclusive, and impactful for everyone. It acknowledges the challenges that many individuals face when it comes to behavioral health while reinforcing our role as a compassionate and welcoming team ready to support the journey toward prevention, recovery, and wellbeing.

*Breaking Barriers,
Building Futures.*

Our five **Core Values** are: Acceptance, Hope, Safety, Inspiration, and Community.



We treat everyone with empathy and understanding while offering non-judgmental care to welcome every person just as they are.



We believe in the possibility of positive change and work to instill hope.



We provide safe, secure, and compassionate environments suited for health, healing, and growth.



We are committed to overcoming challenges, supporting sustainable recovery, and encouraging others to see the possibility of living every day as their best selves.



We build strong connections and work to improve the lives of those around us.

Since the announcement, we have been integrating Values and Purpose messaging into our materials and team-building activities to help our teams learn and live them out. “Living” our Values and Purpose means that we strive to make decisions and take actions as CFR employees that reflect these Values whether we’re working with clients or each other.



HEALING AMONG NATURE

AT GRAYS WOODS RECOVERY CENTER

This year marked a milestone for the Grays Woods Recovery Center – a project to build a new facility in Des Moines to house our residential and outpatient programs under one roof on the 7 acres of land where our current outpatient office is located. Over several years, CFR staff worked with partners at ASK Studio and Woodruff Construction to design a nature-based facility where hope and healing can take place for adolescents and adults in need of residential and outpatient care. The facility design was based on a similar project in Fort Dodge that opened in 2019 that enhanced safety, capacity, efficiency, and accessibility – as well as the client experience. Our trauma-informed design creates safe, calming spaces that support healing by considering emotional needs, reducing triggers, and fostering comfort, inclusivity, and respect, which are crucial for recovery and wellbeing.

The Grays Woods Recovery Center is designed to encompass its beautiful, natural surroundings in the healing process, offering optimal care, safety, and security.



- ❖ 46 adult residential substance use treatment beds
- ❖ 16 adolescent residential substance use treatment beds
- ❖ 12 medically monitored intensive inpatient (“detox”) beds
- ❖ Outpatient substance use, mental health, and gambling treatment programs
- ❖ Medication-Assisted Treatment (MAT)
- ❖ Health and wellness center



In FY25 CFR received the crucial funding needed to move forward with construction in FY26. This funding included initial grants from the Polk County Board of Supervisors and Prairie Meadows. Then following intensive efforts working with state legislators and the Governor's Office, a \$3 million grant was awarded through Iowa's Opioid Settlement funds and a \$5 million grant was allocated from the American Rescue Plan Act (ARPA) funds in collaboration with Governor Kim Reynolds.



2024 Prairie Meadows & Polk County Community Impact Luncheon
September 16, 2024





In preparation for construction activities beginning in summer 2025, brush clearing and tree removal were completed, along with essential utility field verification.

GRAYS WOODS RECOVERY CENTER



Moving into FY26, CFR is well positioned to officially break ground and bring the Grays Woods Recovery Center to life. We are profoundly grateful to Polk County, Prairie Meadows, Senator Tim Kraayenbrink, state legislators, IHHS, Governor Kim Reynolds, ASK Studio, Woodruff Construction, SpeakPR, the CFR Board of Directors, and all the staff and community supporters helping to turn this vision into a reality.

Program Highlights: FY25

NARR ACCREDITATION

Our Gisch House, Blessing House, and Serenity House in Fort Dodge became accredited by NARR (National Alliance for Recovery Residences) in November 2024. The process of becoming NARR-accredited involved aligning our processes, policies, and services with NARR's evidence-based guidelines and standards for recovery housing. All three homes also received an onsite visit from the Missouri NARR Affiliate, which is the current authority designated for Iowa.

NARR accreditation not only demonstrates the high-quality housing programs we operate, but it also opens up opportunities for clients to utilize state grant funding to assist with their monthly program fees.



