

BEHAVIORAL HEALTH PROGRAMS

Treatment Approach

Our treatment is a strength-based approach that emphasizes biology, psychology, social and spiritual factors:

- Biology—physical contributors
- Psychology—personality, depression, anxiety, etc.
- Social—family and community environment
- Spiritual—as the client defines

Our program offers education and an opportunity for self evaluation that permits each individual to make informed decisions regarding his or her life, growth and recovery.

We believe that mental health and addiction obstacles affect families and communities as a whole. We are dedicated to reducing these effects in our communities.

Staff

Our professional therapists hold degrees in social work, psychology or other related counseling field, or are certified in their specialties and supervised by licensed staff. All therapists, counselors and caseworkers are committed to offering high-quality services that fit the needs of families and individuals.

Licensure questions

If you have any questions regarding licensure status for your counselor, you may verify with the following agencies:

Nebraska:

- Nebraska Health and Human Services
Health Facility Investigations (402) 471-0316
- Regulation and Licensure/Credentialing division
301 Centennial Mall South
Box 94986
Lincoln, NE 68509-4986
<http://www.hhs.state.ne.us/crl/invest/invest.html>

Iowa:

- IBC (substance abuse and gambling)
225 NW School St.
Ankeny, IA 50023
phone: (515) 965-5509
fax: (515) 965-5540
- Iowa Department of Public Health (mental health licenses)
<http://www.licensediniowa.gov/>
(866) 227-9878

HEARTLAND FAMILY SERVICE is dedicated to the idea that clients and other members of the community should have the opportunity to alert the agency to needs or problems in the community that they feel should be addressed. We also strongly believe that clients and other community members should have the opportunity to voice complaints regarding agency operation or staff. Upon request, a copy of our client grievance procedure will be made available.

If you have a suggestion or a complaint, we encourage you to speak directly to a staff person, or you may request a complaint form and return it to:

Attn: Quality Improvement Department
Heartland Family Service • 2101 South 42nd Street
Omaha, NE, 68105 • Phone: (402) 553-3000.

We will make every effort to address your concerns in a prompt manner.

NEBRASKA:

Sarpy County Office
302 American Pkwy., Papillion
(402) 339-2544

Central Office
2101 S. 42nd St., Omaha
(402) 553-3000

North Office
6720 N. 30th St.
(402) 451-6244

IOWA:

Council Bluffs Office
515 E. Broadway
(712) 322-1407 or (800) 422-1407

Logan Office
107 N. 4th Avenue
(800) 422-1407

Glenwood Office
103 N. Walnut
(800) 422-1407

Join us on



HOURS OF OPERATION: Hours of operation vary by program and location, and are posted at each facility. For weather-related closings, please watch your local television stations or check our website calendar for that day at www.HeartlandFamilyService.org

ADMINISTRATIVE OFFICE • 2101 S. 42nd Street • Omaha, NE 68105
(402) 553-3000 • (877) 553-3001 • www.HeartlandFamilyService.org



Information & Client Rights

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

July 2014



WELCOME TO HEARTLAND FAMILY SERVICE

Heartland Family Service is a human service agency dedicated to strengthening individuals and families in our community through education, counseling and support services. Our purpose is to help clients identify their strengths and to reach their goals. We do this by maximizing client strengths through education and skill-building tools that support positive life changes.

We're happy you have placed your trust in us. Heartland Family Service is accredited (approved) by the Council on Accreditation of Services for Families and Children, which means you may rest assured that the services you receive are reviewed regularly and will be of consistent high quality. The agency is a member of United Way of the Midlands, which assists us in providing a variety of services, most on a sliding fee scale. As a member of our national organization, the Alliance for Children and Families, we have the expertise and assistance of nearly 450 similar agencies in the United States and Canada.

