



Serving the Citizens of Audubon – Dallas – Guthrie Counties

RESOURCE GUIDE

AUGUST 2021

Heart of Iowa Community Services

25747 N Ave. Suite D
Adel, Iowa 50003

(515) 993-5869

Toll Free: (877) 286-3227

Website: <http://hicsiowa.org>

Email: dccs@dallascountyiowa.gov

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GENERAL NEEDS

BASIC NEEDS

(Food, Clothing, Housing, Energy Assistance)

DALLAS COUNTY GENERAL ASSISTANCE

25747 N Ave, Suite C, Adel, IA 50003

(515)993-1731|(877)286-3227 toll free

Website: www.dallascountyiaowa.gov/services/health-and-social-services/community-services/general-relief

How is eligibility for assistance determined?

If you reside in Dallas County and are a U.S. Citizen or legal alien, the first step is to complete a General Assistance application and provide the requested information. Providing inaccurate information will result in a determination of ineligibility and will render the applicant ineligible for General Assistance for a period of six months. Our General Assistance worker will review your application and if you meet our eligibility criteria, you will meet with the GA worker to help you determine your needs.

PLEASE BE ADVISED...Funding may not always be available due to County budget constraints.

What services are available?

- **Emergency food assistance**
 - Referrals will be made to the food pantry, SHARE program, as well as having the clients fill out a food stamp application.
- **Shelter**
 - Benefit limits are the reasonable rental value not to exceed \$400.00.
 - Rent will only be paid to the landlord. Payments will not be paid to a sub-renter or relative. Rent will not be paid in advance. House payments will not be paid as it creates an estate.
 - Deposits will not be paid for rent, gas, water or electricity.
 - Shelter such as a hotel/motel may be provided for poor persons with a value not to exceed \$150.00.
- **Utilities**
 - Assistance with utility costs shall be provided only in the amount of the actual cost for current usage, which allows continuance of service and not service provided for prior months. Assistance under this category does not include deposits, taxes or penalties. The amount shall not exceed current month.
 - Heat, lights and water are the only utilities that will be considered.
 - Failure to pay on utilities during moratorium will result in denial of assistance.
 - Utilities must be in the name of the applicant or another member of the household. If the expense of utilities is being shared with a non-applicant, the payment is prorated.
- **Medical Services**
 - Assistance will be given for prescriptions, and also for some medical needs that require no prescription, such as insulin and needles.
 - Dental assistance for immediate need and to relieve severe pain.
 - Eye glasses may be authorized one time only. Clients must pay for the exam and one-half cost of glasses.
- **Hospital Services**
 - No hospital services will be provided to a needy person if any of the following apply:

- The person was offered enrollment in his/her employer's medical insurance program and voluntarily declined said enrollment unless the client can show good cause.
 - The occurrence for which medical services are claimed would have occurred within the coverage period of the employer's medical services insurance program, had the person enrolled when offered, and continued enrollment as long as eligible.
- General assistance cannot assist on Medicare deductions except for poor persons 65 years old or older, under 18 years of age, or disabled.
 - Prior authorization will be required for medical services, if possible. For medical expenses the usage of State Papers shall be explored before medical payment is authorized within the community. All obstetrical care will be provided at the University of Iowa Hospitals.
 - When prior authorization was not possible, the office must be notified within the next working day by client or representative. A telephone call will be acceptable as notification.
 - The county reserves the right to set a maximum liability for itself in hospital bills and doctor fees. The maximum allowed to a hospital or doctor is \$450.00, unless otherwise approved by the Board of Supervisors.
 - No out of state or out of county medical costs will be approved if needed services could have been provided locally or at the University of Iowa Hospital. Medical payments will be made for services and goods to local hospitals, physicians, and health care provisions for reasonable value of medical care authorized.
 - Indigent persons in need of medical help must apply for medically needy and denial must be received for assistance to be considered.

Burial

- Payment for burial expenses is limited to a maximum of \$1,500.00 plus the cost of opening and closing the grave not to exceed \$350.00. Social Security Death Benefits shall be deducted from this amount. Any insurance, assets, resources or family contributions must be applied to burial expenses before General Assistance payment will be made.
- Cost of cremation shall not exceed \$750.00
- The General Assistance payment must represent payment in full.

AUDUBON COUNTY PUBLIC HEALTH SERVICE

318 Leroy, Audubon, IA 50025

P: 715-563-2226

Our Services include health teaching, blood pressure screening to civic, social or business groups. We also help control communicable disease, have information on referral services, provide services to schools, and bioterrorism planning.

Sanitarian services and Home Health Services are contracted with Guthrie County – Jotham Arber, Guthrie Center, IA 50115 – 641.747.3922

STATEMENT OF PURPOSE:

- The promotion and maintenance of health
- The prevention of disease and disability
- Comprehensive care of the sick and disabled in the home
- Collaboration and coordination with other groups in developing and implementing community health programs
- Contribution to knowledge which would affect improvements in community health practice

FOOD ASSISTANCE

DALLAS COUNTY DEPARTMENT OF HUMAN SERVICES

25747 N Ave Ste A, Adel, IA 50003

(515) 993-5817

Website: www.oasis.iowa.gov

Food Assistance Program (Formerly Known as Food Stamps)

The Food Assistance program promotes the general welfare of low income families by raising their levels of nutrition to avoid hunger and malnutrition.

Who Can Get Help?

To get help from most of our programs, you must:

- Be a U.S. citizen or legal qualified alien
- Live in Iowa
- Provide a social security number or proof of application for a number
- Meet income and resource limits (these vary from program to program)
- Provide all information needed to determine eligibility and benefit level

How do I apply?

You must fill out an application form to get most of our services. You can fill out the form online, print out an application form and mail it in, or get an application form from any Department of Human Services (DHS) office. Call the **Food Assistance Call Center** at **1-877-YES-FOOD** (1-877-937-3663) for help with applying for Food Assistance.

To apply online: go to <http://www.yesfood.iowa.gov>.

To print out an application form: click on one of the links, depending upon whether you want an English or Spanish form and whether you are applying only for Food Assistance or for other assistance at the same time. Complete the application by hand and return it to the DHS office serving the county where you live.

Prescreening Tool to determine if you may be eligible for Food Assistance benefits

You can use a prescreening tool developed by the USDA to determine if you may be eligible to receive Food Assistance benefits. Go to the USDA's **Applicants and Recipients** web page and click on the On-Line Pre Screening Tool link. A similar tool is used in the online application.

If you have questions, contact the Food Assistance Call Center at 1-877-YES-FOOD (1-877-937-3663) or any county DHS office.

The county DHS office serving your county is also listed in the State or County Government section of your local phone book, under "Department of Human Services" or just "Human Services".

You may also contact the Department's **Field Office Support Unit** by calling (515) 281-6899 or (800) 972-2017.

FRESH. MADE EASY!

This program provides free wireless point-of-sale equipment to qualified vendors across the state. This enables the vendors to accept the EBT food assistance card, MasterCard or Visa. The result of this program is that everyone benefits! Iowans are now able to use their EBT, MasterCard and Visa to purchase food at the markets providing easy access to the freshest food Iowa has to offer. And the program helps vendors as well by providing access to a client base that was previously unable to purchase their goods with the cards.

DALLAS COUNTY FARMERS MARKETS (Accepting the EBT Food Assistance Card)

WAUKEE (Dallas County)

Triangle Park – 6th St. and Ashworth Dr.

June 4 - Sept 24

Wednesday 4:00 p.m. - 7:00 p.m.

(Fresh Fruits and more!) Iowa Orchard

WOODWARD (Dallas County)

Corner of 2nd &

Main June 17 –

September 16

Tuesday 4:00 p.m. - 6:00 p.m.

(Fresh Vegetables & Fruits and more!) Twin

Girls Gardens

NEW OPPORTUNITIES. INC.

Dallas County Family Development Center

2816 – 1st Ave, Perry, IA 50220

(515) 465-5185

Website: www.newopp.org

Food Pantry - Hours: Monday-Friday 9a.m. – 3:00 p.m.

In an emergency situation where there is a shortage of food for your family or for yourself, you can go to the Family Development Center located in Perry. The coordinator will supply you a food package according to the number in the household to get you through. The pantry supplied will be such possible items as: meat, canned vegetables, cereal, soups, tuna, macaroni and cheese, hamburger helper etc. depending on availability. The food pantry can only be accessed 4 times a year per household per emergency situation. There is no charge for the food pantry, but you will be asked to complete a basic intake form for applying for this emergency food pantry.

NEW OPPORTUNITIES, INC.

Guthrie County Family Development Center
400 State Street, Guthrie Center, IA 50115
(641) 747-3845

Food Pantry - Hours: contact or view on website: <https://www.newopp.org>

CRISIS INTERVENTION AND ADVOCACY FOOD PANTRY

911 Court Street, Adel, IA 50003
(515) 993-4095

Hours: Monday & Wednesday by appointment only, Tuesday & Thursday 1:30 p.m. to 4:30 p.m. Please call before you go.

GRANGER UNITED EMMANUEL LUTHERAN CHURCH

1910 Locust Street, Granger, IA 50109
(515) 999-2215
Serving: Granger Area

RURAL NEIGHBORS FOOD PANTRY (Dexter)

Presbyterian Church
823 State Street, Dexter, Iowa 50070
Linda: (515) 789-4538
Doris: (515) 789-4587

Food Bank for residents of Dexter

Very limited utility assistance for residents of Dexter

SALVATION ARMY

1326—6th Avenue, Des Moines, IA 50314
(515) 282-3422
Website: www.salvationarmy-desmoines.org

Funds available for rent, food, and clothing

ST. VINCENT DePAUL

1426 6th Avenue, Des Moines, IA 50314
(515) 282-8327

Funds available for rent, food, and clothing

WAUKEE AREA CHRISTIAN FOOD PANTRY

1155 Boone Drive, Waukee, IA 50263
(515) 321-0894
Website: www.waukeefoodpantry.org

POLK COUNTY FOOD SUPPLEMENT PROGRAM (COMMODITIES)

2309 Euclid Avenue, Des Moines, IA 50310
(515) 286-3655 | (877) 288-3655 (For initial sign-up)

Supplemental Food Program for Seniors

This program is for seniors who meet income guidelines and are 60 years of age or older who live in Polk, Dallas, Boone, Jasper, Warren, and Madison Counties.

A person must meet the following income eligibility guidelines as established by the United States Department of Agriculture:

FAMILY SIZE	GROSS ANNUAL	GROSS MONTHLY*
1	\$14,079	\$1,174
2	18,941	1,579
3	23,803	1,984
ADDITIONAL MEMBER ADD:	+4,862	+406

*Use net amounts on Social Security Income, gross amounts on all other forms of income.

Eligible participants can shop for food in a grocery store like atmosphere or receive a delivered package with the following items: Evaporated milk, non-fat dry milk, rice, macaroni or spaghetti, ready-to-eat cereal, farina, or oatmeal, peanut butter or dry beans, canned meats or egg mix, canned juices, fruits and vegetables, and cheese.

Supplemental Food Program for Women, Infants, and Children

The Commodity Supplemental Food Program serves infants and children up to their sixth birthday; and women who are pregnant or have given birth in the past 12 months.

A person must reside within the geographical boundaries of Polk, Dallas, Warren, Jasper, Madison, and Boone Counties. A person must meet the income standards for benefits under existing Federal, State, or local food, health, or welfare programs for low-income persons; or meet the following income eligibility guidelines established by the United States Department of Agriculture.

FAMILY SIZE	GROSS ANNUAL	GROSS MONTHLY
1	\$20,036	\$1,670
2	26,955	2,247
3	33,874	2,823
4	40,793	3,400
5	47,712	3,976
6	54,631	4,553
7	61,550	5,130
8	68,469	5,706
Additional Family member add:	+6,919	+577

Foods received: Infant cereal, infant formula, evaporated milk, non-fat dry milk, rice, macaroni or spaghetti, ready-to-eat cereal, farina or oatmeal, peanut butter or dry beans, canned meats or egg mix, canned fruits and vegetables, and cheese.

Please Bring: Current medical card or proof of monthly income AND proof of date of birth for children under 6 and a doctor's note with the DUE DATE for pregnant women.

SHARE GROCERY PROGRAM

SHARE is a community based, self-help program which builds community through service and distribution of a monthly food package. For \$14.00 - \$15.00 and a promise to do two hours of community service per month, participants can receive a wide variety of food with a retail value of \$28.00 - \$30.00. You can sign up for as many "SHARES" as you wish. You usually must sign up for the next distribution day two weeks to a month in advance. The food package includes; frozen meats, fresh fruits, fresh vegetables and a monthly newsletter that provides more information and recipes.

You can pay for your food packages with food stamps, but the trucking expense must be paid in cash, which is usually \$1.00.

The standard package of food varies from month to month, but it always contains fresh fruit, vegetables, and meat. The meat is usually frozen. There are also Fruit and Veggie packages, Meat Only packages, and other types of food packages available.

Most people purchase their package(s) for the next month when orders are picked up on distribution day. Sometimes, this is not convenient for everyone so most sites have an alternate date and time in which you can purchase your food packages. Check with your local site for the specific date, time and location for placing late orders.

Sometimes it is not possible to do the required two hours of volunteer work each month due to illness or other circumstances. If that is the case, "banked hours" that other volunteers have accumulated will be used as your volunteer hours. www.shareiowa.com

Locations:

<p><u>Redfield</u> Redfield City Hall 808 – 1st Street • Redfield, IA 50233 9:00 a.m. to 10:00 a.m.</p>	<p><u>Waukee</u> Maple Community Center 445 Maple Street • Waukee, IA 50263 9:30 a.m. to 10:30 a.m.</p>
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ENERGY ASSISTANCE

NEW OPPORTUNITIES

Website: www.newopp.org

- Energy Assistance Program
 - Services: Fuel Assistance (LIHEAP)
- Weatherization Program

Audubon County Family Development Center 109 Tracy Street, Audubon (712) 563-2777	Dallas County Family Development Center 2816 – 1 st Avenue, Perry (515) 465-5185	Guthrie County Family Development Center 400 State Street, Guthrie Center (641) 747-3845
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CLOTHING ASSISTANCE

NEW OPPORTUNITIES

Website: www.newopp.org

- Clothes Closet
 - Locations vary, call County office for more information

Audubon County Family Development Center 109 Tracy Street, Audubon (712) 563-2777	Dallas County Family Development Center 2816–1 st Avenue, Perry (515) 465-5185	Guthrie County Family Development Center 400 State Street, Guthrie Center (641) 747-3845
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KIDS CLOTHING CLOSET

First Christian Church

218 N 9th Street, Adel, IA 50003

Corner of Rapids and Nile Kinnick Drive—Use the South Alley Door

(515) 993-4514

Programs/Services:

Children's Clothing; Open 1st and 3rd Saturdays every month 9:00 a.m.-11:00 a.m.

Please Note: Per Visit, Per Child (as available):

2 outfits	1 coat	1 pair shoes
2 pair underwear	1 hat	1 baby blanket
2 pair socks	1 pair boots	1 crib padding/sheet
1 pair pajamas	1 pair mittens/gloves	3 receiving blankets

FIRST CHRISTIAN CHURCH – CLOTHES CLOSET

1224 Lucinda, Perry, IA 50220

(515) 465-2215

Programs/Services:

- Clothes Closet every Saturday
- Clothing, shoes, and bedding are the main items available.

HOUSING ASSISTANCE

CENTRAL IOWA REGIONAL HOUSING AUTHORITY

1201 Gateway Drive, Grimes, IA 50111
(515) 986-1882 | Fax: (515) 986-1883

SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

The Section 8 Housing Choice Voucher Program is available in all six counties in CIRHA's service area. Included are the counties of Boone, Dallas, Jasper, Madison, Marion, and Story, excluding the cities of Ames in Story County and Knoxville & Pella in Marion County.

Families are responsible for locating a unit that is eligible for the program. The family will pay rent to the landlord based on between 30 to 40 percent of the family's gross monthly adjusted income. CIRHA will form a contract with the landlord to pay the difference directly to the landlord on behalf of the family.

HOW THE PROGRAM WORKS

There is a waiting list for this program. Contact CIRHA for a preliminary application to be placed on the waiting list. Once a family reaches the top of the waiting list, the family will be invited to an enrollment meeting. At the enrollment the family will complete paperwork to be certified for eligibility based on the family income and criminal history.

<i>Number in Family</i>		<i>one</i>	<i>two</i>	<i>three</i>	<i>four</i>	<i>five</i>	<i>six</i>	<i>seven</i>	<i>eight</i>
Dallas County	very low	\$25,650	\$29,300	\$32,950	\$36,600	\$39,550	\$42,500	\$45,400	\$48,350
	low	\$41,000	\$46,850	\$52,700	\$58,550	\$63,250	\$67,950	\$72,650	\$77,300

CIRHA will then verify the information provided at the enrollment meeting to determine if the applicant is eligible. If eligible, the family will be invited to a briefing meeting where the family will receive a Housing Choice Voucher for rental assistance. (All family members age 18 and over **must** attend this meeting). At the briefing meeting the family will receive paperwork that needs to be completed by the landlord of the unit where the family wishes to receive rental assistance. Once CIRHA receives the required paperwork along with a copy of the lease, a CIRHA representative will set up an appointment to do a Housing Quality Standards Inspection (HQS). This is an inspection to ensure that the unit meets HUD standards for safe and sanitary living conditions. The tenant's rental assistance will begin the first of the month after the unit passes the HQS inspection and the rent is found by the Housing Authority to be reasonable. Once on the program, tenants are required to report **all** changes in family composition and income to their Section 8 Housing Specialist within 10 days of the event.

The tenant will be recertified at least annually. The recertification is required to ensure that the family and the unit are still eligible for the program. If the family is not determined eligible for the program, a letter will be sent informing them that they have been dropped from the waiting list. The family has 10 days to appeal the decision.

Housing Choice Voucher Homeownership Option

Central Iowa Regional Housing Authority (CIRHA) has designed a new program to help low income families who are eligible for the United States Department of Housing and Urban Development (HUD) Housing Choice Voucher Program (Section 8) to become homeowners. Under this program families may choose a house for purchase anywhere in the CIRHA service area instead of using their voucher for rental assistance.

Who is Eligible?

- First time home buyers, displaced homeowners, or families who have not owned a home during the last three years. And buyers must,
- Satisfy the minimum income requirement.
- Satisfy the minimum employment requirement.
- Not have defaulted on a mortgage securing debt.
- Not have had present ownership interest in a residence at the commencement of home ownership assistance.
- Complete all necessary homeownership counseling sessions. Counseling sessions include the following:
 - Preparing for Homeownership
 - Shopping for a home
 - Obtaining a mortgage
 - Closing the loan
 - Life as a successful homeowner
- Must be financially capable to qualify for CIRHA approved financing.

Please call the number listed above or go to www.cirha.gov for additional information.

USDA RURAL DEVELOPMENT

909 East 2nd Avenue, Ste. C, Indianola, IA 50125-2812(515)

961-5365 | FAX: (515) 961-3509

Website: www.rurdev.usda.gov/ia

Office Hours: 8:00 a.m. - 4:30 p.m. Monday through Friday

Programs/Services:

Rural rental assistance, home improvement rural housing loans and grants, and home ownership rural housing loans. Geographic Requirement: Adair, Clarke, Dallas, Decatur, Guthrie, Madison, Polk, Ringgold, Union and Warren County residents.

HOME, Inc.

1618 Sixth Ave, Des Moines, IA 50314

(515) 243-1277

Website: www.homeincdsm.org

Individual Housing Counseling

For Iowans living in rental property, our free counseling services teach housing rights and responsibilities while offering options to solve housing conflicts. In addition to housing counselors and educators, we also serve as client advocates and mediators in housing disputes.

Housing Counseling and Supportive Services

Buying and maintaining a home is a big step, with big responsibilities. When families express a desire for homeownership, we help them define their financial situation, shore up their credit, if necessary, and prepare for purchasing a home. Through the homeownership counseling, we also help families find homes along with financial assistance packages to buy them.

Public Education

To help resolve problems, we help educate both landlords and tenants about housing rights and responsibilities as well as community resources. We hold free group information sessions that deal with housing rights and remedies and distribute educational materials.

Advocacy

We work closely with community groups to plan, develop, implement and monitor programs and legislation that have an impact on the lower-income housing consumer.

CHSP. HOME, Inc. is a HUD agency.

DALLAS COUNTY LOCAL HOUSING TRUST FUND

4200 Mills Civic Pkwy, West Des Moines, IA 50265

(515) 273-0770

Website: <https://www.wdm.iowa.gov/government/community-economic-development/housing/dallas-county-local-housing-trust-fund-inc>

Dallas County Local Housing Trust Fund has been set up "to provide and expand safe and affordable housing to low-income residents of Dallas County." The Dallas County Local Housing Trust Fund is starting an Owner-Occupied Rehabilitation Program to assist homeowners within Dallas County with housing repairs and correcting code violations.

To qualify for assistance-homeowners must meet all requirements below:

- Property must be in Dallas County
- Income is at or below 80% of poverty
- Must be a single-family residence
- Proof of homeownership – must be primary residence
- Property taxes and mortgage payments must be current – no liens

IOWA FINANCE AUTHORITY

2015 Grand Avenue, Des Moines, IA 50312

(515) 725-4900 | (800) 432-7230 | Fax: (515) 725-4901

Website: www.iowafinance.com

Financial assistance for renters:

- Aging out of the foster care system
- On home and community-based service (HCBS) Medicaid waivers

Assistance for home purchase:

- 1st time homeowners' program
- Military service members

IOWA RENTAL HELP (HOMELESSNESS PREVENTION)

Dallas County Family Development Center

2816 – 1st Avenue, Perry, IA 50220

(877) 386-9104 | text to: 30644

Website: www.IowaRentalHelp.com

Programs/Services:

- Rent payment assistance (going back as far as 3 months)
- Utility payment assistance (going back as far as 3 months)

• Budgeting, Utility Deposit, Security Deposit, and More

REGION XII COUNCIL OF GOVERNMENTS (Housing Programs)

1009 E. Anthony Street, Carroll, IA 51401

(712)-792-9914

Website: www.region12cog.org/local_assistance/housing.asp

Programs/Services:

Services available to Perry, Redfield and Linden for low to moderate income residents:

- Funding for home repairs
- Down payment assistance for home purchase.

ST. MARY FAMILY CENTER

1815 Hubbell Avenue, Des Moines, Iowa 50316

(515) 262-7800

How to participate in the program:

St. Mary Family Center has limited financial assistance available for rent or utilities only. They will take appointments over the phone every Monday morning at 10:00 a.m. Only 5-7 appointments are made for the week. You may only receive financial assistance from St. Mary Family Center once every twelve months. Please call 262-7800 Monday mornings for an appointment. You must have the information below in order to receive assistance. A staff person does speak Spanish.

Rental Assistance:

- Must first attempt to get rental assistance from the county office
- Need paperwork from this visit, even if it is a denial letter
- Landlord/manager's full name, address, telephone number
- Identification for you and anyone in your household
- Not eligible if receiving Section 8, residing at YMCA/YWCA, or in low-income housing units

Utilities Assistance:

- A letter of disconnection, or a bill higher than \$500
- Identification for you and anyone in your household

NOTES

CHILDREN & FAMILY SERVICES

YOUTH EMERGENCY SHELTER AND SERVICES

918 SE 11th Street, Des Moines, IA 50309

(515) 282-YESS

Website: www.yessiowa.org

YESS provides a safety net of programs designed to help kids when they need it most, including emergency shelter, crisis nursery care, mental health counseling, and care coordination. As Iowa's largest provider of emergency services for youth, the agency connects more than 2,000 children per year with healing and hope.

YESS is home to Iowa's largest and most comprehensive emergency shelter for kids, which provides a safe haven and wraparound support to more than 800 children (newborn through age 17) per year. In addition, the agency cares for hundreds of children in the community to keep them safe and healthy in their own homes. YESS is a nationally-accredited nonprofit organization that uniquely serves the community's most vulnerable children and creates an environment where families can thrive.

PREVENT CHILD ABUSE IOWA

501 SW 7th St. Suite G, Des Moines, IA 50009

(515) 244-2200 | (800) 237-1815

Website: www.pcaiowa.org | www.pcaiowa.org/parenting_resources.html (parental resources)

Programs/Services:

- Parenting Resources
- AmeriCorps Volunteers
- Community Based Child Abuse Prevention Programs
- Iowa Child Abuse Prevention Program
- Check Off Child Abuse
- Preventing Child Sexual Abuse
- Public Awareness
- Shaken Baby Syndrome
- Child Abuse Data

FAMILY DIRECTIONS OF IOWA

1211 Vine Street, Suite 2140, West Des Moines, IA 50265

(515) 255-9490

Website: www.parentsanonmousofiowa.org

Family Directions of Iowa, Inc. provides parents with expert education and advocacy to build healthy families and strengthen parent and child relationships. Through the Parents Anonymous® model of Shared Leadership and Parent Leadership, the organization offers services to diverse populations across the state, in strong collaboration with community partners. Family Directions of Iowa believes that parents, given guidance and support, are their own best resource in strengthening their families.

EVERY STEP CARE AND SUPPORT SERVICES - STORK'S NEST

1111 9th St, Suite 320, Des Moines, IA 50314

(515) 558-9591

Website: storksnest@everystep.org

Stork's Nest and Family Nest is an educational incentive program. Participants earn points for healthy behaviors such as keeping medical appointments, WIC participation, breastfeeding and school attendance. These points may be redeemed at the Stork's Nest for needed baby items such as diapers, clothing, strollers, cribs and car seats.

NEW PARENT PROGRAM

Affiliated with Lutheran Services of Iowa

3125 Cottage Grove Ave, Des Moines, IA 50311

Dawn Holt at (515) 961-5210

Every Iowa child deserves a safe, loving home. And every Iowa parent should feel confident in raising their child to be happy and healthy.

The New Parent Program's mission is to promote positive child outcomes and healthy families through in-home parent education and empowerment. Home visits range in frequency from a weekly to monthly basis, at no cost to families.

Eligibility

- This program serves parents from pregnancy up until their child is 3 months old
- This program is for families experiencing barriers in raising a healthy family
- Families must reside in Dallas County

DALLAS COUNTY HEALTH DEPARTMENT

25747 North Ave, Suite C, Adel, IA 50003

(515) 993-3750 | (515) 465-2483 | (800) 811-7565

Website: www.dallascountyia.gov/services/health-and-social-services/public-health

Immunizations

Immunizations for the prevention of communicable diseases are available to uninsured and underinsured children (18 or under) free of charge. Adult immunizations are available for nominal fee. Influenza and pneumonia vaccines are available seasonally.

Community Resources and Health Navigation

An online resource directory of services available to Dallas County residents is maintained at the email address above. For those who need additional assistance locating resources or navigating the system to access resources, health navigation services are available.

GUTHRIE COUNTY HEALTH SERVICES

2002 State Street, Guthrie Center, IA 50112(641)

747-3972 | (800) 684-3020

Website: www.healthyguthrie.org

Programs/Services:

- H.O.P.E.S. – Health Opportunities for Parents to Experience Success

H.O.P.E.S. is a high-quality family-centered, family support service. It is a long-term prevention strategy that is delivered as a home visitation program to visit pregnant women, parents of newborns, and other families with children 0 to 5 years of age. All families are offered primary prevention services, addressing a host of family issues, such as health and development, school readiness, socialization, parent-child interaction, parenting and family skills. No charge for the program.

IOWA CHILD CARE RESOURCE AND REFERRAL

808 – 5th Avenue, Des Moines, IA 50309

(515) 246-3560

Iowa Child Care Resource & Referral agencies are community-based organizations that lend a helping hand to people who care for and about children.