Serenity House



Gisch House



Blessing House

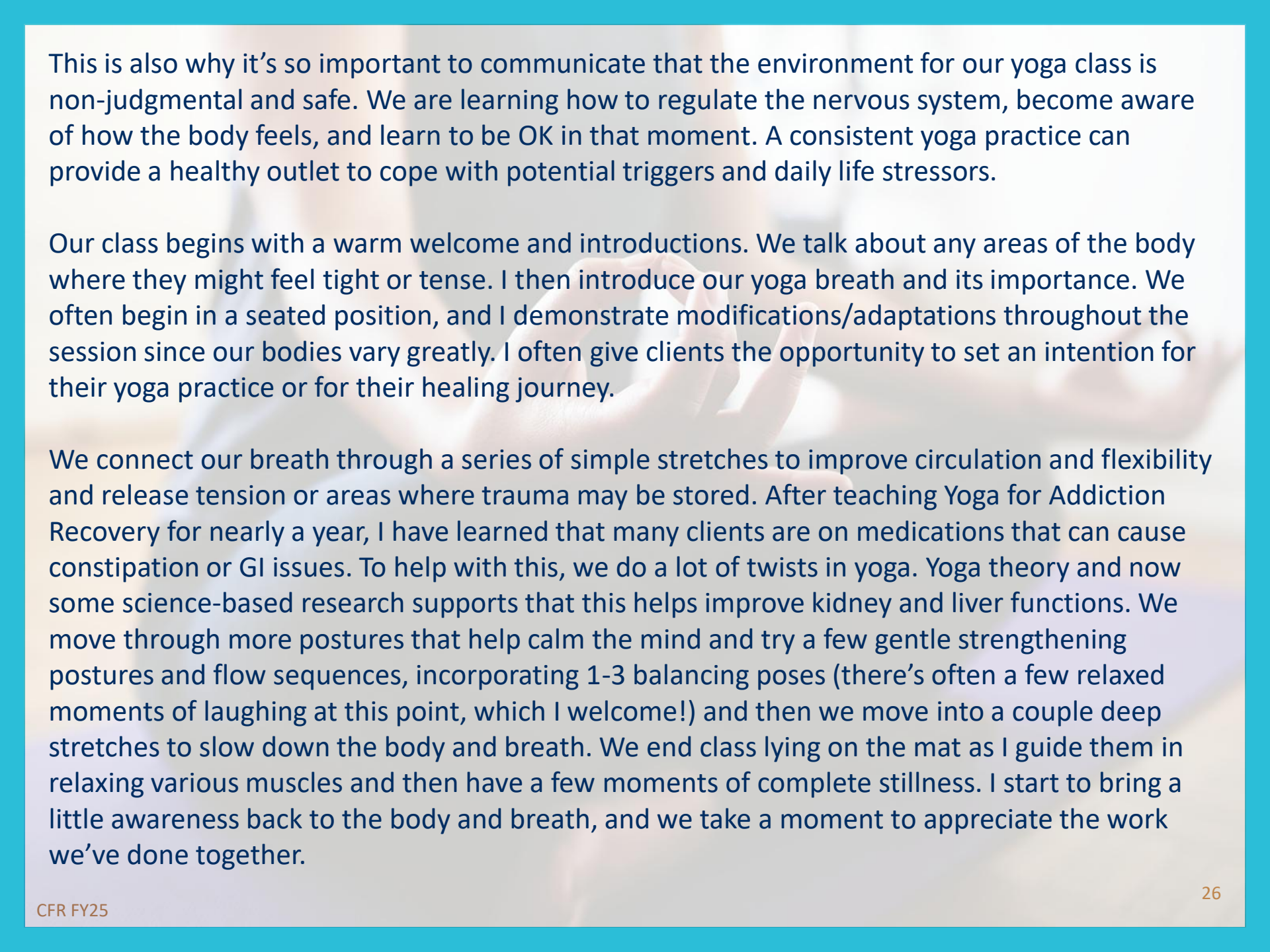
RECOVERY YOGA

We have been able to offer a new wellness service to clients engaged in residential substance use treatment at our Iowa City location through a partnership with a local certified yoga instructor.

Below, Noelle Haverhals, Certified Yoga Instructor, shares a bit about her classes and how they offer new ways for clients to heal and explore new coping tools. Feedback received from clients has been overwhelmingly positive, with clients sharing how they will continue to attend Noelle's community-based classes following their discharge from residential.