PHILOSOPHY

Our agency utilizes a strength-based approach that emphasizes sanctuary principles. We recognize and acknowledge the significant difficulties, stress, and trauma that many of our clients experience, and we make it a priority to provide a safe and welcoming environment to receive services. Our programs offer education and opportunities for self-evaluation that permit each individual to make informed decisions regarding his or her life and growth.

ABOUT THE STAFF

Heartland Family Service staff persons have a broad base of training. Each program hires the best-qualified staff based upon specific program requirements and provides ongoing skill development.

ELIGIBILITY

The primary eligibility is a need for services. Certain programs within the agency may have specific eligibility criteria. If you have questions, please speak with a staff person or an agency intake worker at (402) 552-7400.

CHILDREN'S SERVICES

We are a family agency and strive to involve parents appropriately in our services to children. To obtain the most effective treatment, Heartland Family Service always encourages families to come in for counseling together. Our policy requires that in most cases, minors must have the consent of parents or legal guardians to receive services. However, there are times when it is necessary to assist a minor in serious distress or at high risk of harm without parental consent—for issues involving family violence, substance abuse, rape, etc.—until we are able to identify the nature of the problem and how our staff might help. Otherwise, minors must contact their parent or guardian to obtain a signed Consent to Treatment Form prior to receiving services including counseling, shelter or membership in Solomon Girls Center.

CLIENT RIGHTS

1. Each client has the right to expect honor and respect at all times and under all circumstances, and to also expect courteous and equal consideration from all with whom he or she comes in contact.
2. Each client shall be free from physical and mental harassment or abuse.
3. Each client has the right to unlimited freedom of movement except as may be absolutely necessary to protect the client and others from harm.
4. Each client is to be treated with consideration, respect and full recognition of his or her dignity and individuality.
5. Each client has the right to an individualized plan of service designed to meet his or her specific needs. Each client is expected to provide the essential information needed for the services provided.
6. Each client has the right to be actively involved in the development of his or her service or treatment plan. This includes the right to participate in service decisions, to be informed about all the services provided to him or to her, and to have questions answered in terms he or she can understand.
7. Each client has the right to confidentiality of information about himself or herself and the services received, within the limits of the law and the confidentiality policies of Heartland Family Service. Clients will be informed of mandatory exceptions to confidentiality.
8. Each client has the right to review his or her agency record, as outlined within the policies and procedures of Heartland Family Service.
9. Each client has the right to be counseled in private and in an environment that is equipped and maintained to protect health and safety.

10. Each client has the right to language assistance services, such as bilingual, interpreter or translation services, in their preferred language, including sign language, at no additional cost.
11. Heartland Family Service is a non-sectarian agency. Each client shall have the freedom to express and practice spiritual beliefs of his or her own choosing.
12. Each client has the right to have his or her complaints and problems heard and responded to. Clients have the right to request an internal review of the services they receive.
13. Each client has the right of voluntary disclosure, and if asked, may decline to have his or her photograph or story used for descriptive, promotional or fundraising purposes, without concern for reprisal.
14. Each client will be asked to give consent for his or her own treatment or for the treatment of a minor child.
15. With a few exceptions, each client has the right to refuse or withdraw from treatment at anytime, and is free from involuntary (forced) treatment, as well as from transfer or discharge without due cause. If applicable, clients are informed of the potential consequences of refusing service.
16. Each client has the right to examine the result of the most recent survey of Heartland Family Service conducted by the Nebraska Department of Health and Human Services or the Iowa Department of Public Health.
17. Licensed or credentialed professionals in the agency are regulated by Boards of Professional Licensure in their respective states. Clients have the right to contact these Boards and contact information will be provided on request.
18. Each client has the right to exercise his or her rights as a client of Heartland Family Service and as a citizen of the United States.
19. Heartland Family Service will provide services to anyone regardless of race, color, sex or sexual orientation, religion, national origin, age or physical disability. Persons who believe they have been discriminated against should file a complaint with the Heartland Family Service Quality Improvement Department, 2101 So. 42nd St., Omaha, NE 68105.