By providing resources, education and advocacy, CCR&R helps meet your community's needs for affordable and accessible child care.

CCR&R provides a wide variety of services for:

- Parents
- Child care providers
- Employers
- Community groups

Because your child care needs are unique, guidance can be provided by phone, in person, over the Internet and in other ways that are tailored to you rather than a one-size-fits-all solution.

4 R Kids – EARLY CHILDHOOD IOWA

1011 Pear Ave, Prescott, IA 50859

(641) 344-2250

Website: <https://4rkids-eci.org>

Empowerment is an effort to create a partnership between communities and state government with an emphasis to improve the well-being and quality of life for children ages 0-5 and their families.

Dallas County Empowerment enables Dallas County citizens to lead collaborative efforts involving education, health, and human services programs on behalf of children, families and other citizens residing in the area. It is believed that individuals in Dallas County working together can identify and implement the best means for attaining desired results.

What Results Do We Want to Achieve?

- Healthy Children
- Children Ready to Succeed in School
- Safe and Supportive Communities

- Secure and Nurturing Families
- Secure and Nurturing Child Care Environments

Comprehensive Services and Supports

School Ready Funds provide comprehensive services for children ages birth through five (low-income families to access preschool, parent support, family home visitation, parent education, and professional development for early care, health, & education practitioners)

Early Childhood Funds enhance the quality and capacity of child care (recruitment of providers, child care for mildly ill children & second or third shift, infant care, training of quality for center & home-based providers, and support for registration & licensure)

Child Care Nurse Consultant

Dallas County Empowerment, in collaboration with Child Care Resource and Referral and Dallas County Public Health Nursing Services, has available to Childcare Providers (centers, homes, preschools, etc.) their Child Care Nurse Consultant (CCNC). Your CCNC is eager to work with Child Care Providers to achieve BEST PRACTICE in health and quality standards, i.e. Iowa Quality Rating System (QRS) and Quality Preschool Program Standards (QPPS). Our CCNC also has information and guidelines to meet your specific needs in childhood illness treatment and prevention, as well as behavioral concerns.

DALLAS COUNTY CHILDREN'S ADVOCACY COUNCIL

P.O. Box 19, Adel, IA 50003

(515) 244-2200 Prevent Child Abuse Iowa

Website: www.preventchildabuse.org

Programs/Services:

A private, non-profit organization that includes community members and agencies uniting together to raise awareness about the issues of child abuse and neglect.

IOWA HEALTHY FAMILIES HOTLINE

(800) 369-2229

Statewide phone service, designed to assist callers in locating community based maternal and child health services. Families are put in touch with local resources. Monday thru Friday a nurse is available from 8 a.m.—4:30 p.m. The phone is answered 24 hours a day/7 days a week. Information available for Care for Kids Program, Iowa Breast & Cervical Cancer Early Detection Program, and Healthy Childcare Iowa Talk line.

WOMEN INFANTS & CHILDREN (WIC)

Audubon County Family Development Center 109 Tracy Street, Audubon (712) 563-2777	Dallas County 2300 Euclid Ave Des Moines (515) 282-5800	Guthrie County Family Development Center 400 State Street, Guthrie Center (641) 747-3845
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Office hours: Please call your county for an appointment.

Programs/Services:

Supplemental food packages, nutrition assessment and education, referral to other health agencies.

Do I qualify?

To find out if you qualify, you must

- meet income rules
- have an Iowa address, and
- have a medical or nutritional need.

A family of four can have an annual gross income of \$40,793. If you think you qualify, please call your local WIC agency to make an appointment.

What do I need at my WIC appointment?

After scheduling your WIC appointment, you will need to bring with you:

- **Proof of Iowa Address** – Please bring proof of address to your appointment. One of the following items that has your current address on it will work: a current utility bill, a rent or mortgage receipt, a driver's license, Iowa non-driver ID, voter registration and public assistance notification or identification such as Medicaid, *hawk-i*, FIP, and Food Stamps.
- **Proof of Identity** – Please bring proof of identity to your appointment. Examples of acceptable forms of I.D. include: valid driver's license, non-driver I.D., passport/visa, social security card, work or school I.D. card, Medicaid or Health Benefit card, pay stubs, Matricula Consular Card, immunization record, other medical or health record (including crib cards), birth certificate, voter registration, and WIC identification card ("blue card").
- **Proof of Income** - Proof of your household income. Some examples of proof to bring in are pay stubs, unemployment benefit checks, award notices, business records, a signed statement from your employer, or income tax forms. Applicants certified as eligible for certain other assistance programs are automatically income eligible for the WIC program. Please bring proof of the following to automatically qualify as income eligible: certified as eligible to receive Food Stamps, Medicaid or FIP; presumptively eligible for either FIP or Medicaid; applicant for Medicaid Home and Community Based III and Handicapped Services, Mental Retardation, AIDS/HIV, or Brain Injury Waiver Program; member of a household with a FIP recipient or a pregnant woman or an infant currently on Medicaid.

Frequently Asked Questions:

What are the benefits of WIC?

- WIC provides you with health services. These services include nutrition education, breastfeeding promotion and support, checks to buy nutritious foods, immunization screening and referrals, and health and social services referrals.
- WIC nurses and dietitians meet with you to assess your diet and health history, provide nutrition counseling, and determine what foods are right for you and where you should shop.

- WIC promotes and supports breastfeeding.

What food can I get from WIC?

- **Infants** - Breastfeeding is very important for growing babies. If a mom is not able to breastfeed then iron-fortified formula is provided for the baby. When your baby is old enough, juice and plain cereal will be available.
- **Children 1-5 years old** - These children can receive milk, cheese, juice, cereal, eggs, and peanut butter or dried beans, peas, or lentils.
- **Breastfeeding moms** - Moms who feed their babies by breastfeeding can receive milk, cheese, juice, cereal, eggs, peanut butter and/or dried beans, peas, or lentils, fresh carrots, and tuna.

Other food packages are available for pregnant moms, moms who use formula and breastfeed, and moms who don't breastfeed up to 6 months after giving birth. Please ask your WIC agency for the full approved food list.

What is a WIC vendor?

A WIC vendor is a grocery store or pharmacy that is approved by the state WIC office to accept WIC checks.

Who decides what foods are given with WIC?

The USDA (United States Department of Agriculture) makes the decision as to what food packages WIC participants get to have based on vitamin and nutrient recommendations.

What is the Farmer's Market Nutrition Program?

Congress established this program to provide fresh, unprepared, locally grown fruits and vegetables to WIC participants. The state WIC agency determines who receives these checks each summer. Contact your local WIC agency for more information.

NOTES

SOCIAL SECURITY

SOCIAL SECURITY ADMINISTRATION

2615 University Blvd, Ames, IA 50010

1-866-899-1928 | 1-515-292-3075

Website: www.ssa.gov/disability

The Social Security Administration offers the following two programs of benefit to individuals with disabilities: Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI). Both provide a minimum monthly income, in the form of cash payments, to qualified persons who meet income and disability eligibility requirements.

- **Supplemental Security Income (SSI)** is based, in part, on financial need, and there is no waiting period before an individual can receive SSI benefits.
- **Social Security Disability Insurance (SSDI)** is not based on financial need, and there is a 3-5 month waiting period before an individual can receive SSDI benefits.

Both SSI and SSDI have work incentives that make it possible for individuals with disabilities to work without an immediate loss of SSI or SSDI benefits (or sometimes no loss in benefits). There are several work incentives available including continued cash benefits for a time while working, continued Medicare or Medicaid while you work and help with education, training and rehabilitation to start a new line of work. The following three SSI work incentives are possible ways to pay for items or services needed by the individual in order to work, including assistive technology [Note: Types of Assistive Technology/Adapted Equipment Funded section below refer ONLY to these work incentives]: Impairment-Related Work Expenses (IRWE): These expenses are the costs or materials (such as wheelchairs, respirators, artificial limbs, home modifications and more) that a person with a disability needs to be able to work. These expenses are deducted from the individual's earnings that are used to determine the amount of the person's SSI benefits.

- **Impairment-Related Work Expenses (IRWE):** These expenses are the costs of materials (such as wheelchairs, respirators, artificial limbs, home modifications and more) that a person with a disability needs to be able to work. These expenses are deducted from the individual's earnings that are used to determine the amount of the person's SSI benefits.
- **Plan for Achieving Self-Support (PASS):** This program allows an individual with a disability to put aside money for services and items (including assistive devices) that will assist the person in achieving occupational or educational goals leading to specific employment outcomes without losing eligibility for SSI benefits.
- **Work Expenses for Blind Persons:** Any earned income which a person who is blind spends to be able to work (such as special equipment or guide dog expenses) is not counted in determining SSI eligibility or in determining the SSI payment. The individual must meet certain other eligibility criteria. The expense does not need to be related to the impairment.
- For more information about these work incentives and the other incentives available, visit this web link: <http://www.socialsecurity.gov/redbook/> or for individualized assistance, contact Iowa Work Incentive Planning and Assistance (WIPA), whose contact information can be found at the following weblink:

<http://www.iowacompass.org/service/programview.aspx?programid=5894>

Call the toll-free number listed above for the following:

- General Social Security information
- Requests for forms or replacement cards
- To verify or change contact or direct deposit information for current beneficiaries

For Supplemental Security Income (SSI) individuals must:

- have limited income and/or resources
- meet disability criteria either as an aged, blind, or disabled person
- be a U.S. citizen or national or in one of certain categories of aliens
- be a resident of one of the 50 states, the District of Columbia or the Northern Mariana Islands

For Social Security Disability Insurance (SSDI) individuals must:

- have worked and paid Social Security taxes
- be unable to work in any substantial gainful activity (SGA), or have a mental or physical diagnosis that is expected to last at least one year or to result in death.

CRISIS SERVICES

CRISIS INTERVENTION & ADVOCACY CENTER

P.O. Box 40, Adel, IA 50003

(515) 993-4095

Crisis Line: (800) 400-4884 Domestic Abuse Crisis Line

(800) 550-0004 Sexual Assault Crisis Line

(641) 747-8427 (Guthrie) | (515) 993-4095 (Dallas)

Programs/Services:

- Services for those experiencing domestic violence and/or sexual assault
- Homelessness prevention; housing
- Addiction support group for women (W.E.A.L. Women Ending Addictions for Life)
- Abuse and violence prevention education programming for a variety of ages

MOBILE CRISIS

If you have a mental health crisis in your family and are in need of emergency assistance, call 911.

Be clear with the dispatcher that the situation is a mental health crisis and you need the Mobile Response Crisis Team to assist. The goal is to keep everyone safe and to seek the appropriate level of assistance for your ill family member or friend.

In response to your phone call, the first people to arrive will be law enforcement officers. Officers will determine if it is a mental health related issue and maintain safety at the scene. Officers make a request through dispatch if the Mobile Crisis Unit is needed. Mobile Crisis only takes referrals from law enforcement.

When Mobile Crisis Unit staff arrives, a mental health assessment will be done, on-site counseling and problem-solving, crisis plan development, coordination with hospitals if transport to a medical facility is necessary, and medication can be administered if necessary.

Typical referrals to Mobile Crisis:

- Suicidal thoughts with or without attempt
- Strange or bizarre behavior
- Persons with known mental illness, disconnected from services and causing concern in the community

The officer will have the final say at the scene. If a crime has been committed, the officer may still decide to take the person to jail.

If the person needs to be transported, the MRCT worker may transport if there are no safety concerns.

SAFE HARBOR CRISIS CENTER

706 Cedar Ave, Woodward, IA 50276

P: 515-642-4125 | **Crisis Line: 844-428-3878**

SERVING ALL IOWA COUNTIES

Safe Harbor is a 24-hour safe place providing psychiatric stabilization and case management for individuals experiencing a mental health crisis but don't meet the criteria for hospitalization. Safe Harbor is a key component in the statewide development of a comprehensive adult mental health system and meeting the mandated core services required to be implemented statewide. Locally implementation is led by Heart of Iowa Community Services Mental Health Region.

YOUTH AND SHELTER SERVICES – FADSS PROGRAM

YSS of Boone County - 105 South Marshall Street, Boone, IA 50036

P: 515-433-2091 | F: 515-433-6019

FaDSS (Family Development and Self-Sufficiency) is a statewide in-home family development program. FaDSS is funded by a grant through the Iowa Department of Human Rights. FaDSS is also part of Youth & Shelter Services, a non-profit human services organization. Services at YSS are available to all clients in the most integrated setting regardless of race, creed, color, handicap, national origin, gender or sexual orientation.

- FaDSS, as a family development and self-sufficiency program, builds upon the strengths of each family.
- FaDSS helps families move toward individual growth, job retention and economic stability.
- FaDSS supports and advocates for families when working with local agencies.

With FaDSS your Family will Set Goals to:

- Improve your employment and job skills
- Improve your budgeting skills
- Improve the safety of you and your children
- Access community activities and resources
- Continue your education
- Improve or maintain good health

FaDSS Program Activities

- Home visits with a Family Development Specialist
- Parent education and support
- Special Needs funds available
- Workshops:
 - Parenting Skills
 - Communication Skills
 - Taxes
 - Safety Issues
 - Nutrition
 - Stress Management
 - Wellness Workshops
- Family activities
- Newsletters

POLK COUNTY YOUTH SERVICES

1548 Hull Ave, Des Moines IA 50316

(515) 286-3344 | (515) 286-3350 – Central Juvenile Intake Center, 24 hours/day

Polk County Youth Services consists of an array of programs designed to meet the different needs of youth and families. Those arriving at the campus may be youth in need of assistance, or they may be youth who are accused of breaking the law. Services provided include a children's shelter, juvenile detention, and juvenile central intake for the Polk County area. Facilities provide temporary residential care for children and youth awaiting placement. The shelter is an open setting, and the detention area is a secured facility only serving youth charged with delinquent offenses. Central intake provides assessment and referral and serves as the single point of entry for police officers. The shelter and detention are strictly court ordered placements.

This agency serves alleged delinquent youth and children in need of assistance with behavior/emotional disorders from ages 6-18 years for the shelter, 12-18 years for the detention, and 6-18 years at the central intake center. Cannot serve children with serious medical conditions requiring a 24-hour nursing care.

Counties served: Adair, Dallas, Guthrie, Madison, Polk, Warren

YOUTH EMERGENCY SERVICES & SHELTER OF IOWA

918 SE 11th Street, Des Moines, IA 50309

(515) 282-9377

Website: www.yessiowa.org

Programs/Services:

- Direct Family Access Respite (formerly coordinated by the IRCCC) - reimburses families with children with disabilities for respite care services
- Emergency outreach available to young people in crisis 24 hours a day
- Counseling to families
- Behavior intervention services for children through individual and group therapy, and through immediate crisis intervention. Services may be provided in a variety of settings. (Medicaid calls these "Remedial Services," see Additional Information section below for more detailed information).
- On-site emergency shelter
- Crisis child care is child care for children of parents or guardians who are in crisis. A crisis situation may include: domestic abuse, medical emergencies including mental illness, housing problems, death in the family and high levels of stress.

All safe place services are provided free of charge and all information is confidential; however, parental permission is required for a youth to be admitted to the residential program at the shelter.

Direct Family Respite:

Must have a child with the diagnosis of a physical or mental disability, chronic illness or other special need who is ineligible or on the waiting list for a Medicaid waiver.

Crisis Child Care:

Intended for children ages birth through age 9; however, older children may be considered on a case-by-case basis. Must be age 17 or younger.

IOWA EMERGENCY CRISIS HOTLINES AND HELPLINES

Bets Off Problem Gambling Line Hotline: (800) 238-7633 Web: http://www.1800betsoff.org	Iowa Teen Line Hotline: (800) 443-8336 TDD Hotline: (800) 735-2942 Web: www.extension.ia.state.edu/teenline
Department of Human Services (DHS) Child and Dependent Adult Abuse Reporting Hotline: (800) 362-2178 Website: www.dhs.iowa.gov	National Inhalant Prevention Coalition 800-269-4237 Text: 55753 Website: www.inhalants.org The NIPC serves as an inhalant referral and information clearinghouse, stimulates media coverage about inhalant issues, develops informational materials, produces ViewPoint (a quarterly newsletter), provides training and technical assistance and leads a week-long national grassroots inhalant education and awareness campaign.
Iowa Coalition Against Domestic Violence 4725 Merle Hay Road, St 107 Urbandale, IA 50322 Hotline: (800) 770-1650 Phone: (515) 244-8028 Website: www.icadv.org	National Runaway Switchboard 1-800-RUNAWAY Website: 1800runaway.org Our 24-hour crisis line has an experienced front-line team member ready to help you now. It's anonymous, confidential and free.
Iowa Coalition Against Sexual Assault 3030 Merle Hay Road Des Moines, IA 50310 Hotline: (800) 770-1650 Phone: (515) 244-7424 Website: www.iowacasa.org	Parents, Families, and Friends of Lesbians and Gays (PFLAG) Des Moines, IA 50310 Hotline: (641) 583-2848 Phone: (515) 650-9042 E-mail: pflagdsm@gmail.com Website: www.pflag.org
Iowa Concern Hotline, ISU Outreach Center (800) 447-1985 Confidential referral service for Iowa farm families and communities. Information and referral for the state of IA. <ul style="list-style-type: none"> • Financial information • Stress counselors • Legal aid on staff 	Pet Loss Support Hotline 2116 College of Veterinary Medicine Iowa State University Ames, IA 50011 Hotline: (888) 478-7574 Fax: (515) 294-8500

<p>Iowa Substance Abuse Information Center 2600 Edgewood Road SW Cedar Rapids, IA 52404 Hotline: (800) 501-8982 Phone: (319) 398-5133 Website: www.freerehab.center/li/ia_iowa-substance-abuse-information-center</p>	<p>Poison Center (800)-222-1222 (Voice/TTY) Website: www.iowapoison.org</p> <ul style="list-style-type: none"> • Professional Education Service Poison, • Prevention Materials Distribution Service, • Poison Help 24 hours a day/7 days a week • Free of charge
<p>National Eating Disorders Association (800)-931-2237 Website: www.nationaleatingdisorders.org</p> <p>NEDA is dedicated to providing education, resources and support to those affected by eating disorders. Whether you are an individual living with an eating disorder, a family member or friend looking to offer support to a loved one, or a treatment professional looking to help others.</p>	<p>Suicide Hotline (800)-784-2433 TTY: (800)-799-4TTY (4889) Website: www.suicidehotlines.com</p> <ul style="list-style-type: none"> • 24 hours/ 7 days a week service
<p>Marijuana Anonymous (800)-766-6779 Website: www.marijuana-anonymous.org</p> <p>Marijuana Anonymous uses the basic 12 Steps of Recovery founded by Alcoholics Anonymous, because it has been proven that the 12 Step Recovery program works!</p>	<p>Text-A-Tip (515) 559-7790</p> <p>Information may be texted anonymously regarding unlawful activities such as: sales of alcohol to or use by minors, underage use of tobacco or drugs by minors anywhere in Dallas County. Please provide the location and times of such activities if known.</p>
<p style="text-align: center;">National Suicide Prevention</p> <p style="text-align: center;">(800)-273-TALK (8255)</p>	

NOTES

VETERAN'S SERVICES

AUDUBON COUNTY VETERANS AFFAIRS

318 Leroy Street, #4, Audubon, IA 50025

(712) 563-3508

Office Hours: Mon – 8a to 4p; Tue – 8a to 12 noon; Wed – 8a to 4p

Duties of Our Office

VA-certified director helps eligible veterans apply for compensation and pension programs to assist veterans and their dependents, including the following:

- Compensation for Service-Connected Disability/Death
- Non-Service-Connected Disability Pension
- Death Pension for Surviving Spouse and Dependent Children

Aid and Attendance for Nursing Home and Housebound Veterans

- Eligibility Verification Reports (EVR)
- Application for Iowa Veterans Home

The staff also assists with:

- Obtaining military records and awards
- Distributing grave markers and flag holders for Audubon County
- Networking with Veteran's Administration Hospitals
- Networking with other VA facilities and social service agencies

The veteran must have been discharged under honorable conditions and have served 90 days or more of Federal active-duty service.

DALLAS COUNTY VETERANS AFFAIRS

902 Court Street, Adel, IA 50003

515) 993-5809 | Fax: (515)-993-6996

Office Hours: Tuesday - Thursday 8:30 a.m. - 3:30 p.m., Friday 8:30 a.m. - 11:30 a.m.

A variety of assistance and services are available to veterans of Dallas County. These include: Federal & State benefits, compensations & disability, Dallas County funds for rent, utilities, food, medical, fuel, clothing, and funeral services.

Veterans Administration assistance includes: Help with admission to Iowa Veterans Home in Marshalltown, Knoxville, or the V.A. Medical Center. Power of attorney and coordinating treatment. Care with the American Legion, Am vets, Disabled American Veterans, Veterans of Foreign Wars and other veteran's service organizations. The State Veterans Service headquarters, Camp Dodge, Iowa, State Graves Registrations, working with funeral directors, cemetery burial locations and grave markers with flags.

GUTHRIE COUNTY COMMISSION OF VETERAN'S AFFAIRS

County Courthouse, 200 N. 5th Street, Guthrie Center, IA 50115

(641) 747-2546

Office Hours: Mon – 8a to 12:30 & 1:30 to 4:30p | Please call for an appointment.

The Guthrie County Veterans Affairs Commission provides assistance to all eligible Veterans discharged from active military service under honorable conditions and/or their family members in applying for federal benefits and other Veteran's aid, which includes, but is not limited to:

- Service-connected disability compensation
- Non-service-connected pension
- Surviving spouse pension
- Aid and attendance/housebound
- Application for VA Healthcare System
- Headstones and grave markers
- Obtaining Military Records
- Application to Iowa Veterans Home
- Applications for Iowa Veterans Trust Fund Assistance

For more information about services and benefits available to veterans, visit the Iowa Department of Veterans Affairs website: va.iowa.gov/benefits.

Veterans Assistance Program

The Guthrie County Veteran's Relief program is funded by the county to provide emergency assistance for basic needs to resident Veterans and families.

Basic needs available:

- Rent
- Utilities
- Food and provisions
- Prescription medication
- Transportation (fuel)
- Burial Assistance (note: you MUST make application after death and before burial) To

be eligible for this program, you must meet the following requirements:

1. Be a Veteran with an Honorable Discharge (Under Honorable Conditions/General Discharge is acceptable.)
2. Be a resident of Guthrie County
3. Meet county income guidelines
4. Apply for any and all benefits available from federal, state, and local sources
5. Program is for emergency needs that cannot be met by other means

IOWA VETERAN AFFAIRS

7105 NW 70th Ave, Johnston, IA 50131

Phone: (515) 252-4698 | Fax: (515) 727-3713

Office of advocacy for veterans and work with the legislature to promote veterans' issues.

AMERICAN LEGION OF IOWA – FAMILY SUPPORT NETWORK

720 Lyon Street, Des Moines, IA 50316

(515) 282-5068 | (800) 365-8387

Website: www.ialegion.org

Serves military families or personnel who served in Saudi Arabia and the Persian Gulf, as well as National Guard and Reserve units activated by the President.

National telephone help-line provides a variety of assistance to military families and veterans. The network channels request for any type of assistance including financial to Legion Posts throughout the United States. Callers are advised to give their home zip code and a call-back telephone number where they can be reached.

US DEPARTMENT OF VETERANS AFFAIRS – Vocational Rehabilitation and Employment Program

210 Walnut Street, Room 553, Des Moines, IA 50309

(515) 323-7550 | (800) 827-1000

Website: www.vba.va.gov/bln/vre

The Vocational Rehabilitation and Employment (VR&E) VetSuccess Program is authorized by Congress under Title 38, Code of Federal Regulations, Chapter 31. It is sometimes referred to as the Chapter 31 program. The VetSuccess program assists Veterans with service-connected disabilities to prepare for, find, and keep suitable jobs. For Veterans with service-connected disabilities so severe that they cannot immediately consider work, VetSuccess offers services to improve their ability to live as independently as possible.

Services that may be provided by the VR&E VetSuccess Program include:

- Comprehensive rehabilitation evaluation to determine abilities, skills, and interests for employment
- Vocational counseling and rehabilitation planning for employment services
- Employment services such as job-training, job-seeking skills, resume development, and other work readiness assistance
- Assistance finding and keeping a job, including the use of special employer incentives and job accommodations
- On the Job Training (OJT), apprenticeships, and non-paid work experiences
- Post-secondary training at a college, vocational, technical or business school
- Supportive rehabilitation services including case management, counseling, and medical referrals
- Independent living services for Veterans unable to work due to the severity of their disabilities

Active-Duty Service Members are eligible if they:

- Expect to receive an honorable discharge upon separation from active duty
- Obtain a memorandum rating of 20% or more from the VA

- Apply for Vocational Rehabilitation and Employment (VR&E) VetSuccess services

Veterans are eligible if they:

- Have received, or will receive, a discharge that is other than dishonorable
- Have a service-connected disability rating of at least 10%, or a memorandum rating of 20% or more from the Department of Veteran Affairs (VA)
- Apply for Vocational Rehabilitation and Employment (VR&E) VetSuccess services

Basic period of Eligibility

The basic period of eligibility in which VR&E VetSuccess services may be used is 12 years from the latter of the following:

- Date of separation from active military service, or
- Date the veteran was first notified by VA of a service-connected disability rating

The basic period of eligibility may be extended if a Vocational Rehabilitation Counselor (VRC) determines that a Veteran has a Serious Employment Handicap.

EASTER SEALS – Military and Veteran Services

401 NE 66th St, Des Moines, IA 50310

(515) 309-1783

Website: www.easterseals.com/ia

Our mission is to ensure that it's possible for veterans and military families to live their lives to the fullest in every community. We work to break down barriers, engage organizations and communities, and connect veterans and military families with what they need for meaningful employment, education and overall wellness. Our grassroots outreach—through 69 local affiliates in communities nationwide—provide unmatched, accessible, and indispensable resources and support for veterans and military families.

MILITARY FAMILY LIFE CONSULTANTS – MFLC

<p>David N. Brown JFHQ Family Services Branch, Rm. 186 7105 NW 70th Avenue, Johnston, IA 50131 Ofc: (515) 727-3130 Cell: (515) 212-0501</p>	<p>Tanja Duffey JFHQ Family Services Branch, Rm. 186 7105 NW 70th Avenue, Johnston, IA 50131 Ofc: (515) 334-2823 Cell: (515) 343-4012</p>
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The goal of the consultant is to prevent family distress by providing education and information on family dynamics, parent education, available support services, and the effects of stress and positive coping mechanisms.

The Office of the Secretary of Defense (OSD) recognized an emerging need to provide information support to Soldiers and families in addition to resident counseling services at installations. The Military Family Life Consultants (MFLC) Program uses licensed clinicians with Masters Degrees and at least five years' experience in Social Work, Counseling, or related clinical discipline. Consultants are trained on military specific topics including basic orientation to the deployment cycle, military culture, the chain of command, and reporting requirements in accordance with Army Family Advocacy Program.

MFLC is an Army program designed to provide anonymous, confidential support to Soldiers and their family members, especially those returning from deployments. Units that return from deployment may

request Life Consultants through Army Community Service. Program serves active duty and mobilized National Guard and Army Reserve soldiers and their families

How Can MFLC Counselors Help?

MFLC Counselors can help you and your family problem solve with issues resulting from deployment, reunions, reintegration and other times of change including:

Marriage and Relationship Issues	Family Issues
Stress and Anxiety	Depression
Grief and Loss	Anger Management
Parent and Child Communication	

Soldiers and families are entitled to six prepaid, face-to-face counseling sessions.

