

Council Bluffs Area Resource Guide

Making connections to the services you need.

**Provided by Heartland Family Services
Hope for Families.**

Thank you to the following agencies for their assistance in developing this guide.

American Red Cross
City of Council Bluffs
Council Bluffs Community Health Center
Council Bluffs Police Department
Heartland Family Service
Pottawattamie County Community Services
Visiting Nurse Association of Pottawattamie County

For further information about this publication, contact Heartland Family Service – Pottawattamie County
Homeless Link Program at 322-1407

What if I need a place to stay?

If you need a place immediately, try contacting family or friends. They may be likely to help you. If this is not an option, then contact a homeless shelter. Please call the shelter first to be sure they have an open bed. Pottawattamie County Homeless Link Program may be able to provide additional assistance.

Council Bluffs

Pottawattamie County Homeless Link	322-1407 or 309-0016
Catholic Charities (for victims of domestic abuse)	328-3086
Phoenix House (for victims of domestic abuse)	256-2059
MICAH House (single women, 1 & 2 parent families, couples)	323-4416

Omaha

Francis House (men only)	341-9235
Open Door Mission (men, no intoxicated individuals)	422-1111
Sienna House (women and children – no boys over 7)	341-1821
Lydia House (single women, 1 & 2 parent families)	829-1531
Stephen Center (single women, single men, 1 parent families, no boys over 10 years)	731-0238
Vincent House (single women and children, 2 parent families)	342-3759

If you need to find a place to live, contact the Family Housing Advisory Service or Pottawattamie County Homeless Link, they would be able to provide a listing of available apartments. Call the Municipal Housing Authority to receive information on Section 8 Housing.

Family Housing Advisory Service	322-4436
Pottawattamie County Homeless Link	309-0016
Municipal Housing Authority	322-6931

What if I need financial help?

If you are in an emergency, such as having a shutoff notice for utilities or an eviction notice for not being able to pay your rent, you may try contacting one of the following agencies.

Remember that there is a limit on how often these agencies can be accessed, requirements to be assisted, and limitations on the availability of funding. It may also be helpful to contact local churches. Listings for churches are available in the phone book.

Interfaith Response	322-0531	Once every 6 months
Salvation Army	328-2088	Once a year
American Red Cross	322-4017	Once a year
Pottawattamie County Homeless Link	309-0016 or 322-1407	Once every 6 months
United Way	444-6666 or 211	Once in a lifetime
Pottawattamie County General Relief	328-5867	Call if your doctor has determined you are unable to work and are not currently receiving benefits. You may qualify for rental assistance.

What if I need help with budgeting?

Family Housing Advisory Service	322-4436
Consumer Credit Counseling Services	323-2227

What if I don't have any food?

If you are currently in need of food, either for yourself or your family, you can contact one of the food pantries listed below.

Each pantry sets their own hours of operation, limitations on number of visits, qualifications to access assistance, and some may require an appointment. Call the individual pantry for information.

Care and Share	1808 5 th Ave	323-4889
Southside Christian Church	1919 S 10 th St.	322-8122
Salvation Army	28 N 7 th St.	328-2088
Our Savior Lutheran Church	313 Story Street	322-6655
Community of Christ	17 N 2 nd Ave	328-8122
Light House of Temple Church	1430 Ave E	323-3259
Broadway Methodist Church	11 s 1 st St.	322-7741
Sonshine Food Pantry	618 Mynster St.	322-4705
WIC Program (new mothers and infants)		328-5886

If you are in need of assistance with food on an on-going basis you can contact the following locations.

Meals on Wheels (for elderly/disabled)	322-4017
Share Iowa (www.shareiowa.com)	322-4017
Department of Human Services (Food Stamps)	328-5661

Meal sites:

MOHM's Place	1000 Creek Top	322-7570	Hot meal served 5:00p.m. - 6:30p.m. 365 days a year
Broadway Methodist Church	11 S 1 st St.	322-7741	Hot meal served 5:30p.m. – 6:30p.m. Sundays only

What if I need clothing?

Care and Share	1808 5 th Ave	323-4889
Service League	156 W Broadway	322-8794
Community of Christ	17 N 2 nd Ave	328-8122
MOHM's Thrift Store	149 W Broadway	322-4036
Together Inc	1616 Cass St, Omaha, NE	345-8047
Heartland Family Service Career Closet (Clothing for interviews)	Omaha, NE	734-3000

*“When you reach the end of your rope,
tie a knot in it and hang on.” –Thomas Jefferson*

What if I need household items or furniture?

The agencies listed below may be able to assist you with the household items including diapers, laundry soap, etc. or with furniture items. Some agencies require a fee; others may require community service hours to receive items at no charge.

Open Door Mission Warehouse	Omaha, NE	422-1120
Philip's Cupboard	11 S 1 st St.	322-7741
Queen of Apostles Church	3304 4 th Ave	323-2916
Community Of Christ	17 N 2 nd Ave	328-8122
MOHM's Thrift Store	149 W Broadway	322-4036
Together Inc	1616 Cass St., Omaha NE	345-8047

Where do I go for help with employment?

