About Nebraska Appleseed
Nebraska Appleseed is a nonprofit organization that fights for justice and opportunity for all Nebraskans.

About the Intake & Information Line
The Intake and Information Line is a free service that helps community members find solutions to their problems while keeping Appleseed informed about important issues facing Nebraskans.

Our Areas of Expertise

**Economic Justice**
Knowledge of public assistance programs such as SNAP, ADC cash assistance, and Title XX.

**FAQ:** ACCESS NE, delayed benefits, Education as an Employment First (EF) work activity, EF sanctions, overpayments, and the DHHS appeal process.

**Health Care Access**
Knowledge of the Affordable Care Act and Medicaid

**ACA FAQ:** Tax credits and consumer protections

**Medicaid FAQ:** Prenatal and emergent care, denial of necessary medical and behavioral health services

**Child Welfare**
Knowledge of the foster care system in Nebraska

**FAQ:** Medicaid to age 26 for former foster youth, the Bridge to Independence Program, the Indian Child Welfare Act (ICWA), and non court-involved cases.

**Immigrants & Communities**
Knowledge of immigration reform & workers’ rights

**FAQ:** DACA (Deferred Action for Childhood Arrivals), in-state tuition, and meatpacking / workers’ rights

Services Provided to Intake Line Callers

- **Legal information or materials** to help you understand and exercise your rights
- **Advice** about navigating community resources and complicated state government programs
- **Referrals** to other organizations that can help you
- In rare cases, we may provide other legal services such as investigation or litigation

The Intake & Information Line Process
When you contact the Intake & Information Line for the first time, you will be directed to leave a message for the Intake Coordinator.

You can also request assistance from Appleseed online by visiting [http://neappleseed.org/gethelp](http://neappleseed.org/gethelp).

The Intake Coordinator will call you back to discuss your situation further and determine how we can assist you.

**NOTE:** We will attempt to return all messages in a timely manner. However, if you are calling about an issue that is not time-sensitive or a problem that is outside of our areas of expertise, it may take slightly longer to receive a response. For issues unrelated to our work, requesting help online will ensure a quicker response.

If you are calling about a public assistance case, it is helpful to have copies of any recent notices you have received from DHHS. We will often ask about dates or other information contained within these notices.

Confidentiality
Any information you provide to us will remain confidential within our organization and will not be shared with DHHS or any other party unless you have specifically asked us to do so and have given us written permission.

Other Things You Can Do

There are a number of steps you can take to help prevent or resolve common problems before calling the Intake Line or while waiting for a return call.

- Keep and file records and documents (especially those that you have signed)
- Ask for written documentation of actions taken by organizations and government agencies you are involved with
- Read the fine print. Your rights and responsibilities are usually given to you in the documents you sign or receive.
- Do not sign anything without knowing what you are signing.
- Don’t be afraid to ask questions and seek to understand your rights.
- Maintain a calm and polite attitude when confronting a problem or another person.
- If necessary, go up the “chain of command” of staff when trying to resolve an issue.
- Ask if there is a formal complaint process for the problem you are dealing with.
- Ask if there is an appeal process for the problem you are dealing with.
- Find out if there is an agency that monitors or handles concerns or complaints for the problem you are dealing with.
- Don’t let too much time pass before attempting to resolve the problem. Sometimes there is not much than can be done if too much time has gone by.
Nebraska Appleseed is a nonprofit organization that fights for justice and opportunity for all Nebraskans. We take a systemic approach to complex issues – such as child welfare, immigration policy, affordable healthcare and poverty – and we take our work wherever we believe we can do the most good, whether that’s at the courthouse, in the statehouse or in the community.