

Heartland Family Service OFFICE LOCATIONS

Central Administration Office | (402) 552-7400

2101 S. 42nd St., Omaha, NE

Better Together | (402) 552-7015

2517 Caldwell St., Apt. 139, Omaha, NE

Center Mall Office | (402) 934-8810

1941 S. 42nd St., Suite 375, Omaha, NE

Charles E. Lakin Human Services Campus | (712) 435-5350

1515 Ave. J, Council Bluffs, IA

Child & Family Center | (712) 325-5640

Charles E. Lakin Human Services Campus

1515 Ave. J, Council Bluffs, IA

Glenwood Office | (712) 527-2177

302 1/2 S. Locust St., Glenwood, IA

H. Lee Gendler Center | (712) 322-1407

515 E. Broadway, Council Bluffs, IA

Heartland Homes | (712) 435-5360

1503 Ave. J, Council Bluffs, IA

Iowa Family Works | (712) 435-5380

1722 Ave. C, Council Bluffs, IA

Jefferson House | (402) 721-5099

437 Jefferson Rd., Fremont, NE

Logan Office | (712) 644-2946

107 N. Fourth Ave., Logan, IA

Nebraska Family Works | (402) 342-9555

4847 Sahler St., Omaha, NE

**North Omaha Intergenerational
Human Services Campus | (402) 552-7480**

4318 Fort St., Omaha, NE

North Office | (402) 451-6244

6720 N. 30th St., Omaha, NE

Safe Haven Shelter (concealed location)

Sarpy Office | (402) 339-2544

302 American Pkwy., Papillion, NE

Therapeutic School | (712) 325-1331

2912 Ninth Ave., Council Bluffs, IA

Transitions Apartments | (712) 329-8900

208 S. 25th St., Council Bluffs, IA

GUIDE to AGENCY SERVICES

This at-a-glance referral guide includes a concise list of services available through our agency for children, youth, adults, and families.

For more program details, call our locations or visit our website at HeartlandFamilyService.org

Since 1875, it has been the mission of Heartland Family Service to strengthen individuals and families in our community through education, counseling, and support services. Today, we serve over 30,000 people of all ages — from the infants in our Family Works program to the seniors in our Generations Center — annually from 18 locations in east central Nebraska and southwest Iowa.

With more than 50 programs in our organization, we are able to hand-craft an integrated, multi-service approach that guides our clients toward safety, well-being, and, ultimately, self-sufficiency. Most of our services are offered for free or on a sliding fee scale.

When life improves for one of us, life improves for all of us. *We all matter.*

*For more information about
our programs, contact us today!*

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HeartlandFamilyService.org**

HEARTLAND
family Service
Good works.

GUIDE to AGENCY SERVICES



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CHILD & FAMILY



Baby TALK (NE)

Newsletters, group socializations, and home visits for parents with children age 5 and younger.

Child & Adult Care Food Program (NE)

Cash reimbursement for child care providers who follow USDA nutritional guidelines.

Family & Child Care Resource Center (NE)

Training and materials for parents and child care providers.

Generations Center (NE)

Food, fun, friendship, and support for adults age 55+. Transportation and discounted lunch available.

Healthy Alternatives for Little Ones - HALO (National)

Health education curriculum for preschool providers.

In-Home Services (NE)

Intensive in-home support for families at risk of losing their children. Requires caseworker referral from Northern Service Area.

Jefferson House (NE)

Safety and guidance for youth. Requires caseworker referral from Northern Service Area.

Positive Parenting Group (NE)

12-week series of classes for parents of children ages 12 and under. English, Spanish, and Karen languages.

Ready in 5 (NE)

Academic, social, emotional, and material support to refugee families to help prepare preschoolers for kindergarten.

Refugee Juvenile Justice Advocate (NE)

Helps refugee youth and parents successfully complete juvenile diversion.

Ruth K. Solomon Girls Center (NE)

Fun summer leadership and arts programming for girls ages 5-18.

Victim Empathy Program (NE)

Classes and offender mediation.

Youth Links (NE)

Staff-secure crisis stabilization center for teens. Residential services for ages 10-18. Requires referral from Nebraska Families Collaborative, probation, or court.

COUNSELING & PREVENTION



Assertive Community Treatment (IA)

Multi-disciplinary support for adults with chronic mental illness.

Assessment Center (NE)

Walk-in mental health and substance abuse evaluations for adults and youth.

Better Together (NE)

Intensive outpatient treatment for parents.

Child & Family Center (IA)

Enhanced therapeutic counseling for children ages birth-18 and their families.

Employee Assistance Program (IA/NE)

Brief counseling referrals for area business employees.

Family Works (IA/NE)

Residential substance abuse treatment for pregnant women and mothers with children.

Integrated Health Home (IA)

Whole health services for Harrison, Mills, and Pottawattamie counties.

KidSquad (NE)

To help child care providers identify and resolve child behavior problems.

Mental Health Counseling (IA/NE)

Professional therapy for individuals, couples, family, and children, including Dialectical Behavioral Therapy (DBT) groups.

Mental Health Crisis Response Teams (IA/NE)

24/7 assistance to law enforcement on mental health crises calls. Available in Cass and Sarpy counties in Nebraska and Pottawattamie County in Iowa.

Mental Health for Youth in Detention (NE)

Crisis intervention for youth at the Douglas County Youth Center and Sarpy Juvenile Justice Center.

OnTrack of the Heartland (NE)

Innovative team approach to providing recovery-oriented treatment for young people ages 15-25 who have recently begun to experience psychosis.

Problem Gambling Prevention and Treatment (IA/NE)

Community education and help for problem gamblers and their families. Distance Treatment available in Adair, Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, and Shelby counties in Iowa.

24-hour Gambling Crisis Line | 866-322-1407

Substance Abuse Evaluations and Treatment (IA/NE)

Outpatient individual treatment and groups for adults and adolescents. OWI and DUI classes also available in English or Spanish.

Therapeutic School (IA)

Full-day academic and therapeutic programming for K-12 special education students with major mental health diagnoses.

HOUSING & FINANCIAL STABILITY



Domestic Violence/Sexual Assault (NE)

- Criminal justice advocacy
- Safe Haven emergency and transitional shelter
- Therapy and support groups for victims and survivors
- Choosing Nonviolence Men's Batterers Group
- Women's Turning Point Group

24-Hour Crisis Line/Emergency Response | 800-523-3666

Hardship Assistance (NE)

Referral services and brief financial aid. Career Clothing Closet available at North Office and Donation Center at Sarpy Office.

Heartland Homes (IA)

Permanent supportive housing for homeless individuals and families with disabilities.

Homeless Street Outreach (IA/NE)

Case management services to help homeless individuals living on the streets locate permanent housing and address basic needs.

Permanent Supportive Scattered-Site Housing (IA/NE)

Housing and support services to help individuals who are literally homeless.

Pottawattamie County Homeless Link (IA)

Short-term financial assistance for individuals at risk of becoming homeless, support services for homeless individuals with severe mental illness, and case management.

Rapid Rehousing (IA/NE)

Temporary financial assistance (1-12 months) and case management for individuals and families experiencing homelessness.

Transitions (IA)

Permanent supportive housing for individuals and families who are homeless.

Ways to Work (IA/NE)

Low-interest auto loans for eligible parents in five counties in Iowa and Nebraska.

For more information about our programs, contact us today!

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