

# Boys Town Nebraska-Iowa

## Council Bluffs Office

[www.boystown.org](http://www.boystown.org)



**90 YEARS OF SAVING CHILDREN, HEALING FAMILIES**

In 2009, Boys Town in Council Bluffs provided life-changing care to 1,130 children and 525 families in southwest Iowa.

The Council Bluffs office is part of Boys Town's Nebraska/Iowa Region. In 2009, the region provided direct services to 7,500 children and 1,640 families and touched the lives of more than 93,000 people in the Heartland.

### Boys Town Nebraska-Iowa

Robert Pick

*Vice President of the  
Nebraska/Iowa Region*

Brian J. Fox

*Iowa In-Home Family Services Director*

### Council Bluffs Office

1851 Madison Avenue, Suite 100

Council Bluffs, Iowa 51503

t. 712.323.4011

f. 712.323.4929

[www.boystown.org](http://www.boystown.org)

Boys Town National Hotline

**800.448.3000**

Boys Town is a beacon of hope for America's children and families through its life-changing youth care and health care programs across the United States. Now more than 90 years strong, Boys Town provides the right services at the right time through its integrated Continuum of Child and Family Services to meet the individual needs of a child or family. Our integrated system of care includes these services at Boys Town in Iowa:

#### **In-Home Family Services**

In-Home Family Services, located in Council Bluffs, Iowa, is a short- or long-term program designed to treat youth and family problems at home or school. Family Consultants work with families to help parents provide a safe, healthy environment for their children, improve parenting techniques, and prevent early issues from becoming a crisis.

#### **Family Safety Risk and Permanency**

**Services** provide crisis response and intervention services focused on promoting safety, permanency and well-being for Iowa's children.

**Safety Plan Services** are designed to keep children safe from neglect and abuse and maintain or improve a child's safety by providing timely and culturally sensitive safety enhancement interventions.

#### **Child and Family Support Services**

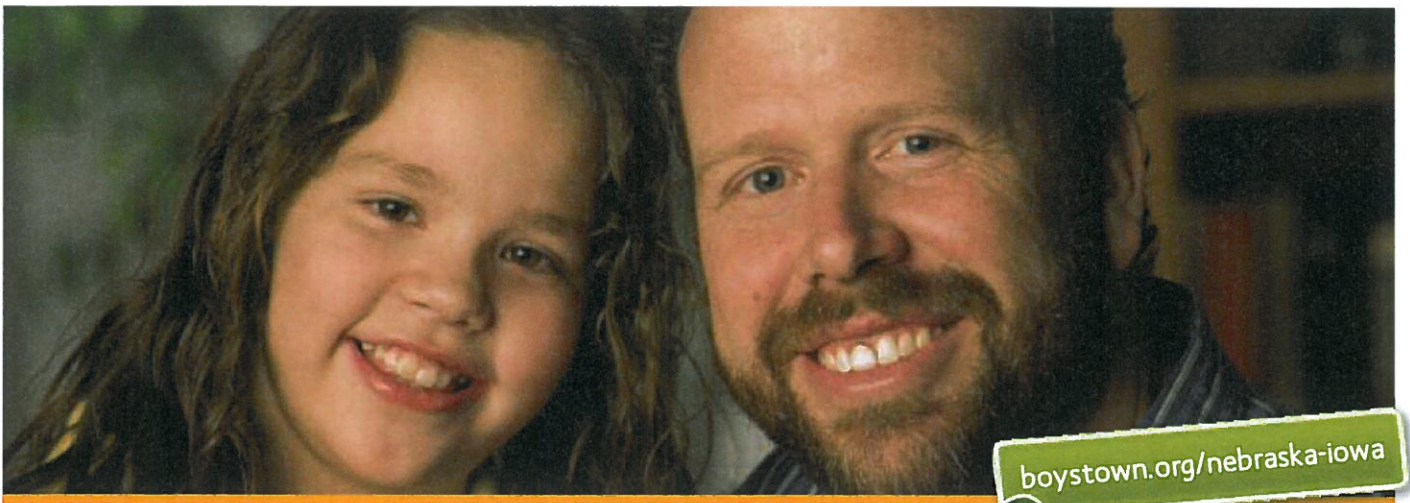
##### **Boys Town National Hotline**

**(800.448.3000)**, a toll-free crisis and resource referral service, assists callers 24 hours a day, seven days a week, with a special focus on children and families. Services include Spanish language assistance and a TTY line (800.448.1833) for speech impaired, deaf or hard-of-hearing callers.

