



# Nebraska Client Assistance Program

## Hotline for Disability Services

### Contact the Nebraska Client Assistance Program

Hotline for Disability Services  
PO Box 94987  
Lincoln, NE 68509  
**Toll Free Phone:** 1-800-742-7594  
**Email:** shari.bahensky@nebraska.gov

### NEBRASKA FAMILY HELPLINE

#### Description:

SINGLE CONTACT POINT AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK FOR FAMILIES TO OBTAIN ASSISTANCE. TRAINED HELPLINE OPERATORS SCREEN CALLS TO ASSESS IMMEDIATE SAFETY NEEDS, IDENTIFY POTENTIAL LEVEL OF A BEHAVIORAL HEALTH CRISIS, MAKE RECOMMENDATIONS OR REFERRALS TO APPROPRIATE RESOURCES, AND HELP CALLERS CONNECT TO EMERGENCY RESOURCES OR PROVIDERS. ALSO CAN CONNECT ELIGIBLE FAMILIES TO THE FAMILY NAVIGATOR SERVICE. THIS SERVICE HELPS FAMILIES MOVE THROUGH NEBRASKA'S CHILD AND FAMILY CARE SYSTEM MORE EFFICIENTLY TO GET THE ASSISTANCE THEY NEED.

#### Eligibility:

ANYONE NEEDING ASSISTANCE WITH A FAMILY SITUATION.

#### List of Provided Services:

**Information and Referral:** Information and Referral

#### Contact Information:

##### Address:

NE

##### Hours of Operation:

24/7

**Website:** [www.nebraskafamilyhelpline.ne.gov/about/](http://www.nebraskafamilyhelpline.ne.gov/about/)

**Main Phone:** 888.866.8660

**Other Phone(s):**

**TDD:** 888.556.5117

**Main Email:**

**Main Contact(s):**

STAFF

**Other Contact(s):**

#### General Information

**Agency ID:** 1485

##### Counties Served:

Out of State, Antelope, Arthur, York, Wheeler, Webster, Wayne, Washington, Valley, Thurston, Thomas, Thayer, Stanton, Sioux, Sherman, Sheridan, Seward, Scotts Bluff, Saunders, Sarpy, Saline, Rock, Richardson, Red Willow, Polk, Platte, Pierce, Phelps, Perkins, Pawnee, Otoe, Nuckolls, Nemaha, Nance, Morrill, Merrick, McPherson, Madison, Loup, Logan, Lincoln, Lancaster, Knox, Kimball, Keya Paha, Keith, Kearney, Johnson, Jefferson, Howard, Hooker, Holt, Hitchcock, Hayes, Harlan, Hamilton, Hall, Greeley, Grant, Gosper, Garfield, Garden, Gage, Furnas, Frontier, Franklin, Fillmore, Dundy, Douglas, Dodge, Dixon, Deuel, Dawson, Dawes, Dakota, Custer, Cuming, Colfax, Clay, Cheyenne, Cherry, Chase, Cedar, Cass, Butler, Burt, Buffalo, Brown, Boyd, Box Butte, Boone, Blaine, Banner, Adams

**Ages Served:** All Ages

**Disabilities Served:**

Alcohol/Drug, BIMI (Behavioral Impairment/Mental Illness), Brain Injury/Head Injury, DD (Developmental Disability including ID), Hearing Impairment, Info Only, LD (Learning Disability), OHI - Other Health Impairment, Orthopedic, Speech Disability, Visual Disability

**Wheelchair Accessible:** Yes

**Fees:** NONE

**Sliding Fee Schedule:** Yes

**Interpreters on Staff:**

**How to Appeal a Decision:**