Teaching yoga to people in recovery would best fit the “Gentle Yoga” style. It’s important to consider that many clients have experienced some form of trauma. This is why I also approach yoga class as “Trauma Sensitive Yoga” and take the philosophy of going at their own pace and reconnecting to their body and mind. Occasionally an individual may experience some kind of “release” and it’s important as an instructor to clearly communicate this is a possibility before class.





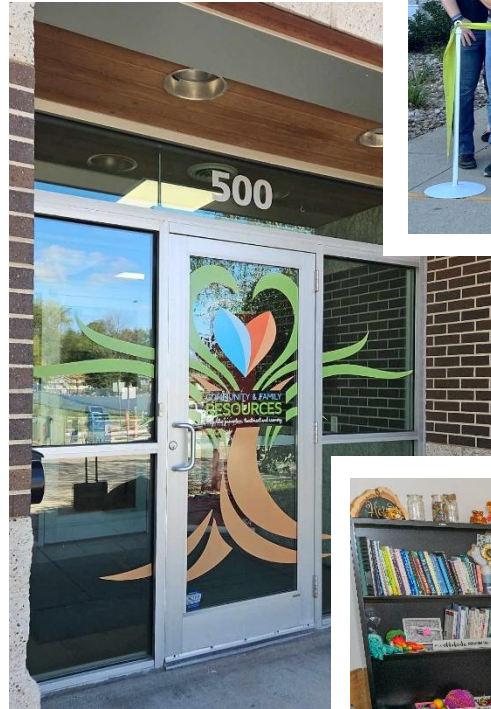
This is also why it's so important to communicate that the environment for our yoga class is non-judgmental and safe. We are learning how to regulate the nervous system, become aware of how the body feels, and learn to be OK in that moment. A consistent yoga practice can provide a healthy outlet to cope with potential triggers and daily life stressors.

Our class begins with a warm welcome and introductions. We talk about any areas of the body where they might feel tight or tense. I then introduce our yoga breath and its importance. We often begin in a seated position, and I demonstrate modifications/adaptations throughout the session since our bodies vary greatly. I often give clients the opportunity to set an intention for their yoga practice or for their healing journey.

We connect our breath through a series of simple stretches to improve circulation and flexibility and release tension or areas where trauma may be stored. After teaching Yoga for Addiction Recovery for nearly a year, I have learned that many clients are on medications that can cause constipation or GI issues. To help with this, we do a lot of twists in yoga. Yoga theory and now some science-based research supports that this helps improve kidney and liver functions. We move through more postures that help calm the mind and try a few gentle strengthening postures and flow sequences, incorporating 1-3 balancing poses (there's often a few relaxed moments of laughing at this point, which I welcome!) and then we move into a couple deep stretches to slow down the body and breath. We end class lying on the mat as I guide them in relaxing various muscles and then have a few moments of complete stillness. I start to bring a little awareness back to the body and breath, and we take a moment to appreciate the work we've done together.

WEBSTER CITY EXPANSION

It was with great excitement that we opened a new Men's Recovery House in Webster City during FY25. Following the purchase of the former Hamilton County building at 500 Fair Meadow Drive, a remodel was completed to provide a homelike space for the Recovery House residents, with a separate newly expanded space to house our Northern Region Prevention team as well as a wider range of services including substance use treatment, mental health therapy, and psychiatry.



WEBSTER CITY MEN'S RECOVERY HOUSE



CFR RECOVERY HOUSES

This year's opening of the Webster City Men's Recovery House inspired us to showcase the incredible support our homes in Fort Dodge, Webster City, and Des Moines provide during early recovery.

[CFR Recovery House Video Link](#)




STORY COUNTY MENTAL HEALTH COURT

In late FY24/early FY25, the Story County Mental Health Court (MHC) was launched to provide an alternative to jail for individuals with severe and persistent mental illness who also commit crimes and meet criteria established by established by the Iowa Statewide Treatment team in conjunction with All Rise, a nonprofit supporting treatment courts nationwide.

The overall goal of MHC is to provide maximum opportunity for rehabilitation for the participants. Story County's MHC team uses innovative case management, referrals to appropriate treatment, and recovery-focused incentives and sanctions to support the rehabilitative process.

