

Area 13

RESOURCE DIRECTORY

For

TRANSITION PLANNING

Distributed by
Loess Hills Area Education Agency 13
P. O. Box 1109
Council Bluffs, IA 51502

Updated Spring 1999

For Further Information Contact
Theresa Hubbell Jozwiak, Transition Coordinator
(712) 366-4210 or 800-645-2985

AREA 13 TRANSITION ADVISORY COMMITTEE

Karen Batten, Vocational Development Center
Kent Beckman, Nishna Productions, Inc. & Iowa Services Network
Karen Gillman, IWCC-Project Bridge
, Council Bluffs Schools
Sharon Hogan, Div. of Vocational Rehabilitation
Deanna Johnson, Crossroads of Western Iowa
Theresa Jozwiak, Loess Hills AEA 13
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Cincy Wetterlind, Job Training Partnership Agency
Craig Wernimont, Iowa Workforce Development
Doris Williams, Dept. of Human Services

LOESS HILLS AREA EDUCATION AGENCY 13

Administration

Dr. James Blietz, Chief Administrator
Glenn, Grove, Executive Director, Special Education
Emily Nelson, Director, Administrative and Management Services
David Stickrod, Director, Curriculum, Instruction and Assessment
Marilyn Weber, Director, Learning Resources

Administrative Staff, Regional Offices

Teresa Coenen, Atlantic and Harlan
Mark Draper, Peterson Center
Michael Fairlie, Glenwood and Shenandoah
Jeff Lancial, Manawa and Peterson Center
Cal Sinn, Halverson Center for Education
Lori Swanson, Peterson Center
Becky Zorn, Manawa and Missouri Valley

Alcoholics Anonymous (AA)

414 Locust St.
Atlantic, IA 50022

Telephone: (712) 243-3988

Contact Person: Phil Hascall

Hours of Operation: Monday: 8:00 to 9:00 p.m.
Tuesday: 12:00 to 1:00 p.m.
Thursday: 12:00 to 1:00 p.m.
Saturday: 8:00 p.m.-Step Study
8:00 to 9:00 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Provides a place for persons with alcohol problems to gather and discuss their experiences, strengths, and hope of what it was like, what happened, and what they are experiencing. They also provide support services for parents and other family members.

Who is Eligible for Services: Persons of all ages who are affected by alcohol. It is not wheelchair accessible.

Application Procedures: Contact the phone number above

Referral Information Needed:

Fees: None

Alcoholics Anonymous (AA)

410 So. 16th Street (500 Club)
Council Bluffs, IA 51501

Telephone: (712) 328-9979

Contact Person:

Hours of Operation: 2 meetings daily – 7 days a week

Geographic Area Served: Pottawattamie County

Disabilities Served:

Services Available: Provides a place for persons with alcohol problems to gather and discuss their experiences, strengths, and hope of what it was like, what happened, and what they are experiencing. They also provide support services for parents and other family members.

Who is Eligible for Services: Persons of all ages who are affected by alcohol.

Application Procedures: Contact the phone number above

Referral Information Needed:

Fees:

Alcohol & Drug Assistance Agency Inc.

320 Walnut Street

P.O. Box 34

Atlantic, IA 50022

Telephone: (712) 243-5091

Contact Person: LaDean Jergenson, Executive Director

Hours of Operation: Monday-Friday: 8:00 a.m. to 5:00 p.m.

24 Hour Crisis Intervention

Geographic Area Served: Fremont, Page Montgomery, Cass, Adair & Dallas Counties

Disabilities Served:

Services Available: Out patient counseling services for youth, adults, and concerned persons.

Evaluation/Assessment

Individual Counseling

Group Counseling

Family Counseling

Intensive Outpatient

Concerned Person Counseling

24-hour Crisis Intervention

Referrals to Inpatient Counseling

Community Awareness Presentations

Who is Eligible for Services: Youth, adults, and concerned persons.

Application Procedures: Directly contacting outpatient office and setting up an appointment. An orientation to program is presented and if client and counselor agree, the intake procedure begins.

Referral Information Needed:

Fees: Based on a sliding scale in relationship to income. Fees are charged on an hourly basis. No one is refused service because of inability to pay.

Alegent Health Chemical Dependency Services

800 Mercy Drive
Council Bluffs, IA 51503

Telephone: (712) 328-2609

Contact Person: Terri Schroeder

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served: Anyone

Services Available: Evaluations, one-on-one counseling, alcohol treatment, assess to half-way house

Who is Eligible for Services: Youth, adults, and concerned persons

Application Procedures: Call for an evaluation

Referral Information Needed: Depends on insurance

Fees: Based on a sliding scale in relationship to income.