DEPARTMENT OF DEFENSE EXCEPTIONAL FAMILY MEMBER PROGRAM

(800) 342-9647

Website: www.militaryhomefront.dod.mil/efm

This is a resource for military families that have members with special needs, including spouses, children, or dependent parents who require special medical or educational services. The Special Needs module on the website can help you learn about and find resources that will support your family. The program offers a newsletter. As new items about special needs are added to the website, those who subscribe will be alerted. The site maintains a Special Needs Events section for community and online happenings.

DISABLED AMERICAN VETERANS

3725 Alexandria Pike • Cold Spring, KY 41076

(515) 284-4658 – Local Iowa Representative

Website: www.dav.org

Disabled American Veterans (DAV) provides grassroots advocacy and services in communities nationwide. They work to educate lawmakers and the public about important issues related to veterans, support and provide information on services (for example: filing claims for VA disability compensation and pension, vocational rehabilitation and employment, education and so on) and legislative advocacy to help disabled veterans.

MILITARY ONESOURCE

(800) 342-9647

Website: www.MilitaryOneSource.com

Military OneSource, a free support service provided by the Department of Defense, provides assistance and resources to service members and their families on many different issues. The following information will help you understand what the service is and how to use it.

What does Military OneSource do?

Military OneSource, which supplements existing installation services, provides free help and information, by phone with a professionally trained consultant or online, on a wide range of issues that affect you and

your family -- from budgeting and investing to relationships and deployment. It's available whenever you are -- 24 hours a day, 365 days a year

Whether you are single or married, a parent or not a parent, Military OneSource can help with the issues that are important to you. For service members and families who live far from military installations, Military OneSource is especially useful. No problem is too big -- or too small. If they don't know the answer, they will find it.

Military OneSource also provides free counseling services (up to 12 sessions per person, per issue), face-to-face in the local community, by telephone and online.

Why should I call Military OneSource?

Military OneSource helps you save time and money by researching your questions; supplying solid, reliable information; and providing valuable services. Use Military OneSource to seek help early, before a minor problem turns into a major one. With the Military OneSource team of master's-level consultants; you can deal with several issues at one time -- all within the privacy of your home. Consultants answer the telephone "live" and can also respond to e-mail

- relationships and deployment. It's available whenever you are -- 24 hours a day, 365 days a year
- Whether you are single or married, a parent or not a parent, Military OneSource can help with the issues that are important to you. For service members and families who live far from military installations, Military OneSource is especially useful. No problem is too big -- or too small. If they don't know the answer, they will find it.
- Military OneSource also provides free counseling services (up to 12 sessions per person, per issue), face-to-face in the local community, by telephone and online.
- **Why should I call Military OneSource?**
- Military OneSource helps you save time and money by researching your questions; supplying solid, reliable information; and providing valuable services. Use Military OneSource to seek help early, before a minor problem turns into a major one. With the Military OneSource team of master's-level consultants; you can deal with several issues at one time -- all within the privacy of your home. Consultants answer the telephone "live" and can also respond to e-mail lized consultants can help you locate licensed child care providers in your area, as well as help with other parenting issues, such as ways to help your children succeed with homework or how to help your children adjust to a move.
- **Deployment and reunion issues.** Through both the Web site and the toll-free number, you can locate information for service members and their families about dealing with deployment. You will find information on staying connected with your children while you are deployed, or information for Guard and Reserve members returning to work after a deployment.
- **Education.** Information about education issues of special interest to military families is available on the Web site and by phone. You can also arrange for individual consultations with trained specialists in the following areas:
 - *K-12.* Help locate a school when you move, understand school ratings, find homeschooling resources, or evaluate public and private schools.
 - *College.* Assistance with college applications, plus information and resources on financial aid, scholarships, and obtaining credit for military experience.
 - *Special needs.* Help with issues related to relocation when you have a special needs family member, information on available educational services, and help finding a local advocate.

- *Spouse training, education, and career.* Our consultants can help military spouses focus on a career path that uses their strengths, identify work that travels well, find training and education, find jobs, move to a new career area, and develop their interviewing and resume-writing skills.
- **Elder care issues.** Finding help caring for a parent or grandparent can be a challenge for many service members. Specialized consultants can help you understand the kinds of elder care available and locate elder care in your community. With Military OneSource, you also have access to information on Medicare and Medicaid, dependent care costs, prescription drug assistance, medical insurance, and Social Security.
- **Money matters.** The Military OneSource financial team can help with budgeting, debt reduction, credit issues, and tax preparation. Financial planners are available by appointment for more detailed financial concerns. The Web site provides additional financial resources, including calculators for loans, debt reduction, and budgeting.
- **Legal issues.** Depending on your service branch, Military OneSource legal services are provided as a supplement to your installation's Legal Assistance Office. The Military OneSource legal team includes licensed attorneys who can provide legal information and education.
- **Violence and trauma.** Military OneSource consultants can help you talk with your children about issues of war and violence. We also provide information, resources, and counseling on issues related to emergencies and natural disasters, including planning and preparedness.
- **Relocation.** Military OneSource can also help you make a smooth move to a new duty station. As you settle into your new community, use Military OneSource to find an apartment, locate child care providers, find gyms, find music lessons for your children, or find a quality summer camp. Military OneSource consultants can provide information on your new installation.
- **Transition to civilian life.** With Military OneSource, you can access information about life after the military -- including retirement calculators, education and career opportunities, and travel.
- **Healthy habits.** Military OneSource offers information on health and related issues, including relationships, infertility, and mental health. The Web site offers articles related to specific issues, including how to stay healthy and help children with special needs.
- **Consumer issues and travel.** On the Military OneSource Website, you will find information to help you become a better consumer, along with links to discounts for service members and their families.
- **Translation assistance.** Through Military OneSource, you can have certain qualifying documents translated.
- **Language interpretation.** Our consultants can also arrange for interpretation, by telephone, to help non-English-speaking family members use the Military OneSource program.

MILITARY HOME OWNERSHIP PROGRAM

Iowa Finance Authority
 2015 Grand Ave, Des Moines, Iowa 50312
 (515)-725-4900 | (800)-432-7230 | (515)-725-4901 (fax)
 E-mail: homebuyer.inquiry@iowa.gov

The Iowa Legislature created the Military Homeownership Program in 2005 to help eligible armed forces service members purchase a primary residence (occupancy required) in Iowa.

Eligibility

The program provides \$5,000 that may be used toward a down payment on a qualifying home purchase and/or closing costs on a qualifying first purchase money mortgage.

Qualifications

The program is available to service members who use IFA's FirstHome program and at the time of applying for the program, and

- Have served 90 days active duty since September 11, 2001. Active duty need not be consecutive; it may be cumulative. Inactive Duty Training (IDT), Annual Training (AT) and Active Duty for Training (ADT) may not count toward active duty
- Is a federal status injured service person having served in active duty since September 11, 2001; or
- Is a surviving spouse of said eligible service person, all who have served honorably, AND
- Receives prior approval before completion of purchasing a qualified home
- Utilizes an IFA Participating Lender (if financing the purchase); and
- Uses IFA's FirstHome or FirstHome Plus program, if eligible. Or, if not eligible for FirstHome or FirstHome Plus, uses a permanent mortgage loan for financing the purchase
- The home must be located in the state of Iowa
- The home must be the borrower's primary residence (occupancy required)

The home must be one of the following:

- Single-family residence (including "stick-built" homes, modular homes, or manufactured homes, provided the home is attached to a permanent foundation and is taxed as real estate)
- Condominium
- Townhome
- Duplex, if one of the units will be the primary residence of the service member

VETERANS AFFAIRS – SPECIALLY ADAPTED HOUSING GRANT PROGRAM

Federal Building
210 Walnut Street, Des Moines, IA 50309
(515) 323-7523

Website: www.iowava.gov

Iowa Department of Veterans Affairs Specially Adapted Housing Grant Program provides funds to veterans who have medical injuries (blindness, loss of use of hands or loss of use of legs) due to military service. These funds provide injured veterans with housing modifications such as handicap showers, ramps, special lighting or door knobs and so on. Veterans who suffer blindness are provided with up to \$12,000. Veterans who use wheelchairs or who have movement above the elbows are provided with up to \$60,000.

EMPLOYMENT

IOWA EMPLOYMENT SOLUTIONS AT DES MOINES AREA COMMUNITY COLLEGE (IES at DMACC)

200 Army Post Road, Suite 44, Des Moines, IA 50315
(515) 281-9700

1. **Workforce Investment Act (WIA) Adult Services.** Non-entitlement program. Application does not guarantee enrollment. Services include assessment, job readiness, job search assistance, interviewing skills, assistance with resume development, computer training, work experience, on-the-job training, assistance with job placement, short term training, career counseling and planning and supportive assistance including tuition, childcare, transportation and referrals to other appropriate human service organizations.
 - o **Contact:** Adel (515) 993-5817, Des Moines (515) 281-9707 or (515) 281-9700 and Perry (515) 465-2424.
 - o **Economic Requirement:** Low-income program assisting socio-economically disadvantaged; following federal poverty guidelines.
 - o **Intake Procedure:** Appointment necessary. Bring proper identification including social security card, picture identification or birth certificate, verification of family size and income and, if male of appropriate age you must be registered with the selective service.
2. **Workforce Investment Act (WIA) In-and-Out of School Youth Services.** Non-entitlement program. Application does not guarantee enrollment. Services include tutoring, work experience, leadership development, mentoring, skills training, follow-up services, basic education including GED attainment, vocation education and training, post-secondary education counseling and supportive services including child-care and transportation.
 - o **Contact:** Des Moines (515) 281-9691 or (515) 281-9700
 - o **Economic Requirement:** low-income program assisting socio-economically disadvantaged; following federal poverty guidelines and face at least one of the following barriers to employment: deficiency in basic literacy skills, a school drop-out, homeless, a run-away, a foster child, pregnant or a parent, an offender or require additional assistance to complete their education or secure and hold employment.
 - o **Intake Procedure:** Appointment necessary.
1. **Workforce Investment Act (WIA) Dislocated Worker Program** (predecessor was Job Training Partnership Act (JTPA). Services include career counseling and planning, labor market information, job search, placement and referral assistance, job retention follow-up, post-secondary education, skill upgrade training, vocational education and training, job readiness including computer training, interviewing techniques, basic computer training, assistance with resume development and supportive assistance including tuition, childcare and transportation.
 - **Economic Requirement:** None. Must be unemployed due to permanent lay-off, downsizing, business closing or terminated, but qualified for unemployment insurance. Also serve Displaced Homemakers.

2. **Project Employment.** Non-entitlement program focusing on serving people with disabilities, or less than a high school education. Application does not guarantee enrollment. Services include assessment of skills, strengths and interests, self-directed or supported job search, assistance with job placement, referral to a certified benefits planner, interviewing skills, basic computer skills and/or short term training, soft skills training (72 hours classroom instruction), development of an employment plan with participant goals, referrals to other agencies/services, customized employment to meet the needs of the job seeker and employer, work experience, on-the-job training, basic education and GED attainment. Services are not intended to duplicate existing community services.
 - **Contact:** Des Moines (515) 281-9700
210 N. 10th Street, Adel, IA 50003
 - **Intake Procedure:** Appointment necessary. Bring documentation verifying disability or lack of high school diploma must be resident of Dallas, Boone, Jasper, Madison, Marion, Polk, Story or Warren County, proper identification including picture identification, social security card or birth certificate, and if male of appropriate age you must be registered with the selective service.
3. Promise Jobs and WIA Adult Services available on Tuesday p.m. by appointment only.
 - **Contact:** (515) 993-5817 | 607 SE First St, Perry, IA 50220
4. Promise Jobs and WIA Adult Services available on Wednesday and Thursday only by appointment
 - **Contact:** (515) 465-2424

IOWA WORKFORCE DEVELOPMENT

1000 E Grand Ave, Des Moines, IA 50319
(866) 239-0843

Local Services: Iowa Workforce Services are available on Tuesday only.

New Iowan Program: Available on Thursday p.m. only.

Iowa Workforce Development has established New Iowan Centers to offer workforce development services to persons who have recently moved to Iowa and are seeking employment. The centers are designed to support workers, businesses, and communities with information, community service referrals, job placement, translations, language training, and resettlement assistance, as well as technical and legal assistance concerning forms and documentation. Through public-private partnerships, the New Iowan Centers provide one-stop workforce development services for new Iowans.

Services: Self-guided online employment searches, internet access, resume and cover letter assistance, computer software, referral and applications for local employees, job development and placement assistance, office equipment availability, printed resources, labor market information, interviewing skills workshop, unemployment insurance claims assistance, business directory of local employers and immigration referrals, translation services and migrant seasonal farm worker and Katrina Family outreach through The New Iowan Center. In addition, every Wednesday, a Job Fair is held from 10:00 a.m.-11:30 a.m. for job seekers. Questions, contact (515) 281-9701. Every Thursday of the month, Iowa Advantage workshops are provided free. Workshop topics include: job search strategies, job sourcing, resumes, cover letters, interviewing, job readiness, returning to school, managing stress, self-esteem and support, budgets and finances. Questions, contact (515) 281-9700. Specialized services for Offenders (515) 281-9708 and Veterans (515) 281-9711 are offered.

DISABILITY PROGRAM NAVIGATOR

Iowa Workforce Development

IWD-WORKFORCE CENTER SYSTEM

430 E Grand Ave, Des Moines, IA 50309

(515) 281-7050 Local – Navigator | (800) 845-9013 Toll-free – Navigator

(515) 281-9619 Local – Des Moines office

Website: www.iowaworkforce.org/access/region11web/index

The Disability Program Navigator (DPN) facilitates access to employment and services for Iowa job seekers with disabilities through:

- Specialized information and referral - provides information about services and programs available through Iowa one-stop workforce centers and also connects the job seeker to other resources regarding employment.
- Individual advocacy
- Benefit assistance - provides information about the Ticket-to-Work program for individuals on Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI).
- The workforce center is a Social Security Administration approved Employment Network.

DISABLED ENTREPRENEUR PROGRAM

3590 Camino Del Rio N., San Diego, CA 92108

(619) 594-8805

Website: <http://www.disabledbusiness.com>

Disabled Entrepreneur Program provides entrepreneurs with disabilities with free resources and counseling for the evaluation and development of their business.

Services:

- business advice and counseling
- market research
- equipment research and evaluation
- training in business planning, marketing and other topics

IOWA DEPARTMENT OF ECONOMIC DEVELOPMENT

1963 Bell Ave, Des Moines, IA 50315

Phone: (515) 242-4878

Self-Employment Loan Program (SELP) is designed to assist in the creation and expansion of businesses owned, operated and managed by women, minorities, or persons with a disability. Entrepreneurs with Disabilities Program (EWD) helps qualified individuals with disabilities establish, acquire, maintain or expand a small business by providing technical and financial assistance. To be eligible for the program, applicants must be active clients of the Iowa Department of Education, Iowa Vocational Rehabilitation Services (IVRS) or the Iowa Department for the Blind.

PROTEUS, INC.

1221 Center Street, Des Moines, IA 50309

(515) 271-5306 | (800) 372-6031

Website: www.proteusinc.net

Proteus provides communities with health, educational and economic opportunities. We serve immigrant, minority and low-income populations to make their dream of a brighter tomorrow a reality by helping them overcome language and cultural barriers in order to better provide for their families.

Proteus is funded under the Department of Labor, more specifically the National FarmWorker Jobs Program. This program provides employment, training skills and services to eligible participants throughout the State of Iowa. The services that are provided to migrant and seasonal farm workers include English-as-a-Second-Language instruction, ABE (Adult Basic Education), GED (General Equivalency Development), High School Diploma and vocational training. Other services include career guidance, job readiness, job-placement assistance,

on-the-job training, work experience and support services.

Proteus also provides Migrant Health Services for farm workers.

Types of Service: Employment and Training program funded through the Department of Labor through the Workforce Investment Act, Section 167 National Farmworker Jobs Program.

Program services include assessment, career counseling, job placement assistance, vocational training, English-as-a-Second Language instruction, job readiness, High School Diploma and GED. Participants may receive other supportive services including assistance with transportation, rent, and childcare.

Eligibility requirements: Migrant and seasonal farm workers (and dependents) who have performed farm work in the United States or Puerto Rico are eligible if the farm work was the primary type (majority of time or money earned (51%) or more) of employment during any consecutive twelve-month period within the last two years. Also, the potential participant must be employment authorized, selective service certified if applicable, and meet low-income guidelines for the family size during the same 12-month period used to demonstrate farmwork.

HEALTH CARE FUNDING

MEDICAID

Medicaid is a program that pays for covered medical and health care costs of people who qualify. The Medicaid program is funded by federal and state governments and is managed by the Iowa Department of Human Services.

What's available?

A wide range of medical and health care services is available through the Medicaid program. These services are covered only if they are medically necessary. Medicaid recipients have free choice of a doctor, dentist, pharmacy, and other providers of services. However, in many counties, some people covered by Medicaid are required to get certain medical services through a managed health care provider (either a health maintenance organization (HMO) or a MediPass doctor). These people have the opportunity to select a provider, however, if they do not select one, they will be assigned to a provider. A provider that chooses to participate in the Medicaid program must accept the payments that Medicaid makes and make no additional charges to the recipient for services covered under the program. However, some services covered by Medicaid do require a small co-payment be paid.

Eligibility groups are a category of people who meet certain common eligibility requirements. A broad range of these groups are listed under "Who can get Medicaid" below. Some Medicaid eligibility groups cover additional services, such as nursing facility care and care received in your home. Some Medicaid eligibility groups have higher income and resource limits, charge a premium, only pay the Medicare premium or cover only expenses also paid by Medicare, or require you to pay a specific dollar amount of your medical expenses. The worker who processes your application will determine which eligibility group you are eligible for.

Who can get Medicaid?

Medicaid is available to certain, low-income people. You must be one of the following to get Medicaid. These are called eligibility groups.

- A child under age 21;
- A parent living with a child under age 18;
- A woman who is pregnant;
- A woman who needs treatment for breast or cervical cancer and who has been diagnosed through the Breast and Cervical Cancer Early Detection Program;
- A person who is aged (over 65);
- A person who is blind or disabled;
- Certain Medicare beneficiaries; or
- A person who is disabled and working.

To get help from most Medicaid programs, you must:

- Be a U.S. citizen or a legal qualified alien. As of July 1, 2006, anyone who gets or applies for Medicaid needs to show proof of citizenship and identity. In most cases, if you were born in the United States you are a U.S. citizen. If you have questions or need help with proof of citizenship and identity you can call us toll-free at (877) 937-3663 or you can contact your worker.
- Live in Iowa.
- Provide a social security number or proof of application for a number.

- Meet income and resource limits (these vary from program to program).
- Provide all information needed to determine eligibility and benefit level.

Exceptions:

Up to 3 days of Medicaid is available to pay for the cost of emergency services for aliens who do not meet citizenship, alien status, or social security number requirements. The emergency services must be provided in a facility such as a hospital, clinic, or office that can provide the required care after the emergency medical condition has occurred.

How do I apply?

To get most of our services, you must fill out an application form. Staff in the county Department of Human Services office determines eligibility for most people.

There are a few exceptions:

- The district office of the Social Security Administration determines eligibility for people who may be eligible for SSI.
- Presumptive Medicaid eligibility determinations for pregnant women and women who need treatment for breast and cervical cancer are made by certain providers who are authorized by the Department.

MEDICAID FOR KIDS WITH SPECIAL NEEDS

Helps pay medical bills for children with special needs due to a disability.

Is your child eligible?

- Your child must be:
- Under the age of 19.
- Disabled - the disability must meet the standards of the Social Security Administration.
- Income Eligible - your family income must be no more than 300% of the federal poverty level for your family size.

Does your child have other health insurance?

You must enroll your child in the employer insurance plan.

- If yes, you must pay the premiums and keep your child covered for as long as your employer pays at least half of the premium cost.
- If no, but you can get health insurance from your employer and if your employer pays at least half of the premium cost,
- If your employer does not pay at least half of the insurance premium cost, then you are not required to enroll your child.

Income Amounts:

<i>Number in the Family</i>	<i>Monthly Income Limits</i>
1	\$2,603
2	\$3,523
3	\$4,444
4	\$5,365
5	\$6,286
6	\$7,207
7	\$8,128
8	\$9,048

For each additional person add \$935.

MEDICAID FOR EMPLOYED PEOPLE WITH DISABILITIES (MEPD)

Iowa Department of Human Services

Website: <http://www.ime.state.ia.us/HCBS/MEPDIndex.html>

Medicaid for Employed People with Disabilities (MEPD) is a Medicaid coverage group implemented to allow persons with disabilities to work and continue to have access to medical assistance.

Medicaid is provided by the Iowa Department of Human Services (DHS). Individuals covered by this program also receive regular Medicaid coverage, including coverage for medical equipment.

If you receive the following you will be considered disabled for MEPD:

Social Security Disability; or if your Social Security Disability benefits have stopped due to earned income but you continue to be eligible for Medicare. If you are not receiving these benefits, you may also qualify as disabled if your disability meets the medical criteria used to establish disability for benefits administered by the Social Security Administration. The Department of Human Services will make a determination about your medical impairments.

You must:

- be under age 65.
- have earned income from employment or self-employment.
- have monthly net family income of less than 250% of the federal poverty level for your family size. Contact program to see if you qualify.
- have countable resources of \$12,000 or less for an individual and \$13,000 or less for a couple.
- meet all other eligibility criteria for SSI-related Medicaid. (Contact for more information.)

The following resources do not count as income in the guidelines above:

- Retirement accounts such as simplified employee pension plans, self-employment pension plans, Keogh plans, individual retirement accounts, Roth individual retirement accounts, savings incentive match plans for employees and similar plans for retirement.
- Funds in assistive technology accounts, which are funds saved for the purchase, lease or acquisition of assistive technology, assistive technology devices, or assistive technology services. To be exempt, a physician, certified vocational rehabilitation counselor, licensed physical therapist, licensed speech therapist or licensed occupational therapist must establish the need for such technology, and certify the technology can reasonably be expected to enhance the individual's employment. Funds placed in a medical savings account that is exempt from federal income taxation pursuant to Section 220 of the United States Internal Revenue Code (26 U.S.C. § 220).

Individuals will be required to pay a monthly premium when their monthly gross income is above 150% of the federal poverty level. Premiums are calculated based only on the gross income or the individual with a disability. Premiums must be paid before you can receive Medicaid. A set premium amount is established for twelve months at a time. The premium amount cannot be increased due to an increase in income in the twelve-month period. The premium amount can be decreased if income goes down. Individuals who are also on Medicare have the possibility of only paying for one premium instead of two.

HEALTH INSURANCE PREMIUM PAYMENT PROGRAM (HIPP)

Iowa Department of Human Services

Hoover State Office Building, 1305 E Walnut, 5th Floor, Des Moines, IA 50319

(888) 346-9562 HIPP Unit

Website: www.dhs.state.ia.us/hipp

HIPP is one of the services available to people who receive Medicaid (Title 19). The HIPP Program helps people get insurance or keep insurance they already have by paying for the premium. Contact the HIPP Program or your local DHS (Department of Human Services) office for more information.

If you are living with AIDS/HIV-related illness, there is a special program to assist you with premiums for your health insurance. Contact your local DHS or visit this website for more information:

www.dhs.state.ia.us/Consumers/Health/Medical_Insurance/HIPP4AIDSHIV

Eligibility: You Must:

- Have Medicaid.
- Have an additional medical insurance plan or be able to get one through an employer or other private policy.
- Be considered cost-effective: it costs the State less to buy the insurance to help pay your medical bills than for Medicaid to pay all of the costs.

HIPP does not pay for:

- Insurance for someone who does not live in your home.
- School plans based on enrollment or attendance as a student.
- An insurance plan that pays income to the policyholder or pays only limited amounts for services.
- Plans that are limited to a temporary period of time.
- Plans that have an absent parent as the policyholder.
- Any plan for which Medicare is currently the primary or secondary payer.
- An insurance premium that is used to reduce the Medically Needy Spend Down amount for Medicaid.
- Medicaid for Kids with Special Needs (MKSNI) or IowaCare members.

HAWK-I

P.O. Box 71336, Des Moines, IA 50325-9958
Hawki Member Services (Monday to Friday from 8 a.m. to 5 p.m.)
1-800-257-8563 (Toll Free)
Website: Hawki@dhs.state.ia.us

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.

Healthy and Well Kids in Iowa

The Children's Health Insurance Program (CHIP) is offered through the Healthy and Well Kids in Iowa program, also known as Hawki. Iowa offers Hawki health coverage for uninsured children of working families.

No family pays more than \$40 a month. Some families pay nothing at all. A child who qualifies for Hawki health insurance will get their health coverage through a Managed Care Organization (MCO).

These are the MCOs or health plans you can choose from:

- [Amerigroup Iowa, Inc.](#)
- [Iowa Total Care](#)
- [Dental benefits for Hawki](#) are covered by [Delta Dental of Iowa](#).

What services can my child get through *hawk-i*? Your child can get these services:

Doctor visits	Primary Care Provider
Specialists	Immunizations
Check-ups	Hospital Care
Surgery	Non-Emergency use of ER
Eye Exams, Eye Glasses & contact lenses	Prescriptions
Mental Health Services	Substance Use Disorder
Healthy Families Program	Boys and Girls Club Memberships
Focus on Fitness Program	TeleHealth Services & TeleMonitoring
Health Wellness and Education Programs	Non-Emergent Transportation

What does *hawk-i* cost?

Hawk-i is low cost or free care coverage. The amount you pay is based on your family's income. Some families pay nothing. Other families may have to pay \$10 or \$20 a month for their **hawk-i** coverage. No family pays more than \$20 a month, even if the family has several children who qualify for **hawk-i**.

How can I find out if my family will have to pay?

Fill out an application or call **hawk-i** if you think your children may qualify.

If your family's countable yearly income is in the chart below, AND you do not qualify for Medicaid, you will pay nothing for hawk-i.

Family Size	Income Limit
1	\$14,405 <-----> \$16,244
2	\$19,380 <-----> \$21,854
3	\$24,354 <-----> \$27,464
4	\$29,328 <-----> \$33,074
5	\$34,302 <-----> \$38,684
6	\$39,276 <-----> \$44,294
7	\$44,251 <-----> \$49,904
8	\$49,225 <-----> \$55,514

If your family's countable yearly income is in the chart below, you will pay \$10 each month per child (but no more than \$20 per month per family)

Family Size	Income Limit
1	\$16,245 <-----> \$21,660
2	\$21,855 <-----> \$29,140
3	\$27,465 <-----> \$36,620
4	\$33,075 <-----> \$44,100
5	\$38,685 <-----> \$51,580
6	\$44,295 <-----> \$59,060
7	\$49,905 <-----> \$66,540
8	\$55,515 <-----> \$74,020

The hawk-i dental program covers these and other dental services:

- Cleanings and check-ups
- Fluoride treatments
- Sealants
- Fillings and crowns
- Medically necessary orthodontia. (Prior approval is required)

If your family's yearly countable income is in the chart below, your child may be able to get dental coverage for \$10-\$15 per month. No family pays more than \$15 per month.

Family Size	Income Limit
1	\$21,661 <-----> \$27,075
2	\$29,141 <-----> \$36,425
3	\$36,621 <-----> \$45,775
4	\$44,101 <-----> \$55,125
5	\$51,581 <-----> \$64,475
6	\$59,061 <-----> \$73,825
7	\$66,541 <-----> \$83,175
8	\$74,201 <-----> \$92,525

If your family's yearly countable income is in the chart below, your children may be able to get dental coverage for \$15-\$30 per month. No family pays more than \$30 per month.