The Mental Health Court program consists of 5 phases and transitions from a highly structured and court-supervised environment toward a community-based support network. It typically takes a year and a half to successfully complete the program.

CFR has a designated Mental Health Therapist, Case Manager, and Peer Recovery Coach dedicated to the program, with support from the Executive Director. In partnership with Judge Amy Moore and professionals from the Story County Jail, 2nd Judicial District, Arch Wilson Law, and Story County Attorney's Office, we work with individuals to attain specific goals tailored for them to advance to the next phase, culminating in graduation from the program and a deferred sentence.



One Mental Health Court client, Sarah, exemplifies an incredible journey of recovery and self-discovery. Upon entering the program, she struggled with housing insecurity, lack of resources, and minimal supports. Through consistent engagement with our Mental Health Court team, Sarah is living in her own apartment, working full-time, and maintaining financial stability. She is now getting ready to graduate from Mental Health Court.

MEDICATION-ASSISTED TREATMENT

CFR has been collaborating with UCS Healthcare for Medication-Assisted Treatment (MAT) services for clients since 2019 when we partnered to for them to open a clinic directly within our Fort Dodge Outpatient program in 2019. An additional location was added in Ames in 2020, and FY25 brought the opening of a third clinic at our Iowa City outpatient office.



MAT clinics support recovery from opioid and alcohol use disorders through an individualized treatment program that offers a combination of FDA-approved medication and counseling. The medications utilized can help reduce cravings and withdrawal symptoms. Research has demonstrated that this treatment combination can be key to achieving and maintaining recovery.

An integrated team composed of CFR program supervisors, Peer Recovery Coaches, UCS Nurses, and an Engagement Specialist meets weekly to collaborate on the current dosing of medications and treatment services for all individuals receiving MAT services. Any barriers the individual may be facing are discussed, along with potential solutions and support.

CONROY OFFICE

We opened a new outreach office at 558 7th Avenue in Conroy during FY25, after several years without a local Iowa County location. This new location is accessible and allows greater convenience for Iowa County residents to receive outpatient substance use treatment services directly in their home community without having to travel to Iowa City. This location is currently open one day per week on Wednesdays.



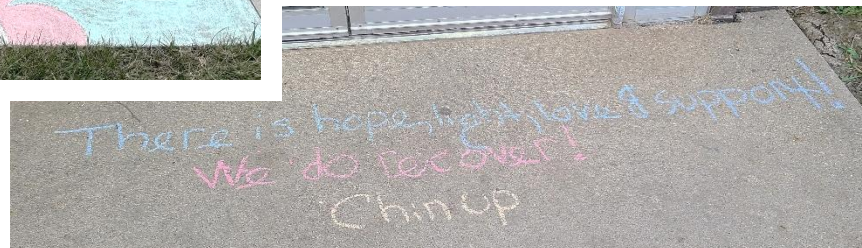
STATE OPIOID RESPONSE GRANT

The State Opioid Response-Corrections Liaison Grant (SOR-CL) assisted 64 individuals in CFR's northern region between September 30, 2024-June 30th, 2025. This grant aims to assist those with an opioid and/or stimulant use diagnosis remove barriers to their recovery, navigate resources in their community, and stay engaged in their recovery process. Peer Coaches and a Correction Liaison facilitate support services that include contingency management, education, transportation, clothing, hygiene, and wellness. SOR-involved staff participated in events within their communities to educate and spread awareness about this unique resource.

Through this grant, we were able to work with a gentleman who living outside in a tent and using opioids, stimulants, and marijuana. He went to jail and then joined the Webster County Transformation Court (Drug Court) and was referred to participate in the SOR-CL grant program. Slowly he started making changes in his life – changes that were completely new for him. He stopped using substances and committed to keeping regular appointments with his probation officer, counselor, and peer coach. Having been diagnosed with schizoaffective disorder, he began taking greater care of his mental health. The grant was able to help provide him with new clothes, gas cards, and a gym membership to strengthen his self-care routine. He found a job and excelled at it, earning raises and being trusted with more responsibilities. By saving up the money he earned, he was able to afford his own apartment. When he is not working, he regularly attends recovery meetings. He continues to remain in compliance with all Transformation Court requirements and is nearing graduation. Most importantly, when you see him now, he's got a big smile on his face.

