

## Heartland Family Service OFFICE LOCATIONS

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

**Better Together | (402) 552-7015**  
1875 S. 75th Street, #107, Omaha NE

**Center Mall Office | (402) 934-8810**  
1941 S. 42nd St., Suites 375 & 385, 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  
705 N. 16th Street, 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

**Heartland Bridges | (712) 325-5650**  
600 Ninth Ave., Council Bluffs, IA 51501

**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

**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 lists the programs and services we have available for children, youth, adults, and families. For more information, call (402) 552-7400 or visit [HeartlandFamilyService.org](http://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 52,000 people of all ages — from the infants in our **Family Works** program to the seniors in our **Generations Center** — annually from over 15 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. Many of our services are offered on a sliding fee scale.

*Creating a Path to a Better Tomorrow.*

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

(402) 552-7400 | [info@HeartlandFamilyService.org](mailto:info@HeartlandFamilyService.org)  
[HeartlandFamilyService.org](http://HeartlandFamilyService.org)

**HEARTLAND**  
**family Service**  
*Good works.*



5.18

## GUIDE to AGENCY SERVICES



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## CHILD & FAMILY WELL-BEING



### **Baby TALK (NE)**

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

### **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 Summer Enrichment Program (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 young men ages 10-18. Residential services require 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.

### **Heartland Bridges (IA)**

Short-term housing for people transitioning to or from mental health or substance abuse treatment, support services, and/or the justice system.

### **Integrated Health Home (IA)**

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

### **KidSquad (NE)**

To help childcare 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), Seeking Safety, Moral Reconciliation Therapy (MRT), and 24/7 Dad's groups.

### **Mental Health Crisis Response Teams (IA/NE)**

24/7 assistance to law enforcement on mental health crisis 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.

### **Victim of Crime Assistance**

Assisting victims of crime recover from a traumatic experience.

## HOUSING, SAFETY & FINANCIAL STABILITY



### **Domestic Violence/Sexual Assault (NE)**

- Criminal justice advocacy
- Safe Haven emergency and transitional shelter
- Therapy and support groups for victims and survivors
- 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 the Central Administrative Office and Donation Center at the 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.

### **NOTICE**

Heartland Family Service complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender, gender identity, or any other individual characteristic.

**ATTENTION:** If you speak limited English, language assistance services, free of charge, are available to you.

**Call (402) 552-7400 | TTY: 711**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (402) 552-7400 | TTY: 711

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (402) 552-7400 | TTY: 711