Family Size	Income Limit
1	\$27,076 <-----> \$32,490
2	\$36,426 <-----> \$43,710
3	\$45,776 <-----> \$54,930
4	\$55,126 <-----> \$66,150
5	\$64,476 <-----> \$77,370
6	\$73,826 <-----> \$88,590
7	\$83,176 <-----> \$99,810
8	\$92,526 <-----> \$111,030

Does my child qualify for hawk-i? To qualify, a child must live in Iowa and:

- Be under 19 years old
- Have no other health insurance
- Be a citizen of the United States or a qualified alien
- Be in a family that meets the hawk-i income limits
- Cannot be the dependent of a State of Iowa employee
- Children who qualify for Medicaid cannot get hawk-i

MEDICARE

7500 Security Blvd, Baltimore, MD 21244

(800)633-4227 | (877)486-2048 TTY

Hours: Calls answered 24 hours a day, 7 days a week

Website: www.medicare.gov

Medicare is a federal health insurance program with four parts:

- **Part A** is hospital insurance.
 - Helps pay for services deemed "medically necessary" including:
 - inpatient hospital care
 - inpatient care in a skilled nursing facility following a hospital stay
 - home health care
 - hospice care
- **Part B** is outpatient medical insurance.
 - Helps pay for services deemed "medically necessary" including:
 - physician services
 - outpatient hospital care
 - durable medical equipment
 - more detailed information about the equipment covered by Medicare is found on the following website: <http://www.cms.hhs.gov/center/dme.asp> [Note: below, under Types of Assistive Technology/Adapted Equipment Funded, Daily Living Aids is included to mean ONLY hospital beds and commodes are covered - other types of Daily Living Aids are NOT covered by Medicare Part B.]
 - Medicare's list of durable medical equipment vendors is found on the following website: www.medicare.gov/Supplier/home.asp
 - diagnostic tests
 - other health care services

- **Part C** (Medicare Advantage Plan) is provided by private companies approved by Medicare and includes all Part A and Part B covered services. Medicare Advantage Plans are plans such as Health Maintenance Organizations, (HMOs), Preferred Provider Organizations, (PPOs) and Private-Fee-For-Service Organizations, (PFFs)
 - is run by private companies that are approved by Medicare.
 - provides all Part A and Part B covered services and may offer extra coverage.
 - can include Medicare prescription drug coverage for an extra cost.
 - often have networks, which means you may have to see doctors who belong to the plan or go to certain hospitals to get covered services. In many cases, your costs for services can be lower than in Medicare Parts A and B, but it is important to check with the plan because the costs for services will vary.
- **Part D** is prescription drug insurance.
 - Helps pay prescription drug costs for both brand-name and generic prescription drugs at participating pharmacies.

Call the toll-free phone number listed above for:

- general information about Medicare
- information about health plans
- to order Medicare booklets

Must either be:

- age 65 or older
- age 64 or younger and have received disability benefits from Social Security or the Railroad Retirement Board for 24 months.
- any age and have End-Stage Renal Disease (permanent kidney failure requiring dialysis or transplant)
- any age and have Amyotrophic Lateral Sclerosis, (ALS, also known as Lou Gehrig's disease), you will automatically receive Part A the month your disability benefits begin.

Enroll in Medicare online: <https://secure.ssa.gov>

Enroll in Medicare in-person at your local Social Security office.

NOTES

PRESCRIPTION ASSISTANCE

NACo PRESCRIPTION DISCOUNT CARD PROGRAM

What It Is: The NACo drug discount card program helps consumers save money on their prescription medications any time their prescriptions are not covered by insurance. The free cards are distributed in the sponsoring county and may be used at any participating retail pharmacy. The discount card is not insurance.

Savings: Savings average 24 percent; some discounts may be more, and some less, depending on the drug and quantity purchased. Cardholders are eligible for higher discounts on a three-month supply of some medications through mail service. Cardholders also can save on pet prescriptions at participating retail pharmacies.

Who It's For: The cards may be used by all county residents, regardless of age, income or existing health coverage. There is no enrollment form, no membership fee and no restrictions or limits on frequency of use. Cardholders and their family members may use the card any time their prescriptions are not covered by insurance.

What It Costs: Unlike many other card programs, there is no enrollment cost or membership fee. The cardholder pays the negotiated discount price or the pharmacy's retail price, whichever is lower. The average discount is 24 percent.

Participating Pharmacies: More than 68,000 pharmacies nationwide accept the card, including most chain pharmacies and many independents.

Additional Benefits: The program has a safety feature that alerts pharmacists when one medication may have an interaction with another medication the cardholder is taking, if the prescriptions were obtained with the NACo Prescription Discount Card.

The NACo Prescription Discount Card program is a useful option with Medicare Part D. For example, the card can be used when a Medicare Part D plan doesn't cover a medication.

About CVS Caremark: The program is administered by CVS Caremark, which has broad experience in Caremark managing prescription discount cards since 1992. CVS negotiates with pharmacies to offer a discount on their retail prices. Most pharmacies contract to participate because it draws customers to their stores.

IOWA PRESCRIPTION SAVINGS PROGRAMS

Iowa Priority Prescription Savings Program
12318th St, Suite 232, West Des Moines, IA 50265
(P) 1-515-327-5405
Website: www.iowapdc.org

Iowa Prescription Drug Corporation (IPDC) provides the following:

Iowa Prescription Drug Donation Program - prescription medications are available for free from participating medical facilities and pharmacies that re-dispense prescription drugs and supplies that would otherwise be destroyed.

Drug Discount Card program - discounted prescription drugs are available to Iowa residents who are underinsured or uninsured by showing the IPDC Drug Discount Card at participating pharmacies.

For the Iowa Prescription Drug Donation Program:

- Be a resident of the state of Iowa
- Be uninsured or underinsured OR Have low income (at or below 200% of the Federal PovertyLevel)
- For the Iowa Prescription Drug Corporation Discount Card Program: Must be a resident of the state of Iowa

The card cannot be used in conjunction with another insurance program in order to discount copayments or deductibles. Limit of one card per household. Patients must complete a patient intake form provided by participating providers to determine their eligibility. If eligible, patients receive a card identifying their qualification for the program for future visits. For a list of participating providers, visit www.iowapdc.org or call MedOne Healthcare Systems at (888) 884-6331 to locate participating pharmacies or for more information about the program.

TOGETHER RxACCESS

This drug discount card is sponsored by 10 major pharmaceutical companies--Abbott Laboratories, AstraZeneca, Bristol Meyers Squibb, Glaxo Smith Kline, Johnson & Johnson, Novartis, Pfizer, Sanofi Aventis, Takeda and TAP Pharmaceuticals. The card is free and offers a 25%-40%* discount on over 300 brand-name and generic prescription drugs as well as other prescription products, such as glucose test strips.

To be eligible, you:

- Cannot be eligible for Medicare
- Cannot have prescription drug coverage (public or private)
- Must have a household income equal to or less than:

Single person	\$30,000
Family of two	\$40,000
Family of three	\$50,000
Family of four	\$60,000
Family of five	\$70,000

- Must be a legal US resident

For more info call (800) 444-4106 or visit: www.togetherrxaccess.com

MERCK'S PRESCRIPTION DISCOUNT PROGRAM

This private and confidential program provides certain medicines free of charge to eligible individuals, primarily the uninsured who, without our assistance, could not afford needed Merck medicines. Individuals who don't meet the insurance criteria may still qualify for the Merck Patient Assistance Program if they attest that they have special circumstances of financial and medical hardship, and their income meets the program criteria. A single application may provide for up to 1 year of medicine free of charge to eligible individuals and an individual may reapply as many times as needed.

Contact Information

If you have any questions about the Merck Patient Assistance Program including the status of an application, please call 800-727-5400, 8 AM to 8 PM ET, Monday through Friday. Find out if you qualify by searching for the Medicine you need. To apply visit: www.merckhelps.com

WWW.NEEDYMEDS.ORG

NeedyMeds.org has information on medicine and healthcare assistance programs. We do not run a patient assistance program, and we do not supply medicine or financial assistance. Follow these easy steps to find assistance programs that will help with costs of healthcare.

Look for Low-Cost Medicine Programs

- Programs called PAPs (patient assistance programs) provide free or low-cost medicine to low-income people who are uninsured or under-insured. Click on BRAND NAME DRUGS or GENERIC NAME DRUGS
- Click on the first letter of the name of your medicine in the alphabet bar. Click on the name of your medicine to learn about the program.
- Look for all of your medicines, not just the most expensive. If your medicine is not on either list, it is not available through a PAP. Call the program if you have questions.

Look for Additional Assistance Programs

- Application Assistance is a resource of organizations that will help you find and apply for PAPs for free or a small fee.
- Disease-Based Assistance is a database of programs that help with the costs associated with specific diseases or conditions.
- Government Programs are state and federal programs that assist low-income residents.
- Discount Drug Cards lists several categories of cards.

Check all the categories and look for all your medicines.

IOWA PRESCRIPTION DRUG CORP./IOWA COLLABORATIVE SAFETY NET PROVIDER NETWORK MEDICATION ASSISTANCE PROGRAM

To be eligible:

- Income must be at 200% or less
- Iowa Resident
- Un/Under Insured (including Medicare Part-D)

Eligible Health Issues & Medications:

<u>High Blood Pressure</u> HCTZ Triam-HCTZ Metoprolol Tartrate Atenolol Carvedilol Doxazosin Lisinopril	<u>Depression</u> Citalopram Sertraline Trazodone Amitriptyline
<u>Elevated Cholesterol</u> Simvastatin	<u>Diabetes</u> Metformin Glimepiride
<u>Pregnancy/Pre & Post Natal</u> Prenatal Vitamin with Folic Acid	

Participating Pharmacies:

- Adel Health Mart, Adel
- Dahl's, on Hickman in Clive
- Hy-Vee, Perry
- Hy-Vee, on 60th Street in West Des Moines
- Hy-Vee, on Jordan Creek Parkway in West Des Moines
- Medicap, Dallas Center
- Medicap, Perry

For more information, call (515) 993-3750 or (515) 465-2483

SAVINGS CARDS

For additional ways to obtain free or low-cost prescription drugs, try the following discount drug card programs.

<u>eSun Patient Card</u> Phone: (866)-662-1351	<u>PS Card (Prescription Savings Card)</u> Phone: (888)-516-2535
<u>FamilyWize Prescription Discount Card</u> Phone: (800)-300-3301 (English and Spanish) Email: info@FamilyWize.org	<u>True Rx Savings</u> Phone: (800)-886-8412 Email: questions@truexsavings.com
<u>FREEDRUGCARD</u> Phone: (866)-410-4225 (Answering machine only)	<u>YourRxCard</u> Phone: (866)-561-1926 (Answering machine only)

Pfizer MAINTAIN™ Program

(866) 706-2400

How can this Program help?

The Pfizer MAINTAIN Program (Medicines Assistance for Those who Are In Need) provides free Pfizer medicines to qualified patients, delivered right to their home. This program can help eligible patients who have recently become unemployed and are uninsured continue receiving their Pfizer medicines.

Applications for enrollment into the Pfizer MAINTAIN Program will be accepted through December 31, 2010. Program participants will receive their Pfizer medicines for free for up to one year, or until they become insured again, whichever comes first.

Can unemployed people in need of Wyeth medicines get help?

As a result of Pfizer and Wyeth coming together, Pfizer is extending the benefits of the MAINTAIN program to people who need help staying on their Wyeth medicines if they are unemployed and uninsured. For more information or to apply, please call (800) 568-9938.

What Pfizer medicines are available?

With the Pfizer MAINTAIN Program, qualified patients can get many branded Pfizer primary care medicines for free. View full list of available medicines covered on the website.

People who need Pfizer's specialty and oncology medicines can find out if they qualify for help through Pfizer's other patient assistance programs by calling (866) 706-2400.

Who is eligible for the Pfizer MAINTAIN Program?

Individuals and their immediate family members are eligible for this program if:

- They have become unemployed since January 1, 2009
- They were prescribed and have been taking a Pfizer medicine for at least 3 months prior to becoming unemployed and enrolling in the program
- They have no prescription coverage

Where would I get my medicine?

Enrolled patients will receive a 90-day supply of medicine, sent directly to their home, and will continue to do so for up to one year, or until they become insured, whichever comes first.

Refills are available during the 1-year enrollment period. Patients can call (866) 578-4995 to order their refills.

How do I apply?

- Download an application on the website or request it by calling (866) 706-2400
- Complete the easy, 1-page application. Mail the completed application and proof of unemployment.

Proof of Unemployment:

- State Unemployment Benefits Confirmation Letter
- Unemployment Benefit Check Stub
- Previous Employer Termination Letter

The application will be processed in 2 to 3 weeks. If approved, your medicine will be sent directly to your home.

CONNECTION TO CARE®

(866) 706-2400

How can this program help?

Connection to Care provides free Pfizer medicines to eligible patients through their doctor's office.*

What Pfizer medicines are available?

With Connection to Care, qualified patients can get many Pfizer branded medicines for free. View full list of available medicines covered on the website.

What are the eligibility requirements?

To be eligible, you must:

- Have no prescription coverage
- Meet the household income guidelines for this program
- Be a resident of the US, Puerto Rico, or the US Virgin Islands

Where would I get my medicine?

Patients in the program pick up a 90-day supply of medicine from the doctor's office. Refills are available during the 1-year enrollment period.

How do I apply?

To apply to Connection to Care, please:

Download an application from the website or request it by calling (866) 706-2400. You and your doctor must complete the 1-page application. Mail the completed application and proof of income, and a prescription for a Pfizer medicine to Connection to Care.

Proof of income includes copies of one of the following documents that show your total gross annual household income:

- Current paycheck stub
- Federal tax return (Form 1040 or 1040EZ) for the prior tax year
- Wage and tax statements (W-2 forms)
- Social security, pension, or railroad retirement statements (SSA-1099 or similar)
- Statements of interest, dividends, or other income (1099-INT, 1099, 1099-DIV or other forms)

If you do not have any proof of income, please call us at 1-866-706-2400.

Keep photocopies of your application and your original income documentation. You will be notified of your status within about 3-4 weeks of receipt of your application. If approved, you and your doctor will receive a welcome letter.

*All medicines will be sent to your doctor's office for you to pick up, except Lyrica®, which will be shipped directly to your home.

Once accepted into Connection to Care, you will remain enrolled for up to 1 year. To continue receiving program benefits, you must reapply yearly. In addition to serving US residents, Connection to Care is now available to residents of Puerto Rico and the US Virgin Islands.

Your total gross annual household income must be at or below 2 times the federal poverty level (see below chart). Total number of persons in the household includes yourself and those for whom you are financially responsible.

Total Gross Income includes incomes from all earners in the household before taxes and deductions. Your total gross annual household income must be at or below 2 times the federal poverty level (see below chart).

(Total number of persons in the household includes yourself and those for whom you are financially responsible. Total Gross Income includes incomes from all earners in the household before taxes and deductions.)

Total Number of People in Household	1	2	3	4	5
Annual Income (2009)	\$21,660	\$29,140	\$36,620	\$44,100	\$51,580

Please visit www.aspe.hhs.gov/poverty for more information concerning federal poverty guidelines. For households that have more than five people, or if you live in Alaska or Hawaii, call (866) 706-2400.

TakeAway PHARMACEUTICAL PROGRAM

Media Resource: Kate Gainer, Iowa Pharmacy Association (515) 270-0713

Iowans looking for a safe and easy way to dispose of expired or unused prescription medicines now have a practical option. The Iowa Pharmacy Association’s TakeAway™ program is available at more than 300 pharmacies statewide. Iowa is the first in the nation to launch a statewide coordinated effort to take back prescription drugs to keep them from polluting our waterways or leading to drug abuse. Visit www.iarx.org/takeaway to learn how this unique program works and locate a participating pharmacy in your community.

Acceptable	Unacceptable
<ul style="list-style-type: none">• Unused or expired medicines• Prescription (Rx) or over-the-counter (OTC), including:<ul style="list-style-type: none">• pills, tablets, capsules• ointments• creams• lotions• powders• inhalers, nebulizer solutions• liquid medicines ≤4 oz.• solutions, suspensions <p>Liquids must be wrapped in a paper towel and placed in a sealed plastic bag before being placed in a TakeAway™ container</p>	<ul style="list-style-type: none">• Controlled substances (such as): Adderall, Vicodin, Demerol, Hydrocodone, MSContin, Ambien• Any sharps• Syringes• Lancets• Liquids > 4 oz.*• Thermometers*• Home based care (HBC) or durable medical equipment (DME) supplies (such as): Rubbing alcohol, hydrogen peroxide <p>*Contact local solid waste agency</p>

Products should be left in the packaging the medication was dispensed in. This will provide a means of disposing of the packaging, contain and protect the medication in transit, minimize any exposure and is also one of the requirements of the transporter. TakeAway™ can only accept unused medications from patients or patients’ caregivers. Inventory from a pharmacy or other healthcare center is NOT acceptable. Questions? Check with your pharmacist.

NOTES

HEALTHCARE PROVIDERS

DENTAL

Adel Family Dentistry 1202 Greene Street, Adel, 50003 (P) 515-993-3701 Website: adelfamilydentistry.com Monday-Thursday 8AM-5PM Friday 8AM-12PM Regular pediatric care. Recommend first appointment by first birthday.	Jordan Creek Pediatric Dentistry 1111 Jordan Creek Pkwy, West Des Moines, IA (515) 222-1800 Monday & Tuesday: 8AM-4PM Wednesday: 8AM-5PM Thursday: 8AM-4PM, Friday: By appt Pediatric Dentistry including special needs children.
Adel Dental Group 202 Nile Kinnick Drive, Adel, IA 50003 (515) 993-4333 M-Thurs 8-5 Regular routine care. Can do restorative work if the child can tolerate it.	Ocean Dental 1345 E. University Ave, Des Moines, IA 50316 (515) 264-9022 Website: www.oceandental.net Child dentists that accept Medicaid
Berkshire Dental 2375 Berkshire Pkwy, Clive, IA 50325 (515) 987-7670 Monday-Thursday: 7AM-5PM, Friday: 7AM-1PM	Perry Family Dentistry 1020 Otley Ave, Perry, IA 50220 (515) 465-3501 M-W 7-5, Thurs 8:30-5 Care should begin at 5. Have a "Happy Visit" for ages 3-4, count teeth and do fluoride. This visit is free.
Donated Dental Services (515) 251-8000 Website: www.nfdh.org Free or reduced dental services for permanently disabled, chronically ill, and elderly	West Lakes Family Dentistry 6800 Lake Dr. #290, West Des Moines, IA 50266 (515) 989-6777
Finn & Laughlin Dentistry 238 West Hickman, Waukee, IA 50263 (515) 987-9797 M-Thur 8:30-5	Finn & Laughlin Dentistry 2605 Iowa Street, Perry, IA 50220 (515) 465-2633 Regular pediatric care

Grimes Dental Group 309 SE Main, Grimes, IA 50111 (515) 986-4381 Monday-Wednesday: 8AM-5PM Thursday: 10AM-7PM	Waukee Family Dentistry 85N Warrior Lane, Waukee, IA 50263 (515) 987-1305 Monday-Thursday: 7AM-4PM, Friday-Sunday: Closed Regular routine care. Can do restorative and fillings work if the child can tolerate it
Lakeshore Family Dentistry 709 E Main St, Panora IA 50216 (641) 755-3030	Audubon Dental Center 400 N Park Place, Audubon, IA 50025 (712) 563-2659 Monday-Thursday: 8AM-5PM
Springbrook Family Dentistry 214 State St, Guthrie Center, IA 50115 (641) 332-3100 Monday, Tuesday, Wednesday: 7:30AM-4:30PM, Friday: 8AM-3PM	

DENTAL CARE FOR CHILDREN WITH DISABILITIES

Iowa Department of Public Health
CENTER FOR DISABILITIES AND DEVELOPMENT
100 Hawkins Drive, Iowa City, IA 52242
(319) 356-1513
Website: www.uihealthcare.com/news/news/2007/03/12dentalcare

This program provides free preventive and restorative dental services to children and young adults who have disabilities.

There is a \$300 per person/per year maximum benefit. No orthodontic service or cosmetic dentistry is provided. This program does not pay for medical expenses related to dental treatment under general anesthesia (for example: physician charges, operating room fees, anesthesia, and recovery room fees).

Services are provided at the Center for Disabilities and Development and in private offices in Altoona, Ames, Ankeny, Bellevue, Carroll, Council Bluffs, Creston, Des Moines, Dubuque, Laurens, Maquoketa, Marion, Marshalltown, Mason City, Monticello, Monona, New Hampton, Sioux Center, Sioux City, Spirit Lake, Story City, Waterloo, Waukon, and West Burlington.

Must be:

- age 20 or younger
- have a physical, emotional or developmental disability
- family income must total less than 200 percent of the federal poverty guideline

Does not serve individuals with any form of dental insurance, including Medicaid (Title XIX) or *hawk-i*.

IOWA DONATED DENTAL SERVICES PROGRAM

Delta Dental of Iowa
9000 Northpark Drive, Johnston, IA 50131
(515) 331-4594
Website: www.nfdh.org

This program is for low-income elderly and Iowans with disabilities who are unable to get care they need. **Must:**

- be unable to afford dental care,
- need more than routine care,
- be unable to get the care through other programs.

Does not serve individuals who have already received services through this program in the past.

Process: Call Naomi Guinn-Johnson for an application or more information. Complete, sign and return an application. A referral coordinator will review your application and will call to get more information from you. If you do not qualify, you will be told so during this call. Please be aware that applications are not processed as soon as they are received due to program limitations. Please be patient. The referral coordinator will share the applicant's information with a volunteer dentist. The applicant has not been accepted into the program yet. Applicants are notified of the dentist's name and phone number. Applicant is responsible for scheduling an initial examination. Final acceptance into the program will only be made after the initial examination as this is when the specific treatment needs are established.

Fees & Method of Payment: Free, although some form of payment is encouraged, if possible.

VISION

Children's Eye Clinic 6000 University Ave. #210, West Des Moines, IA 50266 (515) 222-1180 Medical, surgical and routine eye care for children	Dr. Charles Varcoe OD, PC 209 Nile Kinnick, Adel, IA 50003 (515) 993-4753 Can do eye exams for children ages 0-5
Eye Care Associates 1313 2 nd Street, Perry, IA 50220 (515) 465-4203	Eye Associates of Audubon 415 Tracy Street, Audubon, IA 50025 (712) 563-3456
Family Eye Clinic of Perry 1326 2 nd Street, Perry, IA 50220 (515) 465-3556 Monday-Thursday 9AM-5PM Begin exams around age 5 b/c not set up for smaller patients. Dr. does have an office in Des Moines and could do patients younger there	Waukee Eye Care 225 NE Dartmoor Drive #200, Waukee, IA 50263 (515) 987-3461 Monday-Friday 8:30-5:30 Infancy exams done at the Des Moines office. Around age 3-4 can start doing exams in the Waukee office.
Central Iowa Family Eye Care 405 State St, Guthrie Center, IA 50115 (641) 747-8207 Monday, Tuesday, Thursday, Friday: 9AM-5PM	

HEARING

Acousticon Woodward Company (515) 255-2300 or (515) 465-4060 <ul style="list-style-type: none"> Can be done at Dallas County Hospital and Adel Family Medical <p>Do testing, audiological exam, speech discrimination and pressure on the ear drum. Takes approximately 15-20 minutes for the test. Attention span dictates the age of the children tested. Due to this, we usually do not test children. Will make referrals to Ear, Nose and Throat specialists if the problem is beyond simple hearing loss.</p>	Area Education Agency/Early Access 602 Visions Parkway • Adel, IA 50003 (515) 270-9030 or (800) 362-2720 <p>Call the local AEA office to talk with someone about having a hearing screening done.</p>
Michael Genz Audiology Clinics in Winterset and Perry (800) 246-1891	

MEDICAL CLINICS

Jordan Creek Family Medicine 230 S. 68th St. #1203, West Des Moines, IA 50266 (515) 471-1800 Primary medical care	Lakeview Family Practice 6000 University Ave. West Des Moines, IA 50266 (515) 241-2600 Primary medical care
The Iowa Clinic Waukee 120 NE Dartmoor, Waukee, IA 50263 (515) 875-9890 Primary medical care	Lakeview Pediatrics 6000 University Ave. #100, West Des Moines, IA 50266 (515) 241-2500 Pediatric medical care
Waukee Area Christian Free Clinic Westview Church 1155 SE Boone Dr. Waukee, IA 50263 (515) 494-9909 www.freeclinicsofiowa.org/mwaukee Free medical clinic Annual Back to School Health Fair	Mercy Jordan Creek Pediatric Clinic 1055 Jordan Creek Pkwy #102, West Des Moines, IA 50266 (515) 643-9550 Pediatric medical care

Des Moines Pediatric & Adolescent Clinic 2301 Beaver Ave, Des Moines, IA 50310 (515) 255-3181 Medical care for children and adolescents	West Des Moines Family Physicians 6010 Mills Civic Pkwy #200, West Des Moines, IA 50266 (515) 224-9666 Primary medical care
Iowa Health Clinic 30 E. Hwy 6, Waukee, IA 50263 (515) 987-3447 Primary medical care	Iowa Health Lakeview Family Practice 6000 University Ave. #101, West Des Moines, IA 50266 (515) 241-2600 Primary medical care
DCH Family Medicine - Perry 616 10th St, Perry, IA 50220 (515) 465-3553	DCH Family Medicine – Panora 319 E. Main St, Panora IA 50216 (641) 755-2121
Dallas Center Medical Associates 507 14th St, Dallas Center, IA 50063 (515) 992-3711 Primary medical care	Adel Family Medical Center 1120 Greene St, Adel, IA 50003 (515) 993-4656 Primary medical care
GCH Family Medicine – Stuart 312 N. Fremont St, Suite A, Stuart IA 50250 (515) 523-8050	GCH Family Medicine – Panora 603 E. Main, Panora IA 50216 (641) 755-4000
Redfield Health Clinic 1013 1st St, Redfield, IA 50233 (515) 833-2301	Audubon Family Health Care 413 Tracy, Audubon, IA 50025 (712) 563-4611
Exira Family Medical Clinic 107 S. Jefferson St, Exira, IA 50076 (712) 268-5348	Audubon Medical Clinic 222 Broadway, Audubon, IA 50025 (712) 563-4206

HEALTH SERVICE PROVIDERS

AUDUBON COUNTY MEMORIAL HOSPITAL

515 Pacific, Audubon, IA 50025

(712) 563-2611

Services:

Acute Inpatient Care	Inpatient and outpatient Surgery
ICF Swing Bed	Radiology
Audiology Services	Mobile MRI, Nuclear Medicine
Physical Therapy	Specialty Clinic Services
In-house CT, Ultrasound, Mammograms	

DALLAS COUNTY HOSPITAL

610 10th St, Perry, IA 50220

(515) 465-3547

Dallas County Hospital is a licensed critical access hospital providing a comprehensive range of health services to residents of its service area, and maintains an emergency department as well as providing inpatient and surgery services with visiting specialist clinics. Service area of Perry, Dallas County or surrounding counties.