COMMUNITY ENGAGEMENT

Through community events and awareness efforts, our teams actively work to expand understanding of behavioral health and the resources available for those facing substance use, gambling, or mental health challenges. Every engagement—big or small—has the power to create a powerful ripple and make a meaningful impact for someone in need.



International Overdose Awareness Day is recognized annually on August 31st. The goal of this awareness campaign is to end overdose, remember without stigma those we have lost, and acknowledge the grief of loved ones left behind. CFR was honored to be part of several different events across our service area.



In Iowa City, a free Recovery Yoga session was held with clients and community members attending. Iowa City's Film Scene shared a free screening of the Recovery Boys film, followed by a panel discussion about substance use disorders and overdose prevention.

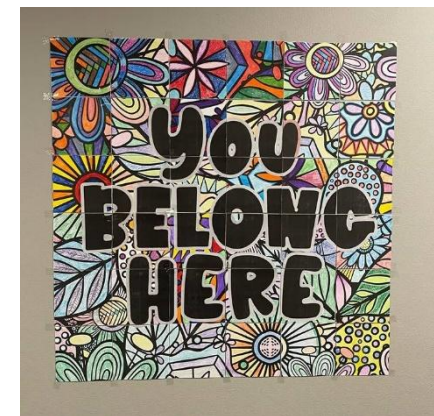
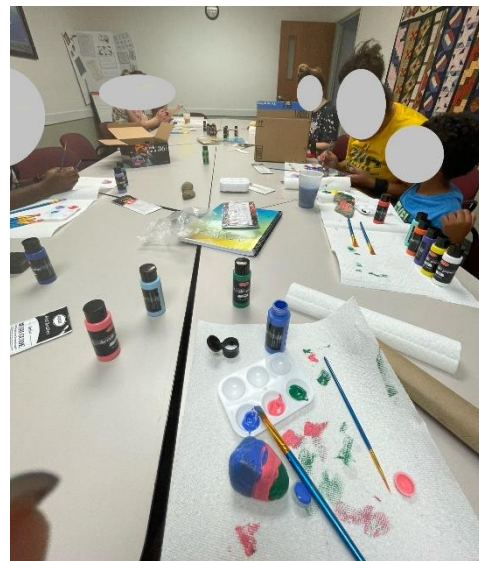


In Fort Dodge, a Lunch & Learn training about opioids and stimulants was held, and later that evening, community members gathered to raise awareness about overdose prevention efforts and remember loved ones.



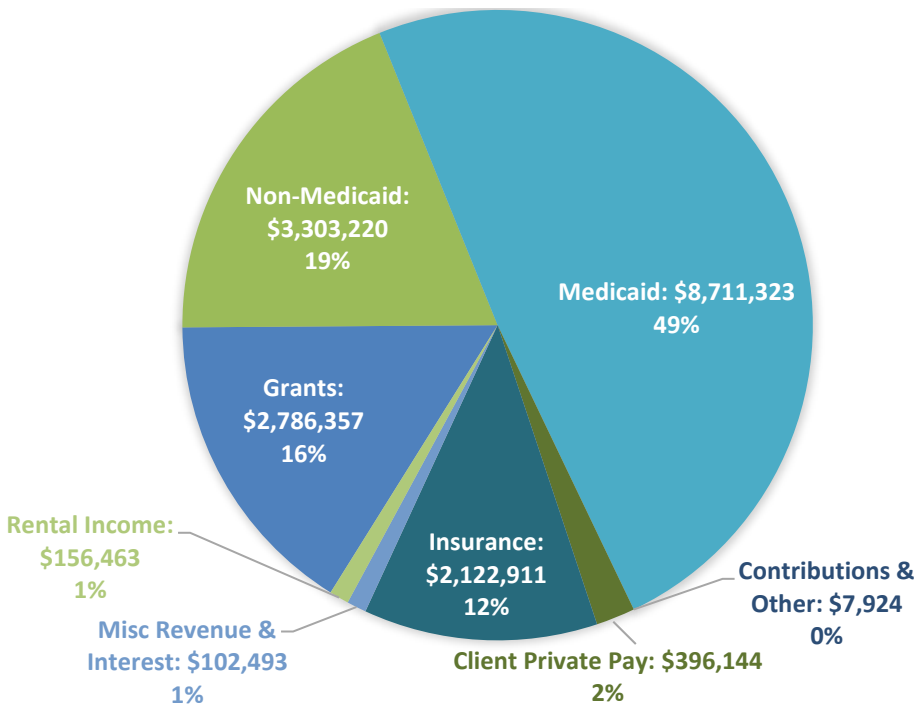
In Ames, community members joined together to hear from several speakers, honor loved ones, and receive Narcan training.

