

# Heartland Bridges

Short Term Housing for Adults in  
Transition



# Heartland Bridges

Innovative new program to address homelessness and mental illness in Council Bluffs: Heartland Bridges provides short-term housing for people in transition to and from mental health or substance abuse treatment, support services and/or permanent housing. It is a 15 bed facility for both male and female clients. Case managers are available 24-hours at the facility for resident oversight and assistance with this transition. The goal of the program is to help clients secure permanent housing and connect them with community-based mental health or substance abuse services and avoid unnecessary incarceration.

# Objectives

Demonstrate the need

Residential case management

Community care approach

# Who We Serve

Intake criteria

Referral  
sources

Tilly's story

# Client videos

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# Bridges Background

- Southwest Iowa Region MHDS
- Jail Service Coordination
- Specialty Courts
- Global Impact

# Model of Care

- Maslow's hierarchy





# Model of Care

- Client empowerment model
- Trauma-informed care
- Collaborative case management
- “Sober-ish”
- “We can help with that”

*... we can help with that!*



# Challenges of New Housing Model

- Support from leadership
- Stretch boundaries or comfort zone
- New models of care
- Staff Anxiety and need for teamwork
- Time dedicated to supervision
- Client Independence

# Residential Case Management

- Safe environment
- Partnering vs. compliance
- Collaborative case management
- Peer support
- Prioritized needs-based timeline
- Active environment

# Community Care Approach

- Community-based services
- Volunteer led groups
- Formal support meeting place



# Bridges Outcomes



# Summary

- Clear Community Need
- Residential Case Management
- Global Impact



# Heartland Bridges

The Heartland Family Service **Heartland Bridges** program provides short-term housing for people in transition to and from mental health or substance abuse treatment, support services, and/or permanent housing. The goal of the program is to help clients secure permanent housing and connect them with community-based mental health or substance abuse services and avoid unnecessary incarceration.

## About the Program

Program staff are available 24 hours at the facility for resident oversight and assistance. An on-site group room allows for community-based groups to conduct trainings. Residents pay 30 percent of their income toward their expenses.

## About the Facility

**Heartland Bridges** aims to provide a home-like, trauma-informed experience for residents. The 15 beds are arranged in either single- or double-occupancy bedrooms and bathrooms. The facility also offers a family-style kitchen, dining room, and living room. Laundry equipment is available, as well as an outdoor basketball hoop.

## Eligibility

**Heartland Bridges** serves men and women ages 18 and older who reside in Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, or Shelby counties in Iowa. Participants must meet all Southwest Iowa Mental Health and Disability Services Region eligibility requirements.

## Referrals

Referrals can be made through service providers in the community and each individual will be assessed to determine if they meet program eligibility requirements, including funding eligibility.

**Contact:** (402) 552-7400 or  
[info@HeartlandFamilyService.org](mailto:info@HeartlandFamilyService.org)

*Funding is provided by the Southwest Iowa Mental Health and Disability Services Region Management Plan.*



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*Good works.*