Patients Intrust Program, please call (515) 557-3167

Phillips Lifeline, please call (800) 543-3546 ext 3050 for Lifeline Resource

GUTHRIE COUNTY HOSPITAL

710 N. 12th St, Guthrie Center, IA 50115

(641) 332-2201

Services:

Inpatient/Outpatient Services	Emergency services
Cardiac Rehab	Diabetic Education
Fitness Center	Laboratory Services
Physical Therapy	Pulmonary Rehab
Sleep Laboratory	Radiology Services
Social Services	Inpatient and outpatient Surgery

AUDUBON COUNTY PUBLIC HEALTH NURSING SERVICE

318 Leroy St, Suite 10, Audubon, IA 50025

(712) 563-2226

Website: www.auduboncountyia.gov

Services:

- Skilled Nursing
- Home Care Aides / Homemakers
- Therapy Services by contract
- Health Screenings

GUTHRIE COUNTY HEALTH SERVICES

2002 State St, Suite 1, Guthrie Center, IA 50115

(641) 747-3972

Website: www.healthyguthrie.org

Services:

- Home Care Services – Skilled Nursing, Home Care Aides
- Physical, Speech and Occupational Therapy
- Coordinates services for frail and elderly
- Child immunizations, communicable disease follow-up, BioEmergency planning, Emergency Multi-disciplinary planning committee
- H.O.P.E.S. – Health Opportunities Parents Experience Success, Home visitation
- Babies Nest

PLANNED PARENTHOOD

114 University Ave, Des Moines, IA 50311

(866) 600-6886

Website: www.ppheartland.org

Services:

- Family Planning
- HIV Prevention

NEW OPPORTUNITIES WOMEN HEALTH PROGRAM

23751 Hwy 30 East | PO Box 30, Carroll, IA 51401

(712) 792-9266

Family planning counseling and education, physical exams including PA smears, pregnancy testing, venereal disease testing and treatment, provision of contraceptive method, infertility counseling, and referral and some prenatal testing and referral.

Intake Procedure: Contact the Outreach Center or the central office in Carroll. Initial paperwork is completed during the first clinic appointment.

PHYSICAL THERAPY AND REHAB SPECIALISTS

SELECT PHYSICAL THERAPY

516 Nile Kinnick Drive, Adel, IA 50003

(515) 478-7171

ATHLETICO PHYSICAL THERAPY

513 Nile Kinnick Drive S, Suite A, Adel, IA 50003

(515)-219-3118

CORE PHYSICAL THERAPY

803 Cottage St, Adel IA 50003

(515) 993-5599

TIMBER CREEK THERAPIES

2400 Poplar Ave, Panora, IA 50216

(641) 755-3225

Services:

- Physical, speech, Occupational Therapy,
- Massage Therapy
- Hydrotherapy
- Hippotherapy
- Pet Therapy

AGING RESOURCES

DEPARTMENT OF AGING

510 E 12th St, #2, Des Moines, IA 50319
(515) 725-333 | TTY (515) 242-3302
The Long-Term Care Complaint Hotline: (800) 532-3213
Website: www.state.ia.us/elderaffairs

To promote leadership to both, empower and enhance the lives of older persons through choices, services, protection and respect.

AREA AGENCIES ON AGING - IOWA FAMILY CAREGIVER PROGRAM

Iowa Association of Area Agencies on Aging
1111 9th St, Des Moines, IA 50314
(866) 468-7887
Website: www.iowafamilycaregiver.org

Family Caregiver Support Program provides the following services regarding caregiving:

- Information and referral to find local services
- Education and support regarding the caregiving role
- May have special assistance funds for meeting needs not already covered by an existing program or organization.

Eligibility: Individuals that are caring for:

- An individual ages 60 or older,
- A grandparent ages 55 or older that is a primary caregiver of a child or children not more than 18 years of age,
- Anyone caring for an individual with Alzheimer's, a related disorder or neurological or organic brain dysfunction.

AGING RESOURCES OF CENTRAL IOWA

5835 Grand Ave., Suite 106, Des Moines, IA 50312-1444
(515) 255-1310 | (800) 747-5352 | F: (515) 255-9442
Website: www.agingresources.com

Services:

- Information and assistance
- Family Caregiver Program
- Elder Abuse Prevention and Awareness
- Aging and Disability Resource Center
- Nutrition and Wellness
- Aging Well

ELDERBRIDGE AGENCY ON AGING

603 N. West St, Carroll, IA 51401
(712) 792-3512 | (800) 243-3265

Services:

- Information and Referral
- Planning, Funding and Coordinating Agency
- Provides services for persons 60+
- Serves as a source of information and advocacy for older persons and their families

ALZHEIMER'S ASSOCIATION OF GREATER IOWA

1730 – 28th Street, West Des Moines, IA 50316
(515) 440-2722 | 24 Hour Helpline – 800-272-3900
Website: www.alz.org/greateriowa

Education materials and programs for patients and families living with Alzheimer's' Disease and other Dementias.

COMFORT KEEPERS

1300 Metro E Drive #110, Pleasant Hill, Iowa 50327
(515) 243-0011

Comfort Keepers is here to help ensure senior safety and wellbeing through the current health crisis and beyond. Our empathetic caregivers are specially trained to provide uplifting care from the safety and comfort of home. From picking up prescriptions and grocery shopping to providing companionship and personal care, we're here to help.

NURSING HOMES | CARE CENTERS | ASSISTED LIVING

<u>EXIRA CARE CENTER</u> 409 S. Carthage, Exira IA 50076 (712) 268-5393 <i>Services:</i> <ul style="list-style-type: none"> • Intermediate Care Facility • Skilled Nursing Facility • Alzheimer's Unit 	<u>FRIENDSHIP HOME</u> 714 N. Division, Audubon IA 50025 (712) 563-2651 <i>Services:</i> <ul style="list-style-type: none"> • Intermediate Care Facility • Skilled Nursing • Residential Services • Alzheimer's Unit • Assisted Living
<u>SALEM LUTHERN HOME</u> 2027 College Ave, Elk Horn IA 51531 (712) 764-4201 <i>Services:</i> <ul style="list-style-type: none"> • Intermediate Care Facility • Skilled Nursing • Residential Services • Special Care Alzheimer's Unit 	<u>HERITAGE HOUSE</u> 1200 Brookridge Circle, Atlantic IA 50022 (712) 243-1850 <i>Services:</i> <ul style="list-style-type: none"> • Intermediate Care Facility • Residential Services • Long / Short term rehabilitation • Special Care Alzheimer's Unit • Assisted Living
<u>ALLEN HOUSE</u> 1406 E. 19 th St, Atlantic IA 50022 (712) 234-3820 <i>Services:</i> <ul style="list-style-type: none"> • Residential Services • Assisted Living 	<u>ADEL ACRES</u> 1919 Greene St, Adel IA 50003 (515) 993-4511 <i>Services:</i> <ul style="list-style-type: none"> • Skilled Nursing • Long Term Care • Assisted Living
<u>DEERFIELD SENIOR LIVING COMMUNITY</u> 13731 Hickman Road, Urbandale IA 50323 (515) 267-0438 <i>Services:</i> <ul style="list-style-type: none"> • Senior Living Community • Assisted Living 	<u>GRANGER NURSING & REHABILITATION</u> 2001 Kennedy St, Granger IA 50109 (515) 999-2588 <i>Services:</i> <ul style="list-style-type: none"> • Skilled Nursing • Long Term Care • Hospice • Respite
<u>LEGACY POINTE</u> 1650 SE Holiday Crest Circle, Waukee IA 50263 (515) 987-4100 <i>Services:</i> <ul style="list-style-type: none"> • Senior Living Community • Assisted Living 	<u>PEARL VALLEY HEALTH CARE</u> 2625 Iowa St, Perry IA 50220 (515) 465-5349 <i>Services:</i> <ul style="list-style-type: none"> • Skilled Nursing • Long Term Care • Respite

<u>PERRY LUTHERAN HOME</u> 2323 Willis Ave, Perry IA 50220 (515) 465-5342 <i>Services:</i> <ul style="list-style-type: none"> • Skilled Nursing • Long Term Care • Memory Care • Assisted Living 	<u>ROWLEY MASONIC HOME</u> 3000 E. Willis Ave, Perry IA 50220 (515) 465-5316 <i>Services:</i> <ul style="list-style-type: none"> • Skilled Nursing • Long Term Care • Independent Housing • Assisted Living
<u>SPRING VALLEY RETIREMENT COMMUNITY</u> 501 – 12 th St, Perry IA 50220 (515) 465-7500 <i>Services:</i> <ul style="list-style-type: none"> • Independent Housing • Assisted Living • Memory Care Wing 	<u>SPURGEON MANOR</u> 1204 Linden St, Dallas Center IA 50063 (515) 992-3735 <i>Services:</i> <ul style="list-style-type: none"> • Skilled Nursing • Long term care • Independent Housing • Assisted Living
<u>NEW HOMESTEAD & HOMESTEAD ACRES</u> 2306 State St, Guthrie Center IA 50115 (641) 332-2204 <i>Services:</i> <ul style="list-style-type: none"> • Long term care • Independent Housing • Assisted Living • Memory Care 	<u>PANORA SPECIALTY CARE</u> 805 E. Main, Panora IA 50216 (641) 755-2700 <i>Services:</i> <ul style="list-style-type: none"> • Long term care • Hospice • Respite • Assisted Living • Memory Care
<u>COMMUNITY CARE CENTER</u> 325 SW 7 th St, Stuart IA 50250 (515) 523-2815 <i>Services:</i> <ul style="list-style-type: none"> • Long term care • Assisted Living • Memory Care 	<u>THOMAS REST HAVEN</u> 217 Main St, Coon Rapids IA 50058 (712) 999-2253 <i>Services:</i> <ul style="list-style-type: none"> • Long term care • Hospice • Respite • Assisted Living

SUBSTANCE ABUSE

ZION INTEGRATED HEALTH SERVICES

2307 Olive St, Atlantic IA 50022 (712) 243-5091 Emergency Phone: (712) 542-3720	309 S. 7 th St, Suite B, Adel IA 50003 (515) 993-5243	408 – 12 th St, Perry IA 50220 (515) 642-1023
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Website: www.zioniowa.org

ZION Integrated Health Services offers integrated comprehensive treatment services and levels of participation to meet an individual's changing needs as they move through treatment and recovery. The agency's delivery system includes clinical services within the Extended Outpatient, Intensive Outpatient, and Continuing Care levels in our eight (8) outpatient sites, and one Adult Inpatient/Halfway Housing Facility.

Programs/Services:

- Assessments | Evaluations
- Drug testing
- Extended Outpatient/Continuing Care
- Intensive Outpatient Program
- Residential Treatment+
- Halfway House
- Prevention
- Anger Management
- Restorative Parenting Classes
- DUI Course

ZION – SAFE HARBOR CENTER

706 Cedar Ave, Woodward, IA 50276

Phone: 515-642-4125 | Fax: 515-334-4086

EMERGENCY CRISIS LINE NUMBER: 844-428-3878

Safe Harbor is a 24-hour safe place providing psychiatric stabilization and case management for individuals experiencing a mental health crisis but don't meet the criteria for hospitalization. Safe Harbor is a key component in the statewide development of a comprehensive adult mental health system and meeting the mandated core services required to be implemented statewide. Locally implementation is led by Heart of Iowa Community Services Mental Health Region.

Crisis Stabilization Residential Services

The purpose of the Safe Harbor Center is to reduce the number of people who, during a mental health crisis, are voluntarily hospitalized or inappropriately incarcerated.

Safe Harbor is in place with the intent to provide a more effective approach to mental health crisis treatment and to reduce health care costs.

Individuals typically stay at Safe Harbor Crisis Center less than one week. During that time, they are connected to a network of appropriate community resources to assist in their recovery.

Transitional Living Program

The purpose of the transitional living program is to provide short term housing for an individual coming out of placement or hospitalization who needs to redevelop skills to be successful in the community.

Individuals who are living with mental health or disabilities will be paired with a variety of service providers to assist them to reach their highest levels of independence.

Mobile Crisis Response Team (MCRT)

The Mobile Crisis Response Team provides emergency crisis assessment and intervention services to Iowa residents in conjunction with law enforcement. The mobile crisis team can be contacted through 911 or local law enforcement dispatch offices.

MCRT, in conjunction with law enforcement agencies, provides short term crisis assessment and intervention to individuals of all ages who are experiencing a mental health crisis regardless of insurance status.

- MCRT is available 24 hours a day/seven days a week
- MCRT is accessed through law enforcement in Iowa counties
- MCRT is staffed with mental health professionals

NEW OPPORTUNITIES – Behavioral Health Services for Treatment and Prevention of Substance Abuse

411 State Street, Guthrie Center IA 50115 (641) 747-3354	109 Tracy Street, Audubon IA 50025 (712) 563-2777
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Services:

- OWI evaluations
- Substance Abuse Evaluations
- Extended Outpatient Treatment
- Intensive Inpatient Treatment
- Continuing Care services
- Inpatient referral service
- Alcohol and drug testing
- Prevention education

A-1 ADDICTIONS RECOVERY CENTER, INC.

102 Kinnick Dr S, Adel, Iowa 50003
(515) 993-4246, Answered 24 hours a day

Services:

- Substance abuse evaluations
- DOT Driving Classes
- Family Education and Counseling
- Outpatient Chemical Dependency Treatment
- Aftercare

ALCOHOLICS ANONYMOUS

Support Groups / Grupos de Apoyo:

For a list of meetings in Iowa by town, consult the website.

Website: www.aa-iowa.org

MARIJUANA ANONYMOUS

Website: www.marijuana-anonymous.org

Marijuana Anonymous uses the basic 12 Steps of Recovery founded by Alcoholics Anonymous, because it has been proven that the 12 Step Recovery program works!

NARCOTICS ANONYMOUS

Help Line: (515) 244-2277

For a list of meetings in Iowa by town: www.iowa-na.org/meetings

TEEN LINE

10861 Douglas Ave, Suite B, Urbandale, IA 50322

(800) 443-8336

Services: Health information and referral for teens

UNITED COMMUNITY SERVICES

4908 Franklin Ave, Des Moines, IA 50310

(515) 280-3860

Services: Substance abuse treatment; Detoxification; Methadone Maintenance; Methadone Detoxification, Outpatient, sliding fee scale; Payment assistance, Spanish speaking

CESSATION RESOURCES

CENTRAL IOWA TOBACCO-FREE PARTNERSHIP

2530 73rd St, Urbandale, IA 50322

(515) 309-9507

Website: www.tobaccofreepartnership.com

AMERICAN LUNG ASSOCIATION OF IOWA / CENTRAL IOWA TOBACCO-FREE PARTNERSHIP

2530 73rd St, Des Moines, IA 50322

(515) 309-9507

www.lungia.org | www.tobaccofreepartnership.com

Services: Information on lung health and tobacco cessation.

QUITLINE IOWA

(800) 784-8669

Website: www.quitlineiowa.org

Smoking cessation and education

PREVENTION CONCEPTS

902 E. 2nd Av., Suite G, Indianola, IA 50125

(515) 961-8830 | (888) 961-8830

Website: www.preventionconcepts.org

Services: (targeted at youth)

- Gambling education and prevention
- Juvenile court diversion classes
- Driving Under Influence (DUI) program
- Just Eliminate Lies (JEL) and SADD groups
- Girls Circle and Wise Guys Program
- Resistance Skills Training

NOTES

DISABILITY SERVICES

DALLAS COUNTY DEPARTMENT OF HUMAN SERVICES

AUDUBON COUNTY: (866) 5968

GUTHRIE COUNTY: (866) 5968

DALLAS COUNTY: 25747 N Ave Suite A, Adel, IA 50003 | (515) 993-5817

The Department of Human Services (DHS) believes in working with lowans: those people who receive services, the taxpayers who fund the services and the people who provide services. DHS believes in working with others to meet the unique needs of individuals and help all lowans become healthy, safe, stable, and self-sufficient. The department's primary responsibilities are to help and empower individuals and families to become increasingly self-sufficient and productive. The department provides these services to approximately 650,000 lowans through our partnership with the federal government and our state and local governments. The department is collaborating and providing leadership to build a comprehensive system of basic services and supports to serve all lowans into the future.

Economic Programs:

FIP Emergency Assistance	Medical Assistance	State Supplemental Assistance
Food Stamps	Home & Community Waivers	Information & Referral
Promise Jobs	Intermediate Care Facility	

Service/Programs:

Adoption	Case Management	Child Day Care
Child & Adult protection assessments	Family Centered Services	Family Preservation
Family life home	Foster Care licensing	Foster Family & Group Foster Care placement
In-Home health related care	Juvenile court supervision	Social casework

RESOURCES

DISABILITY RESOURCE LIBRARY

Center for Disabilities and Development

100 Hawkins Drive, Room 112, Iowa City, IA 52242-1011

(800) 272-7713 | TTY: (877) 686-0032

Website: www.medicine.uiowa.edu/uhs/drl | Email: disability-library@uiowa.edu

The Disability Resource Library is a resource for people of all ages with disabilities of all kinds. It is also a resource for their families and for the service providers with whom they work. The lending library links people with information on a wide range of topics. Materials come in a variety of formats – books, videos, training curricula, software, and audiotapes. The DRL loans materials by mail to lowans and to residents of neighboring states. You can also visit and check out items in person.

FAMILY SUPPORT SUBSIDY PROGRAM

DHS-CFS

1305E Walnut, 5th Floor, Des Moines, IA 50319

(515) 281-4522

Website: www.dhs.state.ia.us

The Family Support Subsidy program consists of monthly cash payments for special costs of caring for a child with a disability at home. The monthly payments can be used for services and items, including assistive technology (adapted equipment) that will enable the child to live at home. They can also be used to purchase, rent, or lease adaptive equipment. Examples of services include respite care, recreation activities, special foods, parent training, transportation, insurance, educational toys, home or vehicle modification, camp, and counseling. Contact your county Department of Human Services office for more information.

Eligibility: Must

- be age 17 or younger
- reside in the state of Iowa
- meet the definition of developmental disability
- be residing in the applicant's home OR have a discharge plan to return home within 60 calendar days
- have a family with a net taxable income of \$40,000 or less.

Service Limits: Cannot serve children who:

- receive the Special Needs Adoption Subsidy or
- receive Medicaid waiver services and that live in one of the counties that have a Children at Home program available

Cannot use monthly payments for ongoing family maintenance costs such as:

- mortgage or rent payments
- utility payments
- general food expenses

Application:

- Verification of the child's special health care or educational needs from a physician, school principal, local superintendent, or Director of Special Education is required with the application.
- A signed copy of your or the family's most recent federal income tax return must be attached.

If you would like assistance completing the application, you may contact your local Department of Human Services (DHS) office.

Assistive Technology/Adapted Equipment or Repairs Funded

(NOTE: may not fund all equipment in each category):

Adapted Tools/Equipment	Automobile/Van Adaptations
Computer Access Aids	Daily Living Aids
Mobility Aids, such as: <ul style="list-style-type: none">• Blind Mobility Aids• Electric Scooters• Standing Aids• Transfer Devices• Walking Aids• Wheelchairs/Wheeled Mobility	Hearing Augmentation Aids, such as: <ul style="list-style-type: none">• Alerting Devices• Assistive Listening Devices• Hearing Aids
Home Barrier Removal Home Modification	Specialized Telecommunications Equipment
Low Vision Aids	Orthotic Devices
Physical/Occupational Therapy Aids	Prosthetic Devices
Environmental Controls	Recreation Aids
Artificial Speech Augmentative Communication Aids	

IOWA DIVISION OF PERSONS WITH DISABILITIES

(888) 219-0471 (voice/TTY)

Website: <https://humanrights.iowa.gov>

Promotes employment of Iowans with disabilities by providing information, referral, technical assistance, training and negotiation services to employers and persons with disabilities.

Iowa COMPASS

Phone number (800) 779-2001 | TTY (877) 686-0032

Website: www.iowacompass.org

Iowa COMPASS is Iowa's free disability information and referral service. Let Iowa's disability information experts point you in the right direction. COMPASS answers questions about available disability programs, both public and private. We also have extensive information on adapted equipment (assistive technology), funding resources for adapted equipment and our popular Used Equipment Referral Service (UERS).

DISABILITIES PLANNING ADMINISTRATORS, INC.

Frank Varvaris and Associates

311 Third Ave SE, Suite 200, Cedar Rapids, IA 52401

(319) 862-0363 | Fax (319) 862-0354

Website: www.disabilityplanning.org

This company helps develop personal life programs for people with disabilities and their families and also offers presentations on these topics.

Services provided include:

- Complete Special Needs Trust Administration
- Estate and Financial Planning programs
- How to Apply for SSI Social Security Disability Appeals
- Understanding Medicaid Planning
- Protecting Resources
- When to Apply for Guardianship
- Personal Life Planning Resource for attorneys
- Personal Injury Structures to Protect Benefits
- Assistance is also provided for developing PASS plans and Medicaid eligibility. Staff will consult with persons who have been denied Medicaid, Social Security or other benefits and can provide strategies for the appeal process, and information on meeting the income/asset requirements for entitlement benefits (county, state or federal).
- Staff specializes in entitlement and insurance issues for persons with HIV.

ASK RESOURCE CENTER

5665 Greendale Road, Suite D, Johnston, IA 50131

(515) 243-1713 | (800) 450-8667 | (800) 735-2942 (TDD)

Website: www.askresource.org | E-mail: info@askresource.org

Center provides a broad range of information (such as referrals to disability-related camps), advocacy, support, training, and direct services for children and families as well as adults with disabilities.

AUTISM SOCIETY OF IOWA

PO Box 65311, West Des Moines, IA 50265

Phone Numbers: (515) 327-9075

Website: www.autismia.com

The Autism Society of Iowa is a statewide non-profit advocacy organization dedicated to improving the lives of children and adults with autism spectrum disorders. Provides information and referral, and sponsors workshops to help educate people in the area about Autism.

BEST BUDDIES IOWA

7518 Hickman Road, Windsor Heights, 50324

(515) 282-6218

Website: www.bestbuddiesiowa.org/iowa

Best Buddies Iowa works to enhance the lives of individuals with intellectual disabilities by providing social opportunities through the following programs:

- Best Buddies College chapters pair people with developmental disabilities in one-to-one friendships with college students.
- Best Buddies High School chapters provide an opportunity for high school students to be matched in a one-to-one friendship with individuals who have intellectual disabilities.

THE IOWA DEPARTMENT OF TRANSPORTATION – Motor Vehicle Division

6310 SE Convenience Blvd, Ankeny, IA 50021
(515) 244-8725

Issuance of Persons with Disabilities license plates, removable windshield placards, permanent and temporary and persons with disabilities license plate stickers.

IOWA DOT – Driver License Station

1156 SE Ashworth Road, Waukee IA 50263
(515) 452-0501
Closed Mondays; T-F: 8:30am to 5pm; Sat: 8a to 1p

THE ARC OF IOWA

114 S 11th St, West Des Moines, IA 50265
(515) 664-2252
Website: www.thearcofiowa.org

Mission: The Arc of Iowa exists to ensure that people with intellectual and developmental disabilities receive the services, supports and opportunities necessary to fully realize their right to live, work and enjoy life in the community without discrimination.

What We Do:

Since 1953, The Arc of Iowa has been a leader in advocacy and the development of services for people with intellectual and cognitive disabilities throughout Iowa. Through 25 local chapters and over 1,500 Arc members, we remain committed to improving the quality of life for Iowans with disabilities.

- **Public Policy-** Through individual, group, and systems advocacy, The Arc of Iowa and its affiliated Chapters promote quality, inclusive community opportunities and supports for people with intellectual and developmental disabilities.
- **Government Affairs-** An agenda is developed annually to address current issues on the national, state and local level. The Arc of Iowa will continually communicate with legislators and key decision makers on policy issues affecting people with disabilities.
- **Information/Referral-** The Arc of Iowa and its affiliated chapters provide information and support to people with disabilities, families, and professionals through phone and personal contact, workshops, conferences, electronic and print media.

HOPE AGENCY

3850 Merle Hay Rd #504, Des Moines, IA 50310
(515) 331-4142

At HOPE Agency, we believe in providing holistic care for children and adults who have special needs. Participants and their families choose a direct support professional who helps participants strengthen important skills such as meal preparation, housekeeping, socializing, and budgeting. By customizing services to meet the unique needs of every participant, while collaborating with families to optimize resources, we empower participants on their pathway toward greater independence.

DEAF SERVICES

DEAF SERVICES COMMISSION OF IOWA

321 E 12th St #2005, Des Moines, IA 50319

(515) 281-3164 | (888) 221-3724

Website: <https://humanrights.iowa.gov/cas/ds>

Advocate for and promote equal communication, education and access for hearing impaired persons.

EMPLOYEE & FAMILY RESOURCES - COMMUNITY SERVICES

505 5th Ave, Des Moines, IA 50309

(800) 327-4692

Website: www.efr.org | E-mail: deaf@efr.org

Services:

- Case Management - for individuals who are deaf or hard of hearing and their families
- Sign Language Interpreting - provided by staff and contract interpreters throughout Iowa, can provide interpreting services in American Sign Language (ASL), contact variety sign language, English signed systems, tactile interpretation and spoken English
- Trainings/Presentations on Deaf Culture and the use of interpreters
- Case Management Services
- Must be a resident of Dallas, Polk or Warren counties. Intended for individuals who are deaf or hard of hearing.

Referrals can be made by contacting Amy Riemer by email: ariemer@efr.org or TTY: (515) 598- 7309. Some services are available for free to individuals, while other services are available for a fee.

DEAF ACTION CENTER

2525 E Euclid Ave, #100, Des Moines, IA 50317

Available 24 hours/day for interpreting services.

(515) 266-5105 | (515) 266-0600 TTY

Website: www.deafactioncenteriowa.org

Sign language interpreting, oral interpreting, sign language instruction, TTYs and assistive devices, advocacy, and workshops and information.

TELECOMMUNICATIONS ACCESS IOWA

Phone: Voice (515) 282-5099 | TTY (515) 282-5130

The Iowa Equipment Distribution Program (Telecommunications Access Iowa) provides vouchers for specialized telephone equipment to qualified hard-of-hearing, deaf or speech-impaired individuals.

RELAY IOWA – IOWA DEPARTMENT OF COMMERCE / IOWA UTILITIES BOARD

Simply dial 711 | TTY/ASCII: (800) 735-2942 | Voice: (800) 735-2943

Speech to Speech Service: (877) 735-1007

Spanish Relay Service: (800) 264-7190

Voice Carry-Over Relay Service: (800) 735-4313

900 Relay Service: (900) 230-3031

OTHER RELAY SERVICES:

Video Relay Service - H.323 Internet

H.320 ISDN: (877) 357-5300 or (877) 660-7977 (limited hours)

Voice: (866) 410-5787

Internet Relay Service

Email 1 Email 2

Websites: www.state.ia.us/iub | www.relayiowa.com

The Dual-Party Relay Service (Relay Iowa allows communication between text and voice telephone users via the telephone system). The service, known as Relay Iowa, is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on their length. This valuable communications tool gives all individuals who are deaf, hard-of-hearing or speech disabled the opportunity to make personal and business calls just like any other telephone user. Both TTY and voice users may initiate calls through Relay Iowa.

SERVICES FOR THE BLIND

THE IOWA DEPARTMENT FOR THE BLIND

524 4th St, Des Moines, IA 50309

(515) 281-1333 | (800) 362-2587 | TTY - (515) 281-1355

Website: <https://blind.iowa.gov/>

Our program offers the specialized, integrated services that blind and severely visually impaired Iowans need to live independently and work competitively. At the Department, we know that with the right training and opportunity, people who are blind can become full, contributing members of their communities. Open our doors and learn about the Department and the people we serve.