Recovery Month is a national effort during September to raise awareness that behavioral health is essential to overall health, that prevention works, treatment is effective, and people do recover from mental health, substance use, and gambling disorders. Clients and staff took part in many recovery-themed activities, including creating therapeutic art, raising awareness through county proclamations, learning new coping skills, and sharing inspiring recovery stories on CFR's social media platforms.

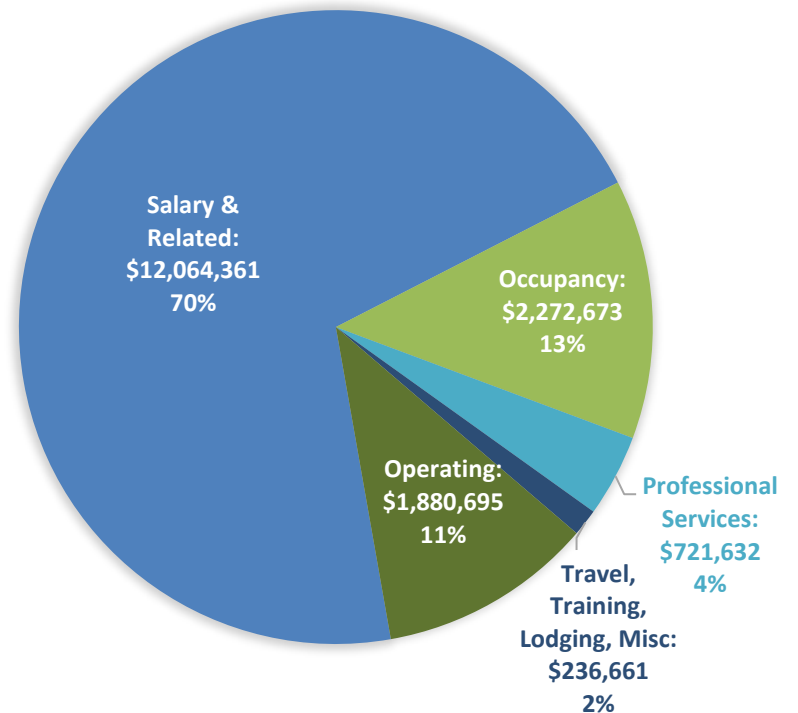


Financial Health

REVENUE
TOTAL: \$17,586,835



EXPENSES
TOTAL: \$17,176,022



Board of Directors: FY25

Name	Address	Affiliation
Ross Nusser, President	250 Holiday Road Coralville, IA 52241	Realtor/Broker, Urban Acres Real Estate
Latifah Faisal, Vice President	900 6 th Street Nevada, IA 50501	Story County Board of Supervisors
Scott Becker, Associate Vice President (<i>retired December 2024</i>)	8831 Twin Lakes Road Manson, IA 50563	Calhoun County Board of Supervisors
Steve Kuhl, Associate Vice President	145 Heritage Drive North Liberty, IA 52317	Self-Employed Consultant, Retired CPA
Dean Kluss, Treasurer	905 3 rd Ave NE Clarion, IA 50525	Wright County Board of Supervisors, Farmer
Shane Madsen, Secretary	1945 Timberwolf Drive North Liberty, IA 52317	Pharmacist, Allina Health
Charlene Austin (<i>retired October 2024</i>)	1111 Tuscany Drive SE Ankeny, IA 50009	Real Estate Agent, Keller Williams
Carl Bergstrom	936 I Avenue Ogden, IA 50212	Retired
Mary Clausen (<i>elected February 2025</i>)	2110 Edgewood Drive Webster City, IA 50595	Hamilton County Board of Supervisors, Salon 707
Dave George (<i>elected January 2025</i>)	1109 5 th Ave. Manson, IA 50563	Calhoun County Board of Supervisors, Beisser Lumber
Jeff Ives (<i>retired December 2024</i>)	42755 310 th Avenue Rolfe, IA 50581	Pocahontas County Board of Supervisors
Kim Jones	901 W Park Road Iowa City, IA 52246	Finance/Business Manager, Scattergood Friends School
Jerry Kloberdanz	407 Loomis Ave Fort Dodge, IA 50501	Paraeducator, Fort Dodge Community School District
Bill Lusher	990 213 th Place Boone, IA 50036	Economic Development Strategies Consulting Service
Bruce Reimers	2206 West River Drive Humboldt, IA 50548	Humboldt County Board of Supervisors
Peter Seehusen (<i>elected January 2025</i>)	51813 170 th Ave. Pocahontas, IA 50574	Pocahontas County Board of Supervisors, Farmer
Jack Seward, Jr.	222 West Main Street Washington, IA 52353	Washington County Board of Supervisors
June Stackhouse	1400 South 52 nd Street, Unit 46 West Des Moines, IA 50265	Mortgage Loan Originator, Wintrust Mortgage
Natasha Terrones	712 Hodge Ave Ames, IA 50010	YSS
Bob Thode	210 North 21 st Street Fort Dodge, IA 50501	Webster County Board of Supervisors

