

**ABOUT  
HEARTLAND  
FAMILY  
SERVICE**

Founded in Omaha in 1875, Heartland Family Service (HFS) connected with nearly 120,000 individuals and families through direct services, education, and outreach last year.

We provide critical human services to children, individuals and families in the following program focus areas:

- Housing, Safety, & Community Well-Being
- Counseling & Prevention



**Vision**  
Strong  
Communities,  
So Everyone Can.

**Values**  
Safety  
Empowerment  
Collaboration  
Choice  
Trustworthiness  
Equity

**Mission**  
The mission of Heartland Family Service is to strengthen individuals, families, and communities through advocacy, education, counseling, and support services.

**HEARTLAND  
FAMILY  
SERVICE  
LOCATIONS**

Our non-profit, 501(c)(3) organization operates from 20 locations in east central Nebraska and southwest Iowa.

**Benson Campus Office** | (402) 934-8810  
3300 N 60th Street, Nazareth Hall, Building C, Omaha, NE 68104

**Central Administration Office** | (402) 553-3000  
2101 S. 42nd St., Omaha, NE 68105

**Charles E. Lakin Human Services Campus** | (712) 435-5350  
1515 Ave. J, Council Bluffs, IA 51501

**Child & Family Center** | (712) 325-5640  
Charles E. Lakin Human Services Campus  
705 N. 16th Street, Council Bluffs, IA 51501

**Glenwood Office** | (712) 527-2177 (By Appointment Only)  
302 1/2 S. Locust St., Glenwood, IA 51534

**Harlan Office** | (712) 435-5350 (By Appointment Only)  
719 Market Street, Harlan, IA 51537

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

**Heartland Homes** | (712) 435-5360  
1503 Ave. J, Council Bluffs, IA 51501

**H. Lee Gendler Center** | (712) 322-1407  
515 E. Broadway, Council Bluffs, IA 51503

**Iowa Family Works** | (712) 435-5380  
1722 Ave. C, Council Bluffs, IA 51501

**Logan Office** | (712) 644-2946  
107 N. 4th Ave., Logan, IA 51548

**Nebraska Family Works** | (402) 342-9555  
4847 Sahler St., Omaha, NE 68104

**North Omaha Intergenerational Human Services Campus**  
(402) 553-5300 | 4318 Fort St., Omaha, NE 68111  
Generations Community Center (lower level)  
Therapeutic Education Center - Omaha Campus (upper level)

**Peer Center** | (712) 242-2500  
Omni Centre, 25 Main Place, Suite 300, Council Bluffs, IA 51503

**Safe Haven (concealed emergency shelter)**  
24-Hour Crisis Lines | (800) 523-3666 or (402) 672-8608

**Sanctuary House (concealed emergency shelter)**  
24/7 Shelter Lines | (402) 597-1009 or (402) 672-8608

**Sarpy Office** | (402) 339-2544  
302 American Pkwy., Papillion, NE 68146

**Therapeutic Education Center - Council Bluffs Campus**  
(712) 325-1331 | 2912 9th Ave., Council Bluffs, IA 51501

**Transitions Apartments** | (712) 329-8900  
208 S. 25th St., Council Bluffs, IA 51501



**HEARTLAND FAMILY SERVICE  
Programs & Services Guide**



**HOUSING,  
SAFETY, &  
COMMUNITY  
WELL-BEING**



**COUNSELING &  
PREVENTION**

**Strong communities.**





## HOUSING, SAFETY, & COMMUNITY WELL-BEING



The **Housing, Safety, & Community Well-Being** program focus area works to co-create with the community through community engagement and outreach, as well as offers a collection of services to provide immediate and long-term assistance to members of our community experiencing crises such as domestic violence, sexual assault, trafficking, homelessness, and financial instability. Community support, education and in-home services are provided for children and families to prevent entry into the child welfare system.

### Services include:

#### Advocacy, Legal, & Support Services Domestic Violence, Sexual Assault, Sexual Exploitation & Trafficking

- Domestic Violence/Sexual Assault (NE)
- Heartland Housing Sanctuary (NE)

#### Community Engagement

- Generations Community Center (NE)

#### Concealed Emergency Shelters for Domestic Violence, Sexual Assault, Sexual Exploitation & Trafficking

- Safe Haven – (*concealed emergency shelter*) (NE)  
**24-Hour Crisis Line** | (800) 523-3666 or (402) 292-5888
- Sanctuary House – (*concealed emergency shelter*) (NE)  
**24/7 Shelter Lines** | (402) 597-1009 or (402) 672-8608

#### Family & Youth Success, and Prevention

- Restoring HOPE (NE)

#### Homeless Diversion & Prevention

- Homeless Diversion (IA/NE)
- Homeless Prevention (IA/NE)

#### Permanent Supportive Housing

- Heartland Homes & Transitions (IA)
- Heartland Housing Solutions (IA)

#### Rapid Rehousing

- Heartland Housing Opportunities (IA/NE)
- Pottawattamie County Homeless Link (PCHL) (IA)

#### Housing Supportive Services

- Homeless Street Outreach (IA/NE)
- Projects for Assistance in Transition from Homelessness (PATH) Case Management (IA)

## COUNSELING & PREVENTION



The **Counseling & Prevention** program focus area offers services that share a central focus on therapeutic treatments to help manage chronic mental health illnesses, provide early intervention services, and work to prevent problems with substance use and problem gambling before they occur. These services also include therapeutic education for children, K-12, providing support today for a brighter future.

### Services include:

#### Community-Based Behavioral Health

- Assertive Community Treatment (IA)
- Certified Community Behavioral Health Clinics (IA/NE)
- Heartland Bridges (IA)
- InSHAPE® (IA)
- Integrated Health Home (IA)
- Intensive Psychiatric Rehabilitation (IA)
- Mental Health for Youth in Detention (NE)
- Peer Support (IA)

#### Mental Health Crisis Response & Stabilization

- Mental Health Crisis Response Teams (IA/NE)
- Crisis Stabilization Community-Based Services (ACT- IA)
- Crisis Stabilization Residential Services (Heartland Bridges – IA)

#### Outpatient Behavioral Health Treatment

- Child & Family Center (IA)
- Mental Health Counseling (IA/NE)
- Problem Gambling Treatment (IA)  
**24-Hour Gambling Crisis Line** | 866-322-1407
- Psychiatric Services & Medication Management (IA/NE)
- Substance Use Treatment (IA/NE)

#### Outreach & Prevention

- Outreach (IA)
- Prevention (IA/NE)

#### Residential Co-Occurring Mental Health & Substance Use Treatment

- Family Works (IA/NE)

#### Therapeutic Education for Children Living with Mental Illness

- Therapeutic Education Center - Council Bluffs Campus (IA)
- Therapeutic Education Center - Omaha Campus (NE)

## 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, gender, disability, 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

For more information, contact us today!

**CALL**  
(402) 553-3000

**EMAIL**

info@HeartlandFamilyService.org

**VISIT OUR WEBSITE**

HeartlandFamilyService.org

Scan to Visit our Website!



**HEARTLAND Family Service**  
Good works.

Helping families in need, since 1875.