BRAIN INJURY

BRAIN INJURY ASSOCIATION OF IOWA

7025 Hickman Road, Urbandale IA 50322

(855) 444-6443

Website: www.biaia.org

Neuro-Resource Facilitation

Neuro-Resource Facilitation is a service provided to individuals experiencing brain injury and their families. The program was created through a contract with the Iowa Department of Public Health in accordance with an Iowa law which became effective July 1, 2006. The program began supporting families in December of 2006.

This program offers individuals and families support in coping with the issues of living with brain injury and transition back to work and the community. Support is provided in a variety of forms, including:

- Providing brain injury specific information and resources;
- Enhancing natural supports and providing linkage to appropriate supports, services, and community resources;
- Providing training to service providers to increase Iowa's system capacity to provide appropriate services;
- Accessing, securing and maximizing funding, both private and public.

One of the primary resources distributed by the Neuro-Resource Facilitators is the Iowa Brain Injury Resource Network Tote Bag which contains important brain injury information and information on various services and supports for individuals and families experiencing brain injury.

Another resource commonly distributed by our staff is a packet called the Virtual Concussion Packet.

To learn more about any of these supports or to find out how you can participate, please contact us at 1-800-444-6443 or via e-mail at info@biaia.org

ON WITH LIFE

715 SW Ankeny Road, Ankeny, Iowa 50023

(515) 289-9600

Website: www.onwithlife.org

You can get through this. And we're here to help. Our extensive neurological services, combined with specialized expertise in brain injury rehabilitation, offer you the optimal opportunity to achieve your goals and get your life back on track.

Services:

- Post-Acute Inpatient Neuro Rehabilitation
- Long-Term Skilled Care
- Outpatient NeuroRehabilitation
- Residential Neuro Rehabilitation
- Supported Community Living
- Neuropsychological Services
- Independent Living

INDEPENDENT LIVING CENTERS

CENTRAL IOWA CENTER FOR INDEPENDENT LIVING

100 E Euclid Ave #105, Des Moines, IA 50313

(515) 243-1742

Website: www.cicil.org

Services: Assistance for Central Iowans with disabilities and their families through:

- Advocacy
- Peer Counseling & Support
- Independent Living Skills Training

THREE RIVERS CENTER FOR INDEPENDENT LIVING

520 Nebraska St # 324, Sioux City, IA 51101

(712) 255-1065

Three Rivers Independent Living Center is a non-profit, non-residential, consumer driven organization committed to providing and increasing consumer designed services and community awareness regarding disabilities through the development of collaborations and partnerships.

EMPLOYMENT

IOWA VOCATIONAL REHABILITATION SERVICES

510 E. 12th St, Des Moines, IA 50319

(515) 281-4211 | (800) 532-1486 (TTY)

Website: www.ivrs.iowa.gov

Assist individuals with disabilities to achieve employment goals; diagnostic help, evaluation, tuition assistance for training, tools, job placement, counseling and guidance and artificial limbs. Our mission is to work for and with individuals with disabilities to achieve their employment, independence, and economic goals. Economic independence and more and better jobs are what we are about for Iowans with disabilities.

EASTER SEAL SOCIETY OF IOWA

401 NE 66th Ave, Des Moines, IA 50313

(515) 289-1933

Website: www.easterseals.com/ia

Services: Services for people with disabilities including:

- Supported employment

IOWA DEPARTMENT OF ECONOMIC DEVELOPMENT

1963 Bell Ave, Des Moines, IA 50315
(515) 348-6200

Programs to assist persons with disabilities in the creation, acquisition or expansion of a business.

LINK ASSOCIATES

1452 29th St, West Des Moines, IA 50266
(515) 262-8888
Website: www.linkassociates.org

Programs/Services: Services for people with disabilities including:

- Supported employment

LUTHERAN SERVICES IN IOWA

3116 University Ave, Des Moines, IA 50311
(515) 271-7411
Website: www.lsiowa.org

Services: Services for people with disabilities including:

- Supported employment

HOME AND COMMUNITY BASED SERVICES (HCBS)

The Iowa Home & Community Based Services (HCBS) waivers are Medicaid Programs from the federal government, which have rules set aside or "waived." This gives you more choice about how and where you receive services. It is available to people with disabilities and older Iowans who need services and supports; which may allow them to stay in their homes. You must be eligible for Medicaid and also meet the requirements for each waiver. Iowa currently has seven Medicaid HCBS waivers. For more information or to apply, contact your local Department of Human Services office. All waivers include some common service elements. These common elements are described below.

SERVICE COORDINATION

Your case manager/service worker is there to help you plan for and get the services and support you need.

INDIVIDUAL PLANNING

All individuals who receive waiver services and support have an Individual Service Plan. Your plan should include important information about you, your goals, and the steps you and your Support Team need to take to get there. Usually, the people on your team include yourself, your case manager/service worker, and other people whom you choose.

QUALITY ASSURANCE

It is important to make sure you are satisfied with the services and supports you receive, and that those supports are helping you move toward the goals in your Individual Service Plan. Iowa must also assure that HCBS waiver funds are used appropriately and in a fashion that meets federal and state requirements. You may be asked about your services and support. These questions help ensure that waiver services help you lead a full, satisfying, and safe life.

EASY ACCESS

You should be able to find and get the supports you need. Just contact your local Iowa Department of Human Services office or visit the Iowa Medicaid Enterprise (IME) website: www.ime.state.ia.us

FLEXIBLE SUPPORTS

You should receive support that is creative and effective so your individual needs are met in the most efficient way possible.

PERSON CENTERED APPROACH

You should feel you are respected, valued, and an equal partner in the design and delivery of the Supports that are provided to you. Your team is there to support you in making decisions. You have the responsibility of letting your team know your service needs.

HEALTH & SAFETY

The Iowa Department of Human Services requires providers to supply high quality supports. These supports will help you stay healthy and safe while allowing you to make informed choices, try new experiences, take reasonable risks, and assume new challenges and responsibilities in your life.

INTELLECTUAL DISABILITY WAIVER

ID Waiver services are individualized to meet the needs of each consumer. The following services are available:

Adult Day Care	Consumer Directed Attendant Care (CDAC)
Day Habilitation	Home and Vehicle Modifications
Home Health Aide	Interim Medical Monitoring and Treatment
Nursing	Personal Emergency Response System
Prevocational	Supported Community Living
Respite	Supported Community Living-Residential Based
Supported Employment	Transportation

- The services that are considered necessary and appropriate for the consumer will be determined through an interdisciplinary team consisting of the consumer, DHS service worker or Medicaid case manager, service provider(s) and other persons the consumer chooses.
- All consumers will have a service plan developed by a DHS service worker or Medicaid case manager in cooperation with the consumer. This plan must be completed prior to implementation of services. The service plan for consumers **aged 20 or under** must be developed or reviewed taking into consideration those services that may be provided through the individual education plan (IEP) and EPSDT (Care For Kids) plan(s).
- Consumers shall access all other services for which they are eligible and which are appropriate to meet their needs as a precondition of eligibility for the ID Waiver.
- A service plan must be developed and reviewed annually with the interdisciplinary team and signed by the DHS service worker.
- The consumer must choose HCBS services as an alternative to institutional services.
- In order to receive ID Waiver services, an approved ID Waiver service provider must be available to provide those services.

- Medicaid waiver service cannot be simultaneously reimbursed with another Medicaid service or a Medicaid service.
- ID Waiver services cannot be provided when a person is an inpatient of a medical institution.
- Consumers must need and use, at a minimum, one unit of waiver service during each quarter of the calendar year.
- Each county and the State have designated the number of consumers (payment slots) which can be served under the HCBS ID Waiver program. A payment slot must be available and assigned to the individual at the time of application or after Disability Determination, whichever is later.
- Funding must be available either through the consumer's county of legal settlement or the State of Iowa.
- The consumer must receive Medicaid case management services when ID Waiver services begin.
- Following is the hierarchy for accessing waiver services:
 - Private insurance
 - Medicaid and/or EPSDT (Care For Kids)
 - ID Waiver services
- Assistance may be available through the In-Home Health Related Care program and the Rent Subsidy Program in addition to services available through the ID Waiver.

Consumers may be eligible for HCBS MR Waiver services by meeting the following criteria:

- Be an Iowa resident and a United States citizen or a person of foreign birth with legal entry into the United States.
- Have a diagnosis of mental retardation or a diagnosis of mental disability equivalent to mental retardation as determined by a psychologist or psychiatrist.
- Be determined eligible for Medicaid (Title XIX). Consumers may be Medicaid eligible prior to accessing waiver services or be determined eligible through the application process for the waiver program. Additional opportunities to access Medicaid may be available through the waiver program even if the consumer has previously been determined ineligible.
- Be determined by the Iowa Medicaid Enterprise, Medical Services to need Intermediate Care Facility for the Mentally Retarded (ICF/MR) level of care.

HEART OF IOWA INTELLECTUAL DISABILITY WAIVER PROVIDERS

<p><u>Link Associates</u> 1452 29th St, West Des Moines, IA 50266 (515) 262-8888</p> <p>Adult Day Care – Full day, half day, extended day; Day Habilitation – Per day, half day, hourly; CDAC – Agency, hourly, daily; Supported Community Living – daily, hourly, Home and Vehicle Modifications, Transportation; Pre-Vocational Services – half day, full day; Supported Employment – obtain a job, job coaching, personal care, enclave, job development, employer development, enhanced job search; Respite – Specialized, Basic Individual, Group; Transportation – trip</p>	<p><u>Easter Seals Society of Iowa</u> 401 NE 66th Ave, Des Moines, IA 50313 (515) 289-1933</p> <p>Day Habilitation – Per day, half day, hourly CDAC – Agency, hourly, daily; Supported Community Living – Daily, hourly; pre-Vocational services, half day; Supported Employment – Obtain a job, maintain job/job coaching, personal cares, enclave; Respite – specialized, Basic Individual, Group, Camps, Resident Camp, Group Summer Day Camp, Group Specialized Summer Day Camp, Teen Day Camp, Weekend Onsite Camp; Interim Medical Monitoring & Treatment – registered/ licensed child care</p>
<p><u>Advocating For Families</u> 124 S. Main St, Woodward, IA 50276 (515) 971-3244</p> <p>Supported Community Living – Daily, Hourly; Respite – Specialized, Basic Individual</p>	<p><u>Link Up Enterprises Inc</u> 8450 Hickman Rd, Clive, IA 50325 (515) 334-7303</p> <p>CDAC – Agency, hourly, daily; Supported Community Living – daily, hourly, Transportation; Respite – Specialized, Basic Individual, Group; Transportation – trip</p>
<p><u>ChildServe Community Options</u> 5406 Merle Hay Rd, Johnston, IA 50131 (515) 270-2205</p> <p>CDAC – Agency, Hourly, Daily; Supported Community Living – Daily, Hourly; Residential-Based Home and Vehicle Modification; Respite – Specialized, Basic Individual, Group, Camps, Child Care Center, Resident Camp, Group Summer Day Camp, Group Specialized Summer Day Camp, Teen Day Camp, Weekend Onsite Camp; Interim Medical Monitoring & Treatment – HHA, Nurse, Home Health Aide, per hour; Nursing Care Service – LPN, per hour</p>	<p><u>Lutheran Services in Iowa</u> 3116 University Ave, Des Moines, IA 50311 (515) 271-7411</p> <p>CDAC – Agency, hourly, daily; Supported Community Living – daily, hourly, Residential Based, Home and Vehicle Modifications, Transportation; Respite – Specialized, Basic Individual, Group; Transportation – trip Supported Employment – obtain a job, job coaching, personal care, job development, employer development, enhanced job search Respite – specialized, Basic Individual, Group Home Health Aid – per hour; Nursing Care Service – RN, Per hour, LPN, per hour; Interim Medical Monitoring & Treatment – HHA, Nurse</p>

<p><u>REM Developmental Service</u> 7755 Office Plaza Dr Suite #170, West Des Moines, IA 50266 (515) 327-2194</p> <p>Day Habilitation – Per Day, Half Day, Hourly, Pre-Vocational Services; Pre-Vocational Services – Half Day; CDAC – Agency, Hourly</p>	<p><u>The Respite Connection</u> 2469 – 106th Street, Urbandale, IA 50322 (515) 277-1050</p> <p>Supported Community Living – daily, hourly, Home and Vehicle Modifications; Respite – Specialized, Basic Individual, Group; Transportation</p>
<p><u>Institute for Therapy/Psychological</u> 410 12th St., Perry Iowa, 50220-7586 (515) 465-5739</p> <p>Supported Community Living – Daily, Hourly, Residential Based</p>	<p><u>Trans Iowa LC</u> 1550 E Army Post Rd, Des Moines, IA 50320 (515) 282-8111</p> <p>Transportation – Trip</p>
<p><u>Candeco</u> 9550 White Oak Ln Suite 200, Johnston, IA 50131 (515) 259-8110</p> <p>Supported Community Living – daily, hourly; Respite – Specialized, Basic Individual, Group; Supported Employment – obtain a job, job coaching, personal care, job development, employer development, enhanced job search; Respite – specialized, Basic Individual, Group Home Health Aid – per hour; Nursing Care Service – RN, Per hour, LPN, per hour; Interim Medical Monitoring & Treatment – HHA, Nurse</p>	<p><u>Ultimate Nursing Service Of Iowa</u> 6750 Westown Pkwy Suite 115, West Des Moines, IA 50266 (515) 280-2180</p> <p>Home Health Aide – Per Hour; Nursing Care Service – RN, Per Hour; Nursing Care Service – LPN, Per Hour; CDAC – Agency, Hourly; CDAC – Agency, Daily; Respite – HHA Specialized, HHA Basic Individual, HHA Group; Interim Medical Monitoring & Treatment-HHA</p>
<p><u>Home Instead Senior Care</u> 214 N. Warrior Lane, Ste. B, Waukee, IA 50263 (515) 978-7991</p> <p>CDAC – Agency, Hourly, Daily; Supported Community Living – Daily, Hourly; Respite – Specialized, Basic Individual, Group</p>	<p><u>Imagine the Possibilities</u> (563) 652-5252</p> <p>Supported Community Living; Day Habilitation</p>

BRAIN INJURY WAIVER

The Medicaid Home and Community Based Services Brain Injury Waiver (HCBS BI) provides service funding and individualized supports to maintain eligible consumers in their own homes or communities who would otherwise require care in a medical institution. Provision of these services must be cost effective.

- BI Waiver services are individualized to meet the needs of each consumer. The following services are available:

Adult Day Care	Behavioral Programming
Case Management	Home and Vehicle Modifications
Consumer Directed Attendant Care	Interim Medical Monitoring and Treatment
Family Counseling and Training	Personal Emergency Response System
Prevocational Services	Specialized Medical Equipment
Respite	Supported Employment
Supported Community Living	Transportation

- The services that are considered necessary and appropriate to meet the consumer's needs will be determined through an interdisciplinary team consisting of the consumer, Medicaid case manager, service provider(s) and other persons the consumer chooses.
- All consumers will have a service plan developed and reviewed by a certified case manager for the BI Waiver in cooperation with the consumer. This plan must be completed prior to implementation of services. The service plan for consumers **aged 20 or under** must be developed or reviewed taking into consideration those services that may be provided through the individual education plan (IEP) and EPSDT (Care ForKids) plan(s).
- Consumers shall access all other services for which they are eligible and that are appropriate to meet their needs as a precondition of eligibility for the BI Waiver.
- A service plan must be developed and reviewed annually.
- The consumer must choose HCBS services as an alternative to institutional services.
- In order to receive BI Waiver services, an approved BI Waiver service provider must be available to provide those services. All BI Waiver service providers must have training regarding or experience with persons who have a brain injury.
- Medicaid waiver service cannot be simultaneously reimbursed with another Medicaid waiver service or a Medicaid service.
- BI Waiver services cannot be provided when a consumer is an inpatient in a medical institution.
- Consumers must need and use at least one unit of the case management service during each quarter of the calendar year. In addition, the consumers must need and use at least one unit of another BI Waiver service during each quarter of the calendar year.
- Following is the hierarchy for accessing waiver services:
 - Private insurance
 - Medicaid and/or EPSDT (Care For Kids)
 - Brain Injury Waiver services
- The total cost of BI Waiver services cannot exceed \$2,730 per month.
- A designated number of consumers (payment slots) can be served under the HCBS BI program.

- Funding must be available either through the consumer's county of legal settlement or the State of Iowa.
- Assistance may be available through the In-Home Health Related Care program and the Rent Subsidy Program in addition to services available through the Brain Injury Waiver.

Consumers may be eligible for HCBS BI Waiver services by meeting the following criteria:

- Be an Iowa resident and a United States citizen or a person of foreign birth with legal entry into the United States
- Be determined to have a brain injury diagnosis included in a definitive list identified in IAC 441--83.81(249A) The Iowa Foundation for Medical Care (IFMC) will confirm the brain injury diagnosis.
- Be determined eligible for Medicaid (Title XIX). Consumers may be Medicaid eligible prior to accessing waiver services or be determined eligible through the application process for the waiver program. Additional opportunities to access Medicaid may be available through the waiver program even if the consumer has previously been determined ineligible.
- Be between the ages of 1 month and 64 years
- Be determined by the Iowa Foundation for Medical Care (IFMC) to need a level of care which would include one of the following:
 - Intermediate Care Facility for the Mentally Retarded (ICF/MR)
 - Intermediate Care Facility (ICF)
 - Skilled Nursing Facility (SNF)
- Be determined by the Iowa Medicaid Enterprise, Medical Services to be able to live in a home or community-based setting where all medically necessary service needs can be met by the BI Waiver.

HEART OF IOWA BRAIN INJURY WAIVER PROVIDERS

Easter Seal Society of Iowa

401 NE 66th Ave, Des Moines, IA 50313
(515) 289-1933

CDAC – Agency, hourly, daily, **Supported Community Living** – Daily, hourly, Case Management, **Supported Employment** – Obtain a job, maintain job/job coaching, personal cares, enclave, job development, employer development, enhanced job search, **Respite** – specialized, Basic Individual, Group, camps, Resident Camp, Group Summer Day Camp, Group Specialized Summer Day Camp, Teen Day Camp, Weekend Onsite Camp Interim **Medical Monitoring & Treatment** – registered/licensed child care

Link Up Enterprises Inc

8450 Hickman Rd, Clive, IA 50325
(515) 334-7303

CDAC – Agency, hourly, daily; **Supported Community Living** – daily, hourly, Transportation; **Respite** – Specialized, Basic Individual, Group; **Transportation** – trip

ChildServe Community Options

5406 Merle Hay Rd, Johnston, IA 50131
(515) 727-8750

CDAC – Agency, Hourly, Daily, Case Management; **Supported Community Living** – Daily, Hourly, Home and Vehicle Modification; **Respite** – Specialized, Basic Individual, Group, Camps, Child Care Center, Resident Camp, Group Summer Day Camp, Group Specialized Summer Day Camp, Teen Day Camp, Weekend Onsite Camp, **Interim Medical Monitoring & Treatment** – HHA, Nurse

The Respite Connection

2469 – 106th Street, Urbandale, IA 50322
(515) 277-1050

Supported Community Living – daily, hourly, Home and Vehicle Modifications; **Respite** – Specialized, Basic Individual, Group, Transportation; **Interim Medical Monitoring & Treatment** – SCL

CANDEO

9550 White Oak Ln Suite 200, Johnston, IA 50131
(515) 259-8110

Supported Community Living – daily, hourly; **Supported Employment** – obtain a job, job coaching, personal care, enclave

PHYSICAL DISABILITY WAIVER

The Medicaid Home and Community Based Services Physical Disability Waiver (HCBS PD) provides service funding and individualized supports to maintain eligible persons in their own homes or communities who would otherwise require care in a medical institution. Provision of these services must be cost effective.

PD Waiver services are designed to be flexible to meet the needs of each consumer. The following services are available:

Consumer Directed Attendant Care	Home and Vehicle Modification
Personal Emergency Response	Specialized Medical Equipment
Transportation	

The services that are considered necessary and appropriate to meet the consumer's needs will be determined through an interdisciplinary team consisting of the consumer, DHS service worker, service provider(s) and other persons the consumer chooses.

- All consumers will have a service plan developed by a DHS service worker in cooperation with the consumer.
- The consumer must have a physical impairment as their disability
- Consumers shall access all other services for which they are eligible and which are appropriate to meet their needs as a precondition of eligibility for the PD Waiver.
- A service plan must be developed and reviewed annually.
- The consumer must choose HCBS services as an alternative to institutional services.
- In order to receive PD Waiver services, an approved PD Waiver service provider must be available to provide those services.
- Medicaid waiver service cannot be simultaneously reimbursed with another Medicaid waiver service or a Medicaid service.
- PD Waiver services cannot be provided when a person is an inpatient of a medical institution.
- The consumer must need and use, at a minimum, one unit of waiver service during each quarter of the calendar year.
- The total cost of the array of services cannot exceed \$640 per month.
- The consumer must be **ineligible** for the Intellectual Disability Waiver.
- The consumer must be eligible for Medicaid under SSI, SSI-related, FIP, or FIP related coverage groups or eligible under the special income level of 300 percent of the maximum monthly Supplemental Security Income coverage group consistent with a level of care in a medical institution.
- Following is the hierarchy for accessing waiver services:
 - Private insurance
 - Medicaid and/or EPSDT (Care For Kids)
 - Physical Disability Waiver services
- Assistance may be available through the In Home Health Related Care program and the Rent Subsidy program in addition to services available through the PD Waiver.

Consumers may be eligible for HCBS PD Waiver services by meeting the following criteria:

- Be an Iowa resident and a United States citizen or a person of foreign birth with legal entry into the United States
- Have a physical disability

- Be between the age of 18 through 64 years
- Be blind or disabled as determined by the receipt of Social Security Disability benefits or by a disability determination made through the Division of Medical Services
- Be ineligible for the HCBS MR Waiver
- Be determined eligible for Medicaid (Title XIX). Consumers may be Medicaid eligible prior to accessing waiver services or be determined eligible through the application process for the waiver program. Additional opportunities to access Medicaid may be available through the waiver program even if the consumer has previously been determined ineligible.
- Have the ability to hire, supervise, and fire the HCBS PD service provider as determined by the DHS service worker. The consumer must be willing to do so or have a guardian named by probate court or an attorney in fact under a durable power of attorney for health care who will assume this responsibility on behalf of the consumer
- Be determined by the Iowa Medicaid Enterprise, Medical Services to need one of the following levels of care:
 - Intermediate Care Facility (ICF)
 - Skilled Nursing Facility (SNF)

HEART OF IOWA PHYSICAL DISABILITY WAIVER PROVIDERS

Home Instead Senior Care

214 N. Warrior Lane, Ste. B, Waukee, IA 50263
(515) 978-7991

CDAC – Agency, Hourly, Daily

CHILDREN'S MENTAL HEALTH WAIVER

The intent of the Medicaid Home and Community Based Children's Mental Health Waiver (CMH) is to identify services/supports that are not available through other mental health programs/services that can be utilized in conjunction with traditional services to develop a comprehensive support system for children with serious emotional disturbance. These services will allow children in this targeted population to remain in their homes and communities.

GENERAL PARAMETERS

- The total cost of CMH Waiver services cannot exceed \$1,818 per month.
- The waiver cap of children served is 600.
- The child and his/her family must choose HCBS services as an alternative to institutional services.
- The child must receive Medicaid targeted case management services when CMH Waiver services begin.
- An interdisciplinary team (IDT) meets to plan the interventions and supports a child and family need to safely maintain the child's physical and mental health in her or his family's home. The team shall consist of the child, his/her parent(s) or legal guardian(s), Medicaid targeted case manager, service provider(s), mental health professional(s), DHS service worker (if applicable) and any other person(s) that the child and his/her family choose to include.
- Each child will have an individualized outcome achievement plan (OAP) – also referred to as an individualized comprehensive plan (ICP) - collaboratively developed by a Medicaid targeted case manager in conjunction with the child, his/her family, and other members of the IDT. This plan documents the agreed upon goals, objectives and service activities. Also collaboratively developed with the IDT, is an individualized crisis plan that is designed to enable the child and his/her family to prevent, self-manage, alleviate or end a crisis.
- The OAP/ICP must be completed prior to implementation of services and must be reviewed/updated annually.
- In order to receive CMH Waiver services, an approved CMH Waiver service provider must be available to provide the waiver services agreed upon.
- A child who is eligible for CMH Waiver services is also eligible to receive mental health services through the Iowa Plan.
- Medicaid waiver service cannot be simultaneously reimbursed with another Medicaid waiver service or Medicaid service.
- CMH Waiver services cannot be provided when a child is an inpatient of a medical institution.
- A child must need and use, at a minimum, one unit of waiver service during each quarter of the calendar year.
- A child who does not reside in his/her home for a period of sixty consecutive days shall forfeit CMH Waiver eligibility.
- A child shall access all other services for which he/she is eligible and which is appropriate to meet his/her needs as a precondition of eligibility for the CMH Waiver.

- Following is the hierarchy for accessing waiver services:
 - Private insurance
 - Iowa Plan
 - Medicaid State Plan and/or EPSDT (Care for Kids) services
 - Children's Mental Health Waiver services

CONSUMER ELIGIBILITY CRITERIA

Children may be eligible for HCBS Children's Mental Health Waiver services by meeting the following criteria:

- Be an Iowa resident
- Be aged from birth to age 18 years of age
- Be determined eligible for Medicaid (Title XIX). Consumers may be Medicaid eligible prior to accessing waiver services or be determined eligible through the application process for the waiver program. Additional opportunities to access Medicaid may be available through the waiver program even if the child has previously been determined ineligible. May be SSI related or FMAP-related
- Has a diagnosis of serious emotional disturbance as verified by a psychiatrist, psychologist or mental health professional within the past twelve months:
 - *Serious emotional disturbance means a diagnosable mental, behavioral, or emotional disorder that (1) is of sufficient duration to meet diagnostic criteria for the disorder specified by the Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition (DSM-IV-TR) and (2) has resulted in a functional impairment that substantially Interferes with or limits a child's role or functioning in family, school, or community activities. Serious emotional disturbance shall not include developmental disorders, substance-related disorders, or conditions or problems classified in the DSM-IV-TR as "other conditions that may be a focus of clinical attention (V codes) unless they co-occur with another diagnosable serious emotional disturbance."*
- Be determined by Iowa Medicaid Enterprise (IME) Medical Services to need Hospital level of care.

SERVICE DESCRIPTIONS

CMH Waiver services are individualized to meet the needs of each child. Decisions regarding what services are appropriate, the number of units or the dollar amounts of the appropriate services are based on the child's needs as determined by the child, the child's family and an interdisciplinary team. The CMH Waiver services include:

Environmental Modifications and Adaptive Devices	In Home Family Therapy
Family and Community Support Services	Respite

HEART OF IOWA CHILDREN'S MENTAL HEALTH WAIVER PROVIDERS

<p>Mid Iowa Family Therapy Clinic Inc 410 – 12th Street, Perry, IA 50220 (515) 465-5739 (800) 649-5423</p> <p>Family & Community Supports; In-Home Family Therapy; Health and Behavior Intervention – Individual, Group, Family Community Psychiatric Supportive Treatment Program, Per Diem Rehabilitation Program – Per ½ Day; Crisis Intervention; Skills Training and Development</p>	<p>Institute for Therapy/Psychological 410 12th Street, Perry, IA 50220-0516 (515) 465-5739 (800) 649-5423</p> <p>Health and Behavior Intervention – Individual, Group, Family Community Psychiatric Supportive Treatment Program, Per Diem; Rehabilitation Program – Per ½ Day Crisis Intervention, Skills Training and Development</p>
<p>Integrative Counseling Solutions, Inc. 628 Nile Kinnick Drive, Suite#d, Adel, IA 50003 (515) 993-4767 Website: www.integrativecs.net</p> <p><i>Programs/Services:</i></p> <ul style="list-style-type: none"> • Assessments • Learning Problems • ADD/ADHD • Grief & Loss • Abuse Issues • Depression • Anxiety & Panic • Stress Management • Family Problems • Work/Career Issues • Medication Management • Relationship Issues • School Based Mental Health • Title XIX, Tri-Care, Hawk-I Accepted, Most Insurances Accepted 	

ILL & HANDICAPPED WAIVER

The Medicaid Home and Community Based Services Ill & Handicapped Waiver (HCBS IH) provides service funding and individualized supports to maintain eligible consumers in their own homes or communities who would otherwise require care in a medical institution. Provision of these services must be cost effective.

