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
2001 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)
247 Shelter Lines  | (402) 597-1009 or (402) 672-8608
Sarpy Office  | (402) 329-2544
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

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

Mission

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

Vision

Strong Communities, So Everyone Can.

Values

Safety
Empowerment
Collaboration
Choice
Trustworthiness
Equity

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

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)