



OUR STAFF HAVE THE RESPONSIBILITY FOR:

- Treating everyone in a caring and respectful manner
- Delivering appropriate services based on the client's needs and concerns
- Explaining services and responsibilities, including the basic expectations of services provided
- Informing clients of the hours and days that services are available
- Protecting the client's privacy
- Informing clients when they are legally required to disclose confidential information
- Providing a safe office environment
- Explaining the program's discharge criteria, including rules, behavioral expectations, or other factors that could result in conclusion of services
- Reporting suspected child abuse or neglect
- Reporting suspected elder abuse or neglect when an older person is unable to seek assistance



The Center for Youth and Family Solutions Offices

603 N. Center St.
Bloomington, IL 61701
309.829.6307

502 S. Morris Ave.
Bloomington, IL 61701
309.820.7616

1315A Curt Dr.
Champaign, IL 61821
217.352.5179

102 N. Robinson St.
Danville, IL 61832
217.443.1772

292 N. Chambers St.
Galesburg, IL 61401
309.342.1136

815 2nd St.
LaSalle, IL 61301
815.223.4007

2100 W. 5th St.
Lincoln, IL 62656
217.732.3771

123 S. McArthur St.
Macomb, IL 61455
309.833.1791

2610 W. Richwoods Blvd.
Peoria, IL 61604
309.323.6600

4703 44th St.
Rock Island, IL 61201
309.786.0770

1630 S. State St.
Springfield, IL 62702
217.528.3694

GUARDIAN ANGEL HOME
260 E Queenwood Rd.
Morton, IL 61550
309.636.7500

CLIENTS RIGHTS AND RESPONSIBILITIES




**THE CENTER FOR
YOUTH & FAMILY
SOLUTIONS**
cyfsolutions.org



Rev. 05/2023



Our Mission

The Center for Youth and Family Solutions engages and serves children and families in need with dignity, compassion, and respect by building upon individual and community strengths to resolve life challenges together.

Our Impact

With offices across the state, we annually serve over 20,000 individuals and 8,000 families, in 37 counties throughout all of Central Illinois and the Quad Cities.

OUR CLIENTS HAVE THE RIGHT TO:

- Be treated with dignity and respect
- Service regardless of age, gender, race, ethnicity, national origin, gender identity, sexual orientation, religion, or ability
- Confidentiality, including being informed of the agency's practices regarding private information, their right to authorize disclosure of confidential information, and the limits of confidentiality
- Know the hours and days that services are available
- Know the fee for services

- Be alerted of any changes in appointment scheduling
- An explanation of services and responsibilities, including basic expectations of services provided
- An individualized service plan
- Participate and have family and/or legal guardians participate in decisions regarding services
- Know the program's discharge criteria, including the rules, behavioral expectations, or other factors that could result in conclusion of services
- Refuse services

OUR CLIENTS HAVE THE RESPONSIBILITY FOR:

- Being free of alcohol, drugs, or other mood altering substances while participating in services
- Respecting the rights of individuals providing and participating in services
- Paying any required fees for services
- Calling in advance to cancel or reschedule appointments

OUR CLIENTS MAY EXPRESS CONCERN BY:

- Stating the problem to the worker involved
- Contacting the worker's supervisor if the concern is not resolved
- Obtaining a copy of the client grievance procedure from the worker's supervisor
- Filing a formal grievance within the time frame specified by the client grievance procedure

OUR STAFF HAVE THE RIGHT TO:

- Be treated with dignity and respect
- Be safe from harm or threat
- Initiate law enforcement involvement when necessary to protect the client or others
- Use general information for statistical services