Leadership Team

Executive Director:

Michelle De La Riva, LMFT, CADC

Addiction Program Clinical Director (North):

Andrea Jondle-Howard, IADC

Regional Director (Central):

Mandy Oetken, LMHC, NCC, CADC

Regional Director (East):

Kayla Borja Frost, LMHC

Finance Director:

Pam Barkley

Human Resources Director:

Megan Schooler, SHRM-CP

Operations Director:

Sally Carnes

Controller:

Mike Rigel

Grants and Contracts Manager:

Shelly Zabel, CPS

Assistant Controllers:

Tara Triplett (North)
Lexie Stueck (East/Central)

Accounts Receivable Manager:

Chris Russell

Information Technology

Administrator:

Wyatt Wood

Office Managers:

Ellie Bauer (East)
Lauren Kinseth (Ames/Boone)
Tanya Martinson (Fort Dodge)
Lolita Windsor (Central)

Adolescent Residential Program

Supervisor:

Lana Emrys, LMSW, IADC

Adult Residential Program Supervisors:

Stacy Hale, CADC (North)
Jarvis Hogan (Central)
Andrea Ortner, CADC (East)
Katlin Sandlin, IADC (North)

Nurse Managers:

Sarah Hinrichs, RN, PMH-BC (East)
Marisa Jergenson, RN, CADC
(North/Central)

Outpatient Addiction Program

Supervisors:

Ronda Brown, IADC (East)
Tia Hartzler, IADC (Fort Dodge/Satellites)
Carrie Nelson, IADC
(Ames/Boone/Webster City)
Aaron Trotter, IADC (Central)

Prevention Supervisor:

Rachael Chittum, (East/Central)



**As of date of printing (12/10/25)*

Connect with us

Phone:

- All Regions: 866-801-0085
- Central Region: 515-262-0349
- Eastern Region: 319-351-4357
- Northern Region: 515-576-7261

Email:

- information@cfrhelps.org

Website:

- www.CFRHelps.org

Social:



[facebook.com/cfrhelps](https://www.facebook.com/cfrhelps)



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Thank You...



- ...to the Board of Directors, who bring the interest and welfare of the people in their respective communities to the Board for consideration. The primary concern of Board members is the provision of high-quality behavioral health treatment and prevention services within the communities they represent in the most cost-effective manner possible. They strive unceasingly to achieve this by formulating policies that ensure sound management and internal control of the organization.
- ...to the dedicated staff at Community & Family Resources, who demonstrate great concern for the needs of the clients receiving services and the communities we serve. Tremendous growth has been realized over the last year, thanks to the skill and perseverance of these staff members. Our team of staff is committed to ensuring that CFR is a provider of choice in the community.
- ...to our volunteers, generous donors, partners, consultants, and community funders who all help make our behavioral health treatment and prevention services available to those most in need.