Check the local newspaper for open positions. If you are able to work and have a disability and need assistance locating a job, contact Vocation Rehabilitation.

IA Workforce Development	300 W Broadway	242-2100
Vocational Rehabilitation	300 W Broadway	328-3821

If you are in need of immediate work you may try Temporary or Day Labor position at the following locations.

Labor Ready	2701 W Broadway	322-4477
Best Temps	2040 W Broadway	328-2830
Uptown Staffing	117 W Broadway	329-0900

How do I access transportation?

The schedules for the MAT bus line can be found at the Mall of the Bluffs, Job Service and Vocational Rehab. If you are unable to use the regular bus lines through MAT service due to physical problems contact Special Transit Service. Call Special Transit Service for an application; your doctor must complete information to determine eligibility. For Special Transit or Senior Transportation you must call in advance and schedule a ride.

Metro Area transit (MAT)	341-0800
Special Transit Service – Applications (City Hall)	328-4634
Special Transit Service – Schedule Rides	731-8601
SWITA – Public Transportation in CB (Wed-Fri)	1-800-842-8065

You may also contact the agencies listed for financial assistance to inquire about bus tickets or gasoline assistance. These agencies may be able to help on a limited basis.

Contact the following agencies for assistance with transportation for health care reasons.

Children Care for Kids Program (VNAPC)	328-2636
Adults Care, Claudia at City Hall	328-4634
Elderly Care, Senior transportation Program	328-2636

“No one can make you feel inferior
without your permission.” –Eleanor Roosevelt

Who can help me with paperwork for benefits, such as disability, food stamps, etc?

You can contact the following agencies to see if they may be able to help with certain forms. For example, the Social Security office could assist with the completion of an application for SSI and SSDI. It would be best to call ahead and make an appointment.

Department of Human Services	328-5661
Pottawattamie County Community Services	328-5672
Social Security Administration	328-0854 or 388-8529
Pottawattamie County Homeless Link	322-1407 or 309-0016
Visiting Nurse Association of Pottawattamie Co (HAWK-I)	328-2636

If you are currently working with a social service agency and need assistance with completion of benefit paperwork, check with that agency, they may be able to assist you.

Who can help if I have legal problems?

Depending on the situation you may be able to obtain assistance from Iowa Legal Aid.

Iowa Legal Aid	328-3982 or 1-800-532-1275 or 1-800-432-9229
Lawyer Referral	1-800-532-1108

For Homeless Individuals: Iowa Legal Aid also provides Outreach at Mohm's Place through the Pottawattamie County Homeless Link Program. Call 309-0016 for days and times.

If you feel you have been taken advantage of by a business call the Better Business Bureau at 391-7612. For housing related issues contact Fair Housing at 328-4953.

Where can I access outpatient mental health treatment?

Contact your psychiatrist/therapist's office to set up an appointment. Be sure to ask if the clinic accepts Medicaid, Medicare, or other insurance plan you have. Otherwise ask if there is a sliding fee scale to help with the cost of treatment. Psychiatrists are available at (*) locations.

Bluffs Mental Health	328-3940
Bluffs Psychiatric Associates*	328-1858
Catholic Charities	328-3086
Heartland Family Service*	322-1407
Alegent Psychiatric Associates*	328-2609
Willow Group	323-1728
Mid-Iowa Family Therapy Clinic	325-1136
Omaha Psychiatric Associates*	322-4478

For Gambling Treatment

Gambling Treatment	322-1407
Gambling Treatment	1-800-BETS-OFF

Who can I call if I am feeling suicidal?

If you are feeling suicidal you should contact your psychiatrist or therapist immediately. If you are unable to reach anyone you can call one of the hotlines listed below or go to the Emergency Room.

Psychiatric Referral Emergency Center	717-HOPE
Iowa Concern Hotline	1-800-447-1985
Foundation 2 Crisis Line	1-800-332-4224
Girls and Boys Town Hotline	1-800-448-3000
National Hope Line Network	1-800-784-2433

If you cannot reach anyone at the numbers above or still feel like you may harm yourself or someone else call 911 immediately

If you are a parent experiencing stress or frustration that you are unable to handle, please contact one of the following agencies.

Child Protective Services	328-4875
Children's Square	322-3700
Shaken Baby Prevention	396-4200
YMCA	322-6606
United Way	211

Where can I access substance abuse treatment?

Self-Help Substance Abuse Programs

Narcotics Anonymous/Alcoholics Anonymous	328-9979
Oxford House (3/4 way house) Men & Women	256-1954

Outpatient Treatment

Heartland Family Services Medicaid, insurance, sliding fee scale Evaluations, Individual and Group Treatment Youth Substance Abuse Treatment	322-1407
Alegent Psychiatric Associates Insurance only Evaluations, Individual and Group Treatment	328-2609

Detox

Alegent Health Mercy Hospital	328-5311
Campus for Hope (Omaha)	827-0570

Inpatient Treatment

New Life Recovery, Open Door Mission (Omaha)	422-111
Campus for Hope (Omaha)	827-0570
Sienna/Francis House (Omaha)	341-9236 or 241-1821
Stephen Center HERO Program (Omaha)	731-0238
ARCH (1/2 way house) Men only (Omaha)	346-8898

“Be the change you want to see in the world.”
- Gandhi

Where do I go for health care?