Ill & Handicapped Waiver services are individualized to meet the needs of each consumer. The following services are available:

Adult Day Care	Consumer Directed Attendant Care
Counseling Services	Home and Vehicle Modification
Home-Delivered Meals	Home Health Aide
Homemaker	Interim Medical Monitoring and Treatment
Nursing	Personal Emergency Response
Nutritional Counseling	
Respite	

- The services that are considered necessary and appropriate for the consumer will be determined through an interdisciplinary team consisting of the consumer, DHS service worker, service provider(s), Iowa Child Health Specialty Clinics regional nurse, and other persons the consumer chooses.
- All consumers will have a service plan developed by a DHS service worker in cooperation with the consumer. This plan must be completed prior to implementation of services. The service plan for consumers aged 20 or under must be developed or reviewed taking into consideration those services that may be provided through the individual education plan (IEP) and EPSDT (Care For Kids) plan(s).
- Consumers shall access all other services for which they are eligible and which are appropriate to meet their needs as a precondition of eligibility for the Ill and Handicapped Waiver.
- A service plan must be developed and reviewed at least annually or more often if necessary.
- The consumer must choose HCBS services as an alternative to institutional services.
- In order to receive I&H Waiver services, an approved I&H Waiver service provider must be available to provide those services.
- Ill and Handicapped Waiver services cannot be provided when a person is an inpatient of a medical institution.
- Consumers must need and use at least one unit of service from the I&H waiver during each quarter of the calendar year.
- The total costs of Ill & Handicapped Waiver services cannot exceed the following:
 - Nursing Level of Care – \$878.00 per month
 - Skilled Level of Care – \$2,554.00 per month
 - ICF/MR Level of Care – \$3,111.00 per month
- A designated number of consumers (payment slots) are designated to be served under the HCBS IH program.
- The Ill & Handicapped Waiver has an advisory committee that meets regularly to make recommendations and takes action to ensure the waiver best meets the need of the persons it serves.

- Following is the hierarchy for accessing waiver services:
 - Private insurance
 - Medicaid and/or EPSDT (Care For Kids)
 - I&H Waiver services
 - In-Home Health Related Care
- Assistance may be available through the Rent Subsidy Program in addition to services available through the IH and Handicapped Waiver.
- IH Waiver consumers upon reaching the age of 65 may then receive waiver services through the Elderly Waiver upon application.

Consumers may be eligible for the HCBS IH & Handicapped waiver services by meeting the following criteria:

- Be an Iowa resident and a United States citizen or a person of foreign birth with legal entry into the United States.
- Be determined blind or disabled by the Disability Determination Services or in some exceptions receive Social Security disability benefits.
- May be eligible for other Medicaid coverage groups but choose to receive waiver services.
- SSI Requirements
 - All applicants (age 21 and over **and** applicants under age 21) must meet the following SSI requirements:
 - Meet all non-financial requirements for SSI
 - Applicant income cannot exceed 300% of SSI
 - Applicant resources **for age 18 and over** cannot exceed \$,000.00

IN ADDITION TO THE ABOVE LISTED REQUIREMENTS:

- **Applicants age 21 and over:**
 - Must be ineligible for SSI for either or both of the following circumstances:
 - Excess income
 - Deeming of a spouse's income or resources
 - Consumers age 21 and over who are currently receiving services from the IH Waiver and are SSI eligible may remain on the waiver through age 24. If they were receiving EPSDT, private duty nursing or intermittent services, these services may continue until they reach age 25, but will be paid for under the waiver. They will be allowed to go above the level of care cost.
- **Applicants under age 21**
 - Can be eligible for SSI
 - Can be ineligible for SSI for either or both of the following circumstances:
 - Excess income
 - Deeming of a spouse or parent's income or resources
- Be determined by the Iowa Medicaid Enterprise, Medical Services to need Nursing Facility, Skilled Nursing Facility or Intermediate Care Facility for the Mentally Retarded level of care.

HEART OF IOWA ILL AND HANDICAPPED WAIVER PROVIDERS

<p>Advocating for Families, LC 124 S. Main Street, Woodward, IA 50276 (515) 971-3244</p> <p>Respite – Basic Individual, Group</p>	<p>Home Instead Senior Care 215 N. Warrior Lane, Ste. B, Waukee, IA 50263 (515) 978-7991</p> <p>CDAC – Agency, Hourly; Agency, Daily Respite – Specialized, Basic Individual, Group</p>
<p>Ultimate Nursing Service of Iowa 6750 Westown Pkwy Suite 115, West Des Moines, IA 50266 (515) 280-2180</p> <p>Home Health Aide – Per Visit; Nursing Care Service – RN, Per Visit; LPN, Per Visit; Homemaker CDAC – Agency, Hourly, Daily; Respite – HHA, Specialized, Basic Individual, Group Interim Medical Monitoring and Treatment – HHA, Nurse</p>	

ELDERLY WAIVER

The Medicaid Home and Community Based Services Elderly Waiver (HCBS Elderly) provides service funding and individualized supports to maintain eligible consumers in their own homes or communities who would otherwise require care in a medical institution. Provision of these services must be cost effective.

Elderly Waiver services are individualized to meet the needs of each consumer. The following services are available:

Adult Day Care	Assistive Devices
Case Management	Consumer Directed Attendant Care
Chore Services	Home and Vehicle Modifications
Emergency Response	Home Delivered Meals
Home Health Aide	Homemaker Services
Mental Health Outreach	Transportation
Nursing Care	Nutritional Counseling
Respite	Senior Companions

- The services which are considered necessary and appropriate for the consumer will be determined through an interdisciplinary team consisting of the consumer, Case Management Project for Frail Elderly case manager, DHS service worker, service provider(s) and other persons the consumer chooses.
- All consumers will have a service plan developed by a Case Management Project for Frail Elderly case manager in cooperation with the consumer. ADHS service worker prior to implementation of services must sign the service plan. The consumer must receive case management services from the Long Term Care Coordination Unit Designated Case Management Project for the Frail Elderly.
- Consumers shall access all other services for which they are eligible and which are appropriate to meet their needs as a precondition of eligibility for the Elderly Waiver.
- A service plan must be developed and reviewed annually with the interdisciplinary team and signed by the DHS service worker.
- The consumer must choose HCBS services as an alternative to institutional services.
- In order to receive Elderly Waiver services; an approved Elderly Waiver service provider must be available to provide those services.
- Medicaid waiver service cannot be simultaneously reimbursed with another Medicaid waiver service or a Medicaid service.
- Elderly waiver services cannot be provided when a person is an inpatient of a medical institution.
- Consumers must need and use one billable Elderly Waiver service during each calendar quarter.
- The total costs of Elderly Waiver services cannot exceed the following:
 - Nursing Level of Care – \$1,084.00 per month
 - Skilled Level of Care – \$2,554.00 per month

- Following is the hierarchy for accessing waiver services:
 - Private insurance
 - Medicaid
 - Elderly Waiver services
- Assistance may be available through the In-Home Health Related Care program and the Rent Subsidy Program in addition to services available through the Elderly Waiver.

Consumers may be eligible for HCBS Elderly Waiver services by meeting the following criteria:

- Be an Iowa resident and a United States citizen or a person of foreign birth with legal entry into the United States
- Be 65 years of age or older
- Be determined eligible for Medicaid (Title XIX) *as if* the consumer was in a medical institution. Consumers may be Medicaid eligible prior to accessing waiver services or be determined eligible through the application process for the waiver program. Additional opportunities to access Medicaid may be available through the waiver program even if the consumer has previously been determined ineligible.
- Be determined by the Iowa Medicaid Enterprise, Medical Services to need Nursing **or** Skilled level of care.

HEART OF IOWA ELDERLY WAIVER PROVIDERS

Ultimate Nursing Service Of Iowa

6750 Westown Pkwy Suite 115, West Des Moines, IA 50266
(515) 280-2180

Home Health Aide – Per Visit

Nursing Care Service – RN, Per Visit, LPN, Per Visit; **Homemaker, CDAC** – Agency, Hourly;

CDAC – Agency, Daily, **Respite** – HHA Specialized, Basic Individual, HHA Group

AIDS/HIV WAIVER

The Medicaid Home and Community Based Services Acquired Immunodeficiency Syndrome/Human Immunodeficiency Virus Waiver (HCBS AIDS/HIV) provides service funding and individualized supports to maintain eligible consumers in their own homes or communities who would otherwise require care in a medical institution. Provision of these services must be cost effective.

- Aids/HIV services are individualized to meet the needs of each consumer. The following services are available:

Adult Day Care	Consumer Directed Attendant Care
Counseling Services	Home Delivered Meals
Nursing	Respite
Home Health Aide	Homemaker

- The services that are considered necessary and appropriate to meet the consumer's needs will be determined through an interdisciplinary team consisting of the consumer, DHS service worker, service

provider(s), representative from AIDS Coalition of HIV Consortia and other persons the consumer chooses.

- All consumers will have a service plan developed by a DHS service worker in cooperation with the consumer. This plan must be completed prior to implementation of services. The service plan for consumers **aged 20 or under** must be developed or reviewed taking into consideration those services that may be provided through the individual education plan (IEP) and EPSDT (Care For Kids) plan(s).
- Consumers shall access all other services for which they are eligible and which are appropriate to meet their needs as a precondition of eligibility for the AIDS/HIV Waiver.
- A service plan must be developed and reviewed annually.
- The consumer must choose HCBS services as an alternative to institutional services.
- In order to receive AIDS/HIV Waiver services, an approved AIDS/HIV Waiver service provider must be available to provide those services.
- AIDS/HIV Waiver services cannot be provided when the consumer is an inpatient of a medical institution.
- Consumers must need and use one of the available AIDS/HIV Waiver services during each quarter of the calendar year.
- The total monthly cost of HCBS AIDS/HIV Waiver services cannot exceed \$1700.00 per month.
- A designated number of consumers (payment slots) is designated to be served under the HCBS AIDS/HIV program.
- A Medicaid waiver service cannot be simultaneously reimbursed with another Medicaid waiver service of another Medicaid service.
- The combined total cost of AIDS/HIV waiver services and Medicaid services shall not exceed the average cost of the consumer's level of care provided in a medical institution.
- AIDS/HIV Waiver services are available to both children and adults.
- Following is the hierarchy for accessing waiver services:
 - Private insurance
 - Medicaid and/or EPSDT (Care For Kids)
 - AIDS/HIV Waiver services
- The HIV CARE Consortia serves as an advisory committee. This consortium meets regularly to make recommendations and to take action to ensure the waiver program, as a whole, best meets the needs of the consumers it serves.
- Assistance may be available through the In-Home Health Related Care program and the Rent Subsidy Program in addition to services available through the AIDS/HIV Waiver.

Consumers may be eligible for HCBS AIDS/HIV Waiver services by meeting the following criteria:

- Be an Iowa resident and a United States citizen or a person of foreign birth with legal entry into the United States.
- Be diagnosed by a physician as having AIDS or HIV infection. The Iowa Foundation for Medical Care is responsible for contacting the physician to establish the diagnosis. A determination of disability is not required.

- Be determined eligible for Medicaid (Title XIX). Consumers may be eligible prior to accessing waiver services or be determined eligible through the application process for the waiver program. Additional opportunities to access Medicaid may be available through the waiver program even if the consumer has previously been determined ineligible.
- Be determined by the Iowa Medicaid Enterprise, Medical Services to need Nursing Facility or Hospital level of care.

HEART OF IOWA AIDS/ HIV WAIVER PROVIDERS

<p>Home Instead Senior Care 215 N. Warrior Lane, Ste. B, Waukee, IA 50263 (515) 978-7991 CDAC – Agency, Hourly; Agency, Daily; Respite – Specialized, Basic Individual, Group</p>
<p>Ultimate Nursing Service Of Iowa 6750 Westown Pkwy Suite 115, West Des Moines, IA 50266 (515) 280-2180 Home Health Aide – Per Visit, Nursing Care Service – RN, Per Visit, LPN, Per Visit; Homemaker; CDAC – Agency - Hourly, Agency –Daily; Respite – HHA Specialized, Basic Individual, HHA Group</p>

REMEDIAL SERVICES

Remedial services are intended to build skills to help decrease symptoms and behaviors associated with a diagnosed psychological disorder. Services also include instructional strategies to help the family cope with the individual's symptoms and manage his/her behaviors. The program focus is on mental health **recovery** and promoting individual **resilience**. *Recovery* refers to the ability to live a fulfilling and productive life despite a disability and/or a reduction of symptoms. *Resilience* has to do with the personal and community qualities that enable a person to rebound from problems, tragedy and stress and live with competency and hope. General Overview Individuals receiving Remedial Services begin with a behavioral health assessment (completed by a licensed clinician). The assessment determines a diagnosis and recommendations for service. This written recommendation is basically a prescription for services. Once a provider is chosen, a plan for services will be developed for the individual receiving service. Based on service recommendations from the initial assessment, the service provider will assist the individual in the plan goals.

Children and adults have *separate categories of remedial services*.

- **Youth Services** (age 20 and under) include:
 - Crisis Intervention
 - Health and Behavioral Intervention
 - Community Psychiatric Supportive Treatment
- **Adult Services** (age 18 and over) include:
 - Skills Training and Development

Individuals 18, 19, or 20 years old can access *either* the children's *or* adult services.

HABILITATION SERVICES

Habilitation Services is a new program to provide Home and Community Based Services (HCBS) for Iowans with the functional impairments typically associated with chronic mental illnesses. The federal Deficit Reduction Act of 2005 permitted states to offer home- and community-based services (HCBS) as a state plan option effective January 1, 2007. Using this option, the Department worked with the Centers for Medicare and Medicaid services to begin a new program to meet the service needs of Iowans with the functional limitations typically associated with chronic mental illness.

Habilitation Services are designed to assist participants in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in home and community-based settings. Services available through the program include:

- **Case Management** - when the individual does not qualify for targeted case management (Iowa Plan or IME funded).
- **Home-based habilitation** - Services provided in the person's home and community. Typical examples would be assistance with medication management, budgeting, grocery shopping, personal hygiene skills, etc.
- **Day Habilitation** - Services that are usually provided in a day program setting outside the home. Focuses on areas such as social skills, communication skills, behavior management, etc.
- **Prevocational Services** - Can be provided in a variety of settings, and focus on developing generalized skills that prepare a person for employment. Typical examples include attendance, safety skills, following directions, and staying on task.
- **Supported Employment** - Assists in obtaining and keeping a job in the community. Assists in placing the individual in a job in a regular work setting with persons without disabilities at minimum wage or higher, and provides support to maintain the job. Typical examples would include: skills assessments, consultation with the employer, job coaching, and behavior management.

HEART OF IOWA HABILITATION SERVICES PROVIDERS

<p>Institute for Therapy/Psychological 600 – 1st Street, Perry, IA 50220-0516 (515) 465-5739</p> <p>Day Habilitation – ½ Day, Home Based; Habilitation – Hourly, Daily; Supported Employment – Obtain a Job, Job Coaching, Personal Care, Enclave, Job Development, Employer Development, Enhanced Job Search</p>	<p>Woodward Resource Center 1251 – 334th Street, Woodward, IA 50276-7509 (515) 438-2600</p> <p>Mental Health Outreach; Supported Community Living – Daily; Behavioral Programming; Crisis Intervention – In Home Technical Assistance, Out of Home Crisis Stabilization, Follow Along; Nurse Delegation</p>
<p style="text-align: center;">Link-Up Enterprise 8450 Hickman Rd, Clive, IA 50325 (515) 334-7303 Home Based Habilitation – Hourly, Daily</p>	

RESIDENTIAL CARE FACILITY

DEPARTMENT OF INSPECTIONS AND APPEALS

Health Facilities Division
Lucas State Office Building
321 East 12th Street
Des Moines, IA 50319-0083
Phone: (515) 281-7102 • Fax: (515) 242-6863

DIA's Health Facilities Division is the designated state survey and certification agency responsible for inspecting and licensing/certifying various health care entities, as well as health care providers and suppliers operating in the State of Iowa. Entities subject to the Department's oversight and regulation include nursing facilities, skilled nursing facilities, residential care facilities, intermediate care facilities for the mentally retarded, hospitals, hospices, home health agencies, programs and facilities caring for children, assisted living programs and elder group homes, among others. Health Facilities Division personnel also investigate complaints alleging improper care or treatment of patients, residents, and tenants in licensed and certified entities.

Visitors to this web site will find a variety of useful information to assist them in the selection of a long-term health care provider, such as the directory of long-term care facilities and the Department's Report Cards web page. Visitors are encouraged to review the materials found on this web site as it contains many tools to help them become better consumers. Providers, too, will find valuable information such as the latest rules and regulations governing their operations. Links to other useful web sites are also provided for easy access to relevant information.

The Health Facilities Division's web site is constantly evolving to include new and expanded information. Public comments are welcome on ways to improve this web site, and encourage visitors to e-mail their thoughts and suggestions to: hfdinfo@dia.state.ia.us.

NOTES

ASSISTIVE TECHNOLOGY

ASSISTIVE TECHNOLOGY LEGAL PROJECT

Center for Disabilities & Development

100 Hawkins Drive, S295, Iowa City, IA 52242

(800) 779-2001 Toll Free – Voice | (877) 686-0032 Toll Free - TTY

Website: www.iowacompass.org/assistivetechology

The Assistive Technology Legal Project helps resolve funding questions and provides legal advocacy services for problems acquiring assistive or adapted devices. This project is limited to specific questions about barriers to getting adapted devices.

Eligibility: People with disabilities who are eligible for services and benefits from a public program or health insurance policy.

Service Limits: Limited to specific questions about barriers to getting devices from a public agency or through an insurance program.

Application Process: You may contact COMPASS by phone or email to discuss the possibility of a referral to the Assistive Technology Legal Project.

CEDAR VALLEY MOBILITY - Clive

8832 Swanson Blvd, Suite L, Clive, IA 50325

(877) 529-8734 | (515) 440-6641

Website: www.mobilitystore.com

This agency:

- does automobile/van adaptations (see Additional Information section below for more details)
- installs and services assistive technology equipment including: augmented communication devices, scooters, platform lifts, van lifts, hospital beds, stair lifts, driving aides, wheelchairs and recreational devices
- rents mobility products

Equipment sold/installed:

- Carrier for vehicles [carries wheelchair/scooter outside vehicle, may lift equipment off ground (examples: car top carrier, hitch carrier)]
 - For manual wheelchairs
- Occupied vehicle lift (lifts person & wheelchair/scooter into vehicle)
 - Platform
 - Rotary (also known as "turny seat")
- Vehicle types modified/converted
 - Full size van
 - Minivan
- Has experience modifying commercially owned vehicles to meet ADA requirements
- May install equipment purchased elsewhere

ASSISTIVE TECHNOLOGY NEWS

Assistive Technology News

Website: <http://www.atechnews.com>

This website provides information and current news concerning Assistive Technology (also known as adapted equipment). **Subscribe to their email distribution list online.**

ChildServe, Inc.

5406 Merle Hay Road, Johnston, IA 50131

(515) 727-8750

Website: www.childserve.org

Services: Adaptive Equipment Grants Program - provides grants for adaptive equipment and services to children with special health care needs

Adaptive Equipment Grants Program Must:

- be used as a resource of last resort
- only receive one adaptive equipment grant within a 12-month period
- be able to contribute to the cost of the equipment based on the family income
- be a resident of Dallas, Polk or Warren counties
- be able to live independently or live at home with their family
- meet the criteria for a developmental disability

Adaptive Equipment Grants Program:

- Cannot reimburse for past purchases.
- Cannot supplement funding of equipment covered and reimbursed by Medicaid for the purpose of upgrading to a model with more features.

DISABILITY RESOURCE LIBRARY - Assistive Technology Loan Closet

CENTER FOR DISABILITIES AND DEVELOPMENT

100 Hawkins Drive, Room 311, Iowa City, IA 52242

(319) 353-6900

This program provides various computer software, hardware, and augmentative communication devices for loan to Iowans with disabilities, their families or service providers.

EARLY ACCESS IOWA – Central Directory & Referral Facilitator Office

Iowa Department of Education
(515) 558-9591
Website: www.everystep.org

The Early ACCESS program:

- Identifies needed services, resources and equipment (known as assistive technology or adapted equipment) for infants and toddlers to grow and develop through screenings, evaluations and assessments.
- Coordinates and/or provides those needed services, resources and equipment. Every child receiving EARLY ACCESS services should have a Family Service Coordinator who assists the family in finding and financing needed services, resources and equipment. Early Access funds may be used as a payer of last resort. All services to the child are provided in the child's natural environment including the home and other community settings where children of the same age without disabilities participate. Services required to be provided to children and families include:
- Individualized Family Service Plan (IFSP) development - An IFSP is the document that lists all services, resources and equipment needed by the child. The IFSP is developed in conjunction with the family and the IFSP team members. Every child receiving Early ACCESS services should have an IFSP.

Assistive Technology provision

Audiology services	Occupational Therapy
Family Training/Counseling	Physical Therapy
Health services	Psychology
Nursing services	Social Work services
Nutrition services	Special Instruction
Speech Language Therapy	Vision services
Transportation and other related costs that are necessary to enable an eligible child and the child's family to receive early intervention services	

Early ACCESS is a partnership between families and the following providers:

- Local Public Health
- Human Services
- Child Health Specialty Clinics
- Area Education Agencies

Eligibility: Must

- be a child age birth through age two
 - and either have a 25% delay in one or more areas of development **OR**
 - have a known condition that has a high probability of resulting in a later delay in development

Assistive Technology/Adapted Equipment or Repairs Funded

(NOTE: may not fund all equipment in each category):

Adapted Tools/Equipment	Daily Living Aids
Computer Access Aids	Environmental Controls
Computer Distribution Programs	Low Vision Aid
Hearing Augmentation Aids, such as: <ul style="list-style-type: none"> Alerting Devices Assistive Listening Devices Hearing Aids 	Mobility Aids, such as: <ul style="list-style-type: none"> Blind Mobility Aids Electric Scooters Standing Aids Transfer Devices Walking Aids Wheelchairs/Wheeled Mobility
Recreation Aids	Orthotic Devices
Seating/Positioning Aids	Physical/Occupational Therapy Aids
Specialized Telecommunications Equipment	Prosthetic Devices
General Information	Artificial Speech/Augmentative Communication Aids
Language Translation/Interpretation Available <ul style="list-style-type: none"> Interpretation in Multiple Languages over phone Interpretation in Spanish available over the phone On-site Multiple Languages interpretation available On-site Spanish interpretation available 	

IOWA ABLE FOUNDATION

130 S Sheldon Ave #201, Ames, IA 50014

(515) 292-2972

Website: www.iowaable.org

Loans are available to qualified individuals with disabilities, parents or guardians caring for individuals with disabilities or older Iowans. Loans may be used for the purchase of assistive technology including home modifications, vehicles for modification or modified vehicles, home repairs, business start-up and expansion costs. In 2010, credit builder loans will be available to individuals who have no credit or poor credit and are working to establish a credit score or increase their current credit score.

Eligibility: Intended for individuals with disabilities, parent(s) and guardians caring for children and adults with disabilities, and older Iowans who can benefit from assistive technology.

Applications are available at www.iowaable.org and may be filed electronically or printed and mailed. If you cannot print an application from the website, please contact for a mailed copy.

Current interest rates are published on the website at www.iowaable.org.

Assistive Technology/Adapted Equipment or Repairs Funded

(NOTE: may not fund all equipment in each category):

Adapted Tools/Equipment	Low Vision Aids
Automobile/Van Adaptations	Daily Living Aids
Computer Distribution Programs	Computer Access Aids
Environmental Controls	Home Barrier Removal/Home Modification
Mobility Aids, such as: <ul style="list-style-type: none">• Blind Mobility Aids• Electric Scooters• Standing Aids• Transfer Devices• Walking Aids• Wheelchairs/Wheeled Mobility	Hearing Augmentation Aids, such as: <ul style="list-style-type: none">• Alerting Devices• Assistive Listening Devices• Hearing Aids
Physical/Occupational Therapy Aids	Orthotic Devices
Prosthetic Devices	Recreation Aids
Seating/Positioning Aids	Specialized Telecommunications Equipment
Artificial Speech/Augmentative Communication Aids	

EDDIE DAVIS COMMUNITY CENTER - LOAN CLOSET

1312 Maple St, West Des Moines, IA 50265

(515) 277-1103

Website: www.eddiedaviscenter.org

The Eddie Davis Community Center provides a variety of services, one of which is an assistive technology (adapted equipment) loan closet. Various items are also donated to the center by the community and the center gives it to those in need. Items include wheelchairs.

Contact or visit the website for more information and assistance.

IOWA PROGRAM FOR ASSISTIVE TECHNOLOGY

Easter Seals Iowa Assistive Technology Program

401 NE 66th Ave, Des Moines, IA 50313

(866) 866-8782 | (515) 289-4069

Website: www.iowaat.org

Iowa Program for Assistive Technology collaborates on projects and provides expertise, information, training and awareness on assistive technology.

IPAT works with a variety of organizations to support the following programs:

- Easter Seals - device demonstration and device reutilization
- Iowa COMPASS - information and referral about assistive technology and used equipment referral service
- AT Legal Project - advocacy
- Iowa Able/Abilities Fund - low interest loans
- Center for Disabilities & Development Disability Resource Library (DRL) - device loan program

Application Process: Call Iowa COMPASS at the toll-free phone number listed above for information and referral about AT devices and funding, the used equipment referral service (UERS), training or technical assistance information.

FINDING LOCAL ASSISTIVE TECHNOLOGY DEVICE LOAN PROGRAMS

Website: www.iowacompass.org/tip-sheets/

This is a free, online tip sheet about finding local assistive technology device loan programs (also known as loan closets).

MENTAL HEALTH

ADEL MENTAL HEALTH

309 S. 7th St, Adel, IA 50003

(515) 993-1919

Website: www.adelmentalhealth.com

Approach: Welcoming, Compassionate, Confidential, Ethical

Goals: Instill Hope, Individualize Treatment, Foster Change, Support Growth

Common Concerns: Depression, Anxiety, Relationships, Stress, Anger, Grief, Trauma, Self Esteem, Chronic Mental Illness, Substance Abuse, Work/School.

Services:

- Diagnostic Evaluation
- Individual Therapy for Children/Adolescents/Adults
- Couples Therapy
- Group Therapy
- Employee Assistance Program
- Psychological Assessment/Testing
- Remedial- Adult/Children
- Consultation
- Referrals.

SOUTHWEST IOWA MENTAL HEALTH

410 – 12 th St, Perry IA 50220 (515) 642-1023	309 S. 7 th St, Ste B, Adel IA 50003 (515) 993-5243	2307 Olive St, Atlantic IA 50022 (712) 243-2606
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SWIMH services are provided to children, adults, and families. In addition to private and/or county approved pay, major insurances are accepted, including Medicare and Medicaid.