#### **Parent-Child Connection Services**

of Western Iowa provides an opportunity for non-custodial parents to increase their access to and visitation with their children. Services include a neutral drop-off and pickup, family mediation services, development of a parenting plan, visitation counseling, and resource support to help link Iowa's families with resources within their communities.





[boystown.org/nebraska-iowa](http://boystown.org/nebraska-iowa)



## did you know?

In 2009, Boys Town in Council Bluffs provided **life-changing care** to **1,130 children** and **510 families** in southwest Iowa.

## Saving Children and Healing Families in Iowa

Boys Town's facility in Council Bluffs has been helping families stay together since 1989.

Through its In-Home Family Services<sup>SM</sup>, Boys Town Family Consultants go to the homes of Iowa families who are in or near crisis and in danger of falling apart. No matter what the underlying cause – economic hardship, substance abuse, marital issues, family conflicts, health challenges or others – the goal is to prevent children from being taken from their homes or to reunify them with their family if outside placement is necessary.

Boys Town Family Consultants are available to families 24/7, working with them to help build on their strengths, improve their parenting skills and identify community resources and support. Family Consultants also help families learn how to solve problems on their own so they can maintain a stable, nurturing home long after initial treatment ends.

Like all other services and programs in Boys Town's Integrated Continuum of Care<sup>SM</sup>, treatment provided through In-Home Family Services<sup>SM</sup> is based on the research-proven Boys Town Model<sup>SM</sup>.

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**Saving Children, Healing Families<sup>®</sup>**

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**The Mathews family is just one of the 510 southwest Iowa families Boys Town helped in 2009. Their story began in the depths of despair but ended with the promise of a bright future. Unfortunately, their story is not unique. And there are hundreds of other families in Iowa that haven't been as lucky as the Mathews. These families are still living in despair because they can't get the help they need.**

*Please help these families by joining our mission.*

**Visit**  
[www.boystown.org/nebraska-iowa](http://www.boystown.org/nebraska-iowa)

*The stories provided about the children and families in our care are real. In some cases, names may be changed and details altered to protect their privacy and therapeutic interests.*

## The Mathews Family: A Boys Town Success Story

Maria Mathews was referred to Boys Town due to chronic alcohol abuse. For Maria, the mother of 8-year-old Emma and 5-year-old Katie, it was not the first time she was involved with the Iowa Department of Human Services. A few years ago, her alcohol use forced authorities to remove Emma and Katie from their home. However, Maria was able to pull her life together and stay sober so that Emma and Katie could return home.

Maria attributed her relapse to the news that a family member had sexually abused Emma. Devastated, she couldn't cope and slipped back into alcohol abuse to keep from feeling the pain and anger in her heart. As a result, Emma and Katie were again removed from the home.

When a Boys Town Family Consultant first began working with the Mathews family, Maria was very obstinate. She refused to talk about her alcohol abuse or the issues that caused her to relapse. She was convinced there she would never get her children back and decided she deserved whatever happened.

The Family Consultant immediately began working with Maria, Emma and Katie one-on-one to try to establish a rapport. After several intense sessions, the Family Consultant began teaching Maria healthy coping skills. Soon after, she agreed that the only way to truly beat her alcohol addiction was to enter substance abuse treatment.

The day Maria started her outpatient addiction treatment; there was a notable change in her attitude toward sobriety. She began interacting more during visits and even began to thank the Family Consultant for her patience and willingness to help her family.

After three months of Boys Town In-Home Family Services paired with substance abuse treatment, Maria was consistently demonstrating an ability to cope with the traumatic events involving her children without feeling she needed to use alcohol. She consistently reported feeling hopeful and remained committed to remaining alcohol-free.

A few months later, visits between Maria and her children had progressed from fully supervised to semi-supervised visits to unsupervised. A short time later, Emma and Katie were reunited with their mother. They are now looking forward to the promise of a bright future, a future that not long ago simply didn't exist.

Maria still remains in contact with her Family Consultant. As services were coming to an end, she would regularly hug the Family Consultant and thank her for her patience and dedication to helping the Mathews "get their family back."

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