If you have insurance, check with your provider for a list of physicians that accept your insurance program. If you have Medicaid and are unsure of where you can access medical services, contact your DHS worker.

Department of Human Services	328-5661
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If you do not have insurance, contact the Council Bluffs Community Health Center for an appointment. Currently, there is a \$20 co-pay for services. If you are unable to pay this fee, contact the Health Center and they may be able to direct you to an agency that can assist with the cost.

Community Health Center	325-1990
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For immediate medical needs contact 911 or one of the hospitals listed below.

Alegent Health Mercy Hospital	328-5000
Jennie Edmundson Hospital	396.6000

Other organizations that may be able to help with medical needs are:

City of Council Bluffs Health Department	Immunizations, Blood Testing for Children, STD/HIV Testing, Hepatitis Counseling.	328-4666
Pottawattamie County Health Department	Immunizations, STD/HIV Testing, Maternal Child Health	328-2636
Planned Parenthood	Men, Women, STD \Testing, Birth Control, Pregnancy Tests, Terminations)	322-6650
Birth Right	Pregnancy Testing	322-2100
Nebraska AIDS Project	HIV/AIDS Testing, Counseling, Education, Case Management	557-9260

If you are dealing with an array of medical problems or more serious conditions requiring on-going treatment, you can contact the Department of Human Services to see if you qualify for services at University Hospitals and Clinics in Iowa City.

What do I do if I cannot afford my medications?

If you do not have insurance, Medicaid, or money to pay for prescriptions, ask the doctor’s office if they have samples that can be provided to you. If this option is unavailable, contact Pottawattamie County General Relief. Two other options are the Medicine program that provides assistance for most medications for a \$5 processing fee and Meds Buy Mail that sells medication at a reduced price. The application for the medication program can be obtained from the Department of Human Services or Pottawattamie County Community Services.

Department of Human Services	328-5661
Pottawattamie County General Relief	328-5867
Meds Buy Mail	1-800-438-2014

If you are unable to receive assistance through one of the programs listed above you can try contacting the agencies listed for financial assistance with paying bills. Those agencies may have limited resources to assist with prescriptions.

“Act as if what you do makes a difference.
It does.” – Williams James

Are there programs for senior citizens?

To get an overview of available programs for Senior Citizens, contact Southwest 8 Senior Services.

Southwest 8 Senior Services	328-2540
Council Bluffs Senior Center	323-5995
Senior Transportation Program	328-2636
Alzheimer's Association	328-7426
American Red Cross RSVP (Retired and Senior Volunteer Program)	322-4017

How can I access services in my home?

If you are disabled, these agencies can provide services such as basic housekeeping skills, community access, budgeting, medical services, social skills, etc.

Pottawattamie County Case Management	328-5647
Department of Human Services	328-5661
Alegent Home Care	328-5106
Visiting Nurse Association of Pottawattamie County	328-2636
Southwest 8 Senior Services Inc	328-2540
REM	325-8989
Comfort Keepers	256-5800
Home Instead	292-*6611
Caretech, Inc	697-5121 or 1-800-991-7006
Meals on Wheels (American Red Cross)	322-4017

Who do I call for assistance in Spanish?

Centro de Latino, 330 W Broadway	323-1118
Visiting Nurse Association of Pottawattamie County (For Health Care and Free Educational Classes)	328-2636
One World Community Health Centers	991-3904 or 734-4110

Seasonal Information

Energy Assistance – applications taken from October 1 for elderly and disabled, other persons can apply November 1. The sign up ends April 15. Applications can be completed at West Central Development West Central Development 322-5966

Rent Reimbursement – applications are taken from January 1 through June 1. Applications can be picked up at the Department of Revenue in the Omni Center, 300 West Broadway, Suite 31, or the Council Bluffs Community Library. This program assists Senior Citizens age 65 and over or disabled.

Dept of Revenue 1-800-367-3388

Section 8 – applications are taken when announced through the Municipal Housing Agency in the Omni Center, 300 West Broadway, Suite 38.

Section 8 322-6931

Salvation Army – gives out fans usually around the 1st of June (no specific date is set for distribution). Winter Coat distribution starting in mid-October. They also offer Thanksgiving and Christmas meals or food baskets.

Salvation Army 328-2088

Weatherization – for elderly and disabled to winterize their homes.

West Central Development 322-5966

Around Thanksgiving and Christmas, there are a variety of programs for holiday meals, food assistance, Toys for Tots, etc. Contact the United Way for additional information.

United Way 211 or 444-6666