SWIMH offers: assessment and evaluation services, outpatient psychotherapy and counseling services, psychiatric services, emergency services, and community consultation and education.

Emergency services are available on a 24-hour basis.

After hours emergency service is provided by telephone or face-to-face at the Dallas County Hospital Emergency Department.

SWIMH professional staff responds at any hour of the day when needed to assist in assessment and treatment of patients with behavioral health needs.

CHILDREN AND FAMILIES OF IOWA

1111 University Ave, Des Moines, IA 50314

(515) 288-1981

Website: www.cfiowa.org

Children & Families of Iowa is a private, nonprofit human service agency whose focus is on children and families, particularly those in crisis or transition who need help, support or renewal to gain control of their lives and secure a more promising future. P

Services:

- art therapy
- child development center
- parent skill builders
- residential group care for adolescents
- supervised independent living
- protective payee.

MID-IOWA FAMILY THERAPY CLINIC, INC.

20244 141st St, Perry, Iowa 50220

(515) 465-5739

Website: www.miflc.com

Bridging the G.A.P.S. (Greater Advocacy and Parent Support)

This is a parent-to-parent support and advocacy program designed to help parents and families of children with mental health issues. Parents and families can contact us and we can offer assistance, support, feedback, and solutions through a proactive approach.

MOBILE CRISIS

If you have a mental health crisis in your family and are in need of emergency assistance – **CALL 911.**

Be clear with the dispatcher that the situation is a mental health crisis and you need the Mobile Response Crisis Team to assist. The goal is to keep everyone safe and to seek the appropriate level of assistance for your ill family member or friend.

In response to your phone call, the first people to arrive will be law enforcement officers. Officers will determine if it is a mental health related issue and maintain safety at the scene. Officers make a request through dispatch if the Mobile Crisis Unit is needed. Mobile Crisis only takes referrals from law enforcement.

When Mobile Crisis Unit staff arrives, a mental health assessment will be done, with on-site counseling and problem-solving, crisis plan development, coordination with hospitals if transport to a medical facility is necessary, and medication can be administered if necessary.

Typical referrals to Mobile Crisis:

- Suicidal thoughts with or without attempt
- Strange or bizarre behavior
- Persons with known mental illness, disconnected from services and causing concern in the community

The officer will have the final say at the scene. If a crime has been committed, the officer may still decide to take the person to jail.

If the person needs to be transported, the MCRT worker may transport if there are no safety concerns.

YOUTH EMERGENCY SERVICES AND SHELTER

918 SE 11th St, Des Moines, IA 50309

(515) 282-YESS

Counselors can do individual, group and family sessions. On-going counseling services may be available to the family in their home or at the shelter. Therapy is available to families to deal with more serious mental health issues.

NAMI Iowa

3839 Merle Hay Rd, Des Moines, IA 50310

(515) 254-0417 or (800) 417-0417

Website: www.namiiowa.org

NAMI is the National Alliance on Mental Illness, the nation's largest grassroots mental health organization dedicated to improving the lives of individuals and families affected by mental illness. Founded in 1979, NAMI has affiliates in every state and in more than 1,100 local communities across the country.

What is the NAMI mission?

NAMI recognizes that the key concepts of recovery, resiliency and support are essential to improving the wellness and quality of life of all persons affected by mental illness. Mental illnesses should not be an obstacle to a full and meaningful life for persons who live with them. NAMI will advocate at all levels to ensure that all persons affected by mental illness receive the services that they need and deserve, in a timely fashion.

PERRY NETWORKERS

Perry Public Library

1101 Willis Ave, Perry, IA 50220

(515) 465-3569

Services: Networking mechanism for human service providers; meets monthly on the second Thursday at 12:00 p.m. at the Perry Public Library. Minutes are sent by email.

NOTES

LEGAL SERVICES

IOWA PROTECTION AND ADVOCACY SERVICES

666 Walnut St, Des Moines, IA 50309

(515) 278-2502 | (800)779-2502

Website: www.disabilityrights.org

Iowa Protection and Advocacy Services, Inc., is a federally funded but independent program that will protect and advocate for the human and legal rights that ensure individuals with disabilities and/or mental illness free appropriate public education, employment opportunities and residence or treatment in the least restrictive environment or method and for freedom from stigma.

Iowa Protection and Advocacy Services will support people with disabilities to secure their rights and full participation as citizens through:

- a program of self-advocacy education
- information and referral
- non-legal advocacy
- legal advocacy
- systems advocacy

To be eligible, an individual must:

- be an individual with a disability
- have a disability rights issue (the problem or issue must arise from the disability) that falls within their Priority List.

Current priorities of Iowa Protection and Advocacy are:

Education	Abuse and neglect
Community integration	Housing
Guardianship	Outreach and training
Protection and advocacy for voting access	Employment and accessibility
Protection and advocacy for beneficiaries of Social Security	Protection and advocacy for persons with traumatic brain injury

Regardless of the individual's disability or their initial eligibility, Iowa P&A will not accept cases, but will only provide information and referral services, when the following issues are presented:

Divorce, child custody, and adoption	Criminal representation
Estate planning (wills and trusts)	Civil mental health commitment including appeals
Worker's compensation cases	Social security appeals
Personal injury (other than injuries arising from abuse and neglect)	Civil litigation that does not relate to the legal or civil rights of an individual with a disability
Tax law, corporate or business law, consumer law, debtor-creditor law	Initiation of guardianship or conservatorship of a person
Cases involving inmates at state or federal correctional facilities (other than injuries arising from abuse and neglect or restraint/seclusion issues)	

ATTORNEY GENERAL, IOWA DEPARTMENT OF JUSTICE

Hoover State Office Building, 1305 E Walnut St, Des Moines, IA 50319

(888) 777-4590 | (515) 281-5164

Website: www.state.ia.us/government/ag

Use the law to serve the people of Iowa-- consumers, farmers, taxpayers, businesses, and every citizen.

IOWA ATTORNEY GENERAL'S CONSUMER PROTECTION DIVISION

1305 E Walnut St, Des Moines, IA 50319

(888) 777-4590 | (515) 281-5926

Website: www.iowaattorneygeneral.gov/about-us/divisions/consumer-protection

The Consumer Protection Division protects consumers from fraud and ensures fair competition in the marketplace. The Division enforces a number of laws that protect the buying public from false or misleading advertisements or sales practices. It also enforces laws that make sure consumers get information to help them make important decisions, like credit disclosure laws that help consumers compare loan offers.

The Division also informs the public about how to avoid becoming the victim of consumer fraud through press releases, information brochures, public speeches and monthly Consumer Advisory newsletter columns. On the website, you can find a form to file a consumer complaint online, read or search their press releases, read or download consumer brochures, review consumer protection laws and link to other helpful consumer sites.

IOWA GOVERNOR'S OFFICE

State Capitol Building, Des Moines, IA 50319

(515) 281-5211

Website: www.governor.iowa.gov

IOWA LEGAL AID - CENTRAL IOWA REGIONAL OFFICE

1111 9th Street, Suite 380, Des Moines, IA 50314

(800) 532-1503 | (515) 243-1193

Website : www.iowalegalaid.org

This agency provides free legal services to low-income Iowans who meet income and asset guidelines. Services are provided in areas of priority. Priorities include income support programs, housing and shelter issues, access to health care, education, domestic violence cases, selected consumer and utility issues. The Farm Project serves financially distressed farmers in the area of debt restructuring, Farmer's Home Administration appeals and working with private lenders. This office is both the main, state-wide agency office and also a regional office serving central Iowa.

IOWA LEGAL AID HEALTH AND LAW PROJECT

1111 9Th Street, Suite 230, Des Moines, IA 50314

(515) 243-1193 - ask for Health & Law Project

Website: www.iowalegalaid.org

The Iowa Legal Aid Health and Law Project provides information, counseling and representation with legal problems experienced by people facing health care issues.

Legal services include:

- Advice on Medicaid, Medicare, health care directives, insurance and other health care issues
- Helping obtain Social Security/Supplemental Security Income (SSI), Veterans Administration benefits, food stamps and other income maintenance programs
- Helping with appeals if your decision is denied
- Representation with evictions from nursing homes, county care facilities or hospitals
- Helping people who live in substandard housing
- Helping victims of domestic violence obtain protection through the court system

Intended for low-income people with legal problems impacting their health.

Must be a patient at one of the following partnering health care providers:

- Broadlawn Medical Center
- Child Health Specialty Clinic
- Polk County Department of Health
- Polk County Health Services
- Primary Health Care.

Cannot provide legal representation for personal injury or criminal cases.

IOWA LEGAL AID. ADMINISTRATIVE HEADQUARTERS

1111 9th Street, Suite 230, Des Moines, IA 50314

(515) 243-1193

Website: www.iowalegalaid.org

The following information will assist you if you are in need of an attorney for a civil legal matter but cannot afford one.

In Iowa there are limited resources and programs available to provide free legal assistance. When you call a program to request assistance, you will be screened for eligibility. A client is eligible for assistance if their income falls within the established guidelines and if the case fits within the priorities set by the program. Not all clients who financially qualify will be able to receive assistance because of the limited staff or volunteer resources of the programs. An intake interview of your case may take place. The program will then assess your case to determine if they may be able to assist you. Your case may be handled by one of the staff attorneys at the program. In some circumstances your case will be referred to a private attorney who has volunteered their time to a pro bono program. A client should not contact the pro bono program directly for assistance as the intake needs to be conducted prior to referral to a volunteer.

DRAKE LEGAL CLINIC

Drake University, 2400 University Ave, Des Moines, IA 50311

(515) 271-3851

www.drake.edu/law/clinics-centers/clinic/

Free legal services and advice through seven clinics: General Civil Practice, Criminal Defense, Advanced Criminal Defense Trial, Advanced Criminal Defense-Appeals, Elder Law, Administrative Law, and Children's Rights.

LIFE PLANNING ADMINISTRATORS, INC.

Frank Varvaris and Associates

311 3rd Ave SE, Cedar Rapids, IA 52401

(319) 862-0363

Website: www.disabilityplanning.org

This company helps develop personal life programs for people with disabilities and their families and also offers presentations on these topics.

Services provided include:

- Complete Special Needs Trust Administration
- Estate and Financial Planning programs
- How to Apply for SSI Social Security Disability Appeals
- Understanding Medicaid Planning
- Protecting Resources
- When to Apply for Guardianship
- Personal Life Planning Resource for attorneys
- Personal Injury Structures to Protect Benefits
- Assistance is also provided for developing PASS plans and Medicaid eligibility. Staff will consult with persons who have been denied Medicaid, Social Security or other benefits and can provide strategies for the appeal process, and information on meeting the income/asset requirements for entitlement benefits (county, state or federal).
- Staff specializes in entitlement and insurance issues for persons with HIV.

ALLSUP INC.

300 Allsup Place, Belleville, IL 62223

(800) 279-4357

Website: www.allsup.com

Intended for individuals filing for Social Security Disability Insurance benefits. Allsup, Inc. represents people filing for Social Security Disability Insurance benefits. The firm handles claims from the initial application all the way to federal court, helping client's complete forms and following up with the Social Security Administration. A fee is charged only if the Social Security Administration approves the client's claim.

BENEFIT TEAM SERVICES, INC.

939 Office Park Road, Suite 125, West Des Moines, IA 50265
(800) 707-9705 | (515) 327-1200 | (888) 836-4052 - New Clients

Benefit Team Services, Inc. offers representation at the court level, for individuals that have been denied Social Security Disability Benefits (SSDI). Must be an individual who has applied previously and been denied Social Security Disability Benefits (SSDI).

Cannot help clients with initial filing procedures. For application, call the number listed above as "New Clients".

Fees & Method of Payment: Fees include: 25% of any back pay received (not to exceed \$6000) and reimbursement for any medical records required for representation.

CRIME VICTIM COMPENSATION PROGRAM

Iowa Department of Justice, Hoover State Office Building, 1305 E Walnut St, Des Moines, IA 50319
(800) 373-5044

Website: www.iowa.gov

The Crime Victim Compensation Program provides financial assistance to help victims with out-of-pocket expenses related to injuries from violent crime. Can include expenses for:

- medically necessary assistive technology devices needed.
- crime-related expenses such as medical care, counseling, lost wages and funeral expenses (if costs are not covered by insurance or other sources).
- clean-up of a crime scene and replacement of clothing held as evidence, replacement of security items, child or dependent care, and travel.

Must have:

- reported the crime within 72 hours of its occurrence
- filed an application for compensation within two years of the crime
- crime related bills that are not covered by insurance or other sources
- a disability statement from a medical provider or a licensed mental health provider if claiming more than 2 weeks wage loss
- been a crime that either
- occurred in Iowa or
- occurred in a state or foreign country that doesn't have a compensation program, with the injured Iowa resident as the victim

Cannot serve individuals that have:

- consented to, provoked, or incited the crime.
- been attempting, assisting or committing a criminal act causing injuries.

Cannot pay for:

- property loss or repair
- legal fees
- phone bills
- meals
- pain and suffering

Application Process:

Completed applications can be faxed to the program.

This program will accept telephone applications through the toll-free number.
It takes about 8 weeks to determine eligibility once the application is received.

Assistive Technology/Adapted Equipment or Repairs Funded

(NOTE: may not fund all equipment in each category):

Home Barrier Removal/Home Modification	Specialized Telecommunications Equipment
Daily Living Aids	Environmental Controls
Prosthetic Devices	Automobile/Van Adaptations
Seating/Positioning Aids	Low Vision Aids
Physical/Occupational Therapy Aids	Orthotic Devices
Artificial Speech/Augmentative Communication Aids	
Mobility Aids, such as: <ul style="list-style-type: none">• Blind Mobility Aids• Electric Scooters• Standing Aids• Transfer Devices◦ Walking Aids• Wheelchairs/Wheeled Mobility	Hearing Augmentation Aids, such as: <ul style="list-style-type: none">• Alerting Devices• Assistive Listening Devices• Hearing Aids

NOTES

TRANSPORTATION

HEART OF IOWA REGIONAL TRANSIT AGENCY (HIRTA)

2824 104th St, Urbandale, IA 50322

(877) 686-0029

Email: info@ridehirta.com

Schedule rides: erides@ridehirta.com

The Heart of Iowa Regional Transit Agency, better known as HIRTA, provides door to door transit services in the counties of Boone, Dallas, Jasper, Madison, Marion, Story and Warren.

Provide customer-focused community transportation with a commitment to excellence in safety and service promoting independent lifestyles for central Iowa residents.

WESTERN IOWA TRANSIT

Region XII Council of Governments

1009 E. Anthony St, Carroll, IA 51401

(712) 792-9914

Service is available for use by all citizens within the local communities and the surrounding areas. WIT is especially suitable for the transportation disadvantaged, such as persons with disabilities and senior citizens.

WIT also works with nursing homes, care centers, local rehabilitation agencies, and group homes. This service is intended to compliment other transportation services to the community.

JOYRIDE TRANSPORTATION

3105 SE Miehle Dr, Urbandale, IA 50322

(515) 331-1100

Website: www.ridejoyride.com

Whether you need assistance arranging transportation for seniors, individuals in wheelchairs or others who simply need a little extra help traveling, trust Joy Ride Transport for pleasant, professional, prompt service. We are passionate about what we do and treat our clients like family.

SISTER'S TRANSPORTATION

1105th St, Suite A, West Des Moines, IA 50265

515-777-6863

Email: transportation@outlook.com

TRANS IOWA - YELLOW CAB

1550 East Army Post Road, Des Moines, IA 50320

(515) 282-8111

Website: www.transiowa.com

Services: Disability accessible transportation services (Home and Community Based Services Waiver provider)

WESLEY WHEELS

944 – 18th St, Des Moines, IA 50314
(515) 271-6868

Transportation services are provided on a first-to-reserve, first-served basis. Availability may be limited during certain periods.

Our transportation hours are 5 a.m. to 10 p.m. seven days a week. With advance notice, we may be able to accommodate requests outside that time frame.

Reservations are accepted Monday through Friday from 8 a.m. to 4:30 p.m., except on holidays.

Reservations made at least 24 hours in advance are recommended. However, in many cases, we can accommodate same-day requests.

@ YOUR SERVICE. LLC

2661 NE 46th Ave, Des Moines, IA
(515) 285-2831
Website: www.rideatyourservice.com

ROUTE RIDES. LLC

3235 Maple Court, Waukee, IA
(515) 322-6566
Website: www.route-rides.com

Providing professional and personalized non-emergency medical transportation for the elderly and disabled. Primary service area is Dallas, Guthrie and Polk Counties, but service to other areas in Iowa can be arranged.

NOTES

EMERGENCY SERVICES

AUDUBON COUNTY SHERIFF

318 Leroy St, Suite 4, Audubon IA 50025
(712) 563-2631
Todd Johnson, Sheriff

DALLAS COUNTY SHERIFF

28985 Thin Blue Line Lane, Adel, IA 50003
(515) 993-4771 | Administrative & Patrol Division
(515) 993-5815 | Dallas County Jail
(515) 993-6942 or (515) 993-6849 | Civil Process
(515) 993-4567 | Dispatch, Non-emergent
Chad Leonard, Sheriff

GUTHRIE COUNTY SHERIFF

200 N. 5th St. Guthrie Center IA 50115
(641) 747-2214
Marty Arganbright, Sheriff

AUDUBON COUNTY HOSPITAL

515 Pacific, Audubon IA 50025
(712) 563-2611

DALLAS COUNTY HOSPITAL

610 10th St, Perry, IA 50220
(515) 465-3547

GUTHRIE COUNTY HOSPITAL

710 N. 12th St, Guthrie Center IA 50115
(641) 332-2201

MIDWEST MEDICAL TRANSPORT COMPANY (Ambulance)

319 Market St, Audubon IA 50025
(800) 562-3396 – Non emergency

DALLAS COUNTY EMERGENCY MEDICAL SERVICES (Ambulance)

512 Tenth St, Perry, IA 50220 | (515) 465-3596 – Non-Emergency
512 S. Nile Kinnick Dr, Adel IA 50003 | (515) 993-4507 – Non-Emergency

PANORA EMERGENCY MEDICAL SERVICE

PO 98, Panora IA 50216
(641)755-2885– Non-Emergency

STUART RESCUE UNIT

PO 370, Stuart IA
(515) 523-2400 – Non-Emergency

BAYARD AMBULANCE

PO Box 14, Bayard, IA 50029
No Non-emergency phone

NOTES

CITY INFORMATION

<u>Adel City Hall</u> 301 S 10 th Street, Adel, IA 50003 Phone: (515) 993-4525	<u>Dallas Center City Hall</u> 1502 Walnut Street, Dallas Center, IA 50063 Phone (515) 992-3725
<u>De Soto City Hall</u> 405 Walnut Street P.O. Box 100 De Soto, IA 50069-0100 Phone: (515) 834-2233	<u>Dexter City Hall</u> 911 State Street, Dexter, IA 50070 Phone: (515) 789-4210
<u>Granger City Hall</u> 1906 Main Street, Granger, IA 50109 Phone: (515) 999-2210	<u>Minburn City Hall</u> 315 Baker Street P.O. Box 213 Minburn, IA 50167 Phone: (515) 677-2245
<u>Perry City Hall</u> 1102 Willis Ave., Perry, IA 50220 Phone: (515) 465-2481	<u>Redfield City Hall</u> 808 First Street, Redfield, IA 50233 Phone: (515) 833-2512
<u>Van Meter City Hall</u> 310 Mill Street P.O. Box 160 Van Meter, IA 50261 Phone: (515) 996-2644	<u>Waukee City Hall</u> 230 Highway 6, Waukee, IA 50263 Phone: (515) 978-7900
<u>Adair City Hall</u> 320 Audubon St, Adair, IA 50002 (641) 742-3751	<u>Bagley City Hall</u> 207 Main St, Bagley, IA 50026 (641) 427-5600
<u>Bayard City Hall</u> 403 Main St, Bayard, IA 50029 (712) 651-2484	<u>Casey City Hall</u> 502 Antique Country Drive, Casey, IA 50048 (641) 746-3315
<u>Coon Rapids City Hall</u> 123 – 3 rd Ave S, Coon Rapids, IA 50058 (712) 999-7749	<u>Guthrie Center City Hall</u> 400 State Street, Guthrie Center, IA 50115 (641) 332-2190
<u>Jamaica City Hall</u> 316 Main St, Jamaica, IA 50128 (641) 429-3026	<u>Menlo City Hall</u> 417 Sherman St, Menlo, IA 50164 (641) 524-2411
<u>Panora City Hall</u> 102 NW 2 nd St, Panora IA 50216 (641) 755-2164	<u>Stuart City Hall</u> 119 Front St, Stuart, IA 50250 (515) 523-1455
<u>Yale City Hall</u> PO Box 97, Yale IA 50277 (641) 439-2313	<u>Audubon City Hall</u> 410 N. Park Pl, Audubon IA 50025 (712) 563-3269
<u>Kimballton City Hall</u> PO Box 79, Kimballton IA 51543-0139 (712) 773-3003	<u>Exira City Hall</u> PO Box 187, Exira IA 50076 (712) 268-2187
<u>Brayton City Hall</u> Box 104, Brayton IA 50042-0009 (712) 549-2266	<u>Gray City Hall</u> 407 Beach St, Gray IA 51543-0139

LIBRARIES

<u>Adel Public Library</u> 303 S 10 th Street, Adel, IA 50003 (515) 993-3512	<u>Dallas Center Library</u> 1308 Walnut Street, Dallas Center, IA 50063 (515) 992-3185
<u>DeSoto Library</u> 405 Walnut St, De Soto IA 50069-0100 (515) 834-2690	<u>Dexter Library</u> 724 Marshall Street, Dexter, IA 50070 (515) 789-4490
<u>Granger Public Library</u> 2216 Broadway St, Granger, IA 50109 (515) 999-2088	<u>Minburn Public Library</u> 315 Baker Street, Minburn, IA 50167 (515) 677-2712
<u>Perry Public Library</u> 1101 Willis Avenue, Perry, IA 50220 (515) 465-3569	<u>Redfield Public Library</u> Box L, Redfield, IA 50003 (515) 833-2200
<u>Van Meter Public Library</u> 505 Grant Street, VanMeter, IA 50261 (515) 996-2435	<u>Waukee Public Library</u> 950 Warrior Lane, Waukee, IA 50263 (515) 978-7944
<u>Woodward Library</u> 118 S Main Street, Woodward, IA 50276 (515) 438-2636	<u>Bagley Public Library</u> 117 Main, Bagley IA 50026 (641) 427-5214
<u>Bayard Public Library</u> 315 Main Street, Bayard, IA 50029 (712) 651-2238	<u>Casey Public Library</u> 604 McPherson Street, Casey, IA 50048 (641) 746-2670
<u>Jamaica Public Library</u> 316 Main Street, Jamaica, IA 50128 (641) 429-3362	<u>Mary J. Barnett Memorial Library</u> 400 Grand, Guthrie Center, IA 50115 (641) 747-8110
<u>Menlo Public Library</u> 417 Sherman, Menlo, IA 50164 (641) 524-4201	<u>Panora Public Library</u> 102 N. 1st Street, Panora, IA 50216 (641) 755-2529
<u>Stuart Public Library</u> 111 N.E. Front Street, Stuart, IA 50250 (515) 523-2152	<u>Audubon Public Library</u> 401 North Park Place, Audubon, IA 50025 (712) 563-3301
<u>Exira Public Library</u> 114 West Washington, Exira, IA 50076 (712) 268-5489	<u>Kimballton Public Library</u> 118 Main St, Kimballton, IA 51543 (712) 773-3002

FAITH

Ministerial Association / Adel

115 S 10th St, Adel, IA 50003
(515) 993-3791

Services:

- Gasoline – not to exceed \$10,
- Food – not to exceed \$5 per person,
- Housing (overnight in extreme situations).

Geographic Req.: Adel – DeSoto

Ministerial Association / Perry

First Christian Church
1224 Lucinda St, Perry, IA 50220
(515) 465-2215

Services: Emergency financial assistance for medical, rental, food and utility needs

EDUCATION

Heartland Education Agency (AEA 11)

Carroll Regional Office

906 N Grant Road, Suite 160, Carroll IA 51401
(712) 792-3102 | (800) 377-8115
Audubon County School Districts

Adel Regional Office

602 Visions Parkway | Adel, IA 50003
(515) 993-4596 | (800) 375-5073
Dallas County School Districts

Guthrie Center Regional Office

906 School Street | Guthrie Center IA 50115
(641) 747-2212 | (800) 377-8413
Guthrie County School Districts

Services:

Identification and support services for children and their families. Support to school districts with consultation services. Direct services for motor skill delays, speech/language delays, hearing evaluations, behavior management, school counseling and referral services.

IOWA STATE UNIVERSITY EXTENSION AND OUTREACH

Audubon County Extension

608 Market Street, Audubon IA 50025
(712) 563-4239

Dallas County Extension

28059 Fairground Road, Adel, IA 50003
(515) 993-4281

Guthrie County Extension

212 State Street, Guthrie Center IA 50115
(641) 747-2276

Services:

Educational and informational assistance in agriculture, horticulture, family and consumer sciences, special programs for youth and 4-H and limited resource families in parenting, nutrition, financial management and stress management. Child care provider services, coordinator to work with providers to provide training and support.

WOODWARD ACADEMY

1251 334th Street, Woodward, IA 50276
(515) 438-3481

An all-male residential treatment facility for youth ages 12 – 18.

Services/Programs:

- Community Residential: 6-12 months
- Sex Offender: 9-18 months
- Day School
- Parent support meetings, group sessions,
- Skill development classes (highly structured program)

PUBLIC / PRIVATE SCHOOLS

<u>Audubon Community Schools</u> 800 – 3 rd Ave, Audubon IA 50025 (712) 563-2607	<u>Coon Rapids-Bayard Community School</u> 905 North St, Coon Rapids IA 50058 (712) 999-2207
<u>Exira-Elk Horn-Kimballton</u> 4114 Madison St, Elk Horn IA 51531 (712) 764-4616	<u>Adel-DeSoto-Minburn Community Schools</u> 801 Nile Kinnick Dr. South, Adel, IA 50003 Phone: (515) 993-4283
<u>Dallas Center-Grimes Community Schools</u> 802 15th St, Dallas Center, IA 50063 (515) 992-3866	<u>Earlham Community Schools</u> 535 N Chestnut Ave, Earlham, IA 50072 (515) 758-2235

<u>Assumption School</u> 1904 Sycamore St, Granger, IA 50109 (515) 999-2211	<u>Perry Community Schools</u> 1219 Warford St, Perry, IA 50217 (515) 465-4656
<u>St. Patrick's Catholic School</u> 302 – 5 th St, Perry, IA 50220 (515) 465-4186 Grades: P - 8	<u>Van Meter Community Schools</u> 520 1 st Avenue, Van Meter, Iowa 50261 (515) 996-2221
<u>Waukee Community Schools</u> 560 SE University Ave, Waukee, IA 50263 (515) 987-5161	<u>West Central Valley Community Schools</u> 3299 White Pole Road, Stuart IA 50250 (515) 523-2187
<u>Woodward-Granger Community Schools</u> 306 W. 3rd St, Woodward, IA 50276 (515) 438-4333	<u>Adair-Casey Community Schools</u> 3384 Indigo Ave, Adair IA 50002 (641) 746-2241
<u>Guthrie Center Community Schools</u> 906 School St, Guthrie Center IA 50115 (641) 332-2972	<u>Panorama Community Schools</u> 701 W. Main St, Panora IA 50216 (641) 755-2317

NOTES