Alegent Health Home Care and Hospice

800 Mercy Drive
Council Bluffs, IA 51503

Telephone: (712) 328-5106

Contact: Renee Dermody for Home Care Services
Barb Davis for Hospice Services

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m., 24 hours on call.

Geographic Area Served: Pottawattamie, Harrison, Mills, Shelby, Fremont, Page.

Disabilities Served: All.

Services Available: Hospice: In home care for patients with limited life expectancy, RN, personal care, Social work, Spiritual, volunteers, bereavement support.

Home Care Services: Nursing, Home Health Aides, Medical Social Workers, Physical/Occupational/Speech Therapist, Respiratory Therapist, Dietician

Home Medical Equipment Services: Home care pharmacy and infusion therapy, private care services

Who Is Eligible for Services: Hospice: Anyone with six (6) months or less to live
Home Health Care: anyone

Application Procedure: Contact Alegent Home Health Care

Referral Information Needed: Hospice: Physician referral.

Fees: Covered by insurance.

American Cancer Society

111 Kimball Avenue
Council Bluffs, IA 51501

Telephone: (712) 323-6611
(888) 323-6611 only in Iowa

Contact: Rick Jensen, Development Director
Debbie Vihstadt, Program Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served:

Services Available: Programs include:

- Dressings
- Home care equipment (sick room)
- Family support groups
- Wigs
- Programs for the health care professional
- Information and guidance
- Self-help groups
- Patient education and rehabilitation
- Speakers for cancer and health education

Who is Eligible for Services: Anyone in Iowa may receive educational information. Only cancer patients are eligible for the loan of sickroom equipment.

Application Procedures: Contact the phone number above.

Referral Information Needed:

Fees: None

American Diabetes Association

6200 Aurora Ave., Suite 504W
Des Moines, IA 50322

Telephone: (515) 276-2237
(800) 678-4232

Contact Person: Sheryl Rolfe

Hours of Operation: Monday-Friday 8:30 a.m. to 5:00 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Programs include:

- Information and educational materials for diabetes
- Patient education
- Public awareness
- Fund-raising/research
- Professional education
- Youth Camps and Services
- Advocacy

Who is Eligible for Services: Anyone

Application Procedures: Contact the phone number above

Referral Information Needed:

Fees: None

Membership for a monthly magazine \$28, discounts on publications

Arc of Iowa

715 East Locust
Des Moines, IA 50309

Telephone: (515) 283-2358
(800) 362-2927

Contact Person: Becky Godfrey, Director of Policy and Planning

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Iowa

Disabilities Served: Mental Retardation

Services Available: The Arc of Iowa is a private, non-profit advocacy organization, established to represent all children and adults with mental retardation and their families throughout the State of Iowa. Support Services, including individual case advocacy, education and training are available to any one person or family requiring them. Information and referral are provided by the agency. Communication and coordination are offered for the local chapters and volunteers.

Who is Eligible for Services: Any person is able to become a member of the organization for an annual fee of \$26.00. Membership is open to any family or individual of any age with an interest in a person or persons with mental retardation.

Application Procedures: Call the phone number above.

Referral Information Needed: None

Fees: None.

Atlantic Food Pantry, Inc.

19 W. 4th Street
Atlantic, IA 50022

Telephone: (712) 243-5019

Hours of Operation: Thursdays 1:00 to 3:00 p.m.

President: Shara Cooper, Telephone: (712) 243-2771

Vice President: Erma Lange, Telephone (712) 243-3692

Geographic Area Served: Cass

Disabilities Served: Anyone

Services Available: Free groceries for people in need.

Who is Eligible for Services: Income \$550/month single
 Add \$100/month for each additional person.

Application Procedure: Those other than senior citizens on a fixed income must have a referral after the first visit.

Referral Information Needed: from West Central Development

Fees: Free of charge

Atlantic Ministerial Association

First United Methodist Church
800 Poplar Street
Atlantic, IA 50022

Telephone: (712) 243-4525

Administrator: Rev. Charles Downing, Chairman

Hours of Operation:

Geographic Area Served: Cass County

Disabilities Served:

Services Available: Provides pastoral counseling and emergency support to people who are in need.

Who is Eligible for Services: Anyone who has a need.

Application Procedure: Contact Rev. Charles Downing

Referral Information Needed:

Fees: None

Atlantic YMCA

703 E. 14th Street
Atlantic, IA 50022

Telephone: (712) 243-3934

Director: Dan Haynes

President: Billie Hoover

Hours of Operation: Monday-Friday: 7:00 a.m. to 9:00 p.m.
Saturday: 9:00 a.m. to 5:00 p.m.
Sunday: 1:00 p.m. to 8:00 p.m.

Geographic Area Served: Cass County

Disabilities Served:

Services Available: Youth Programs, Youth and Adult Sports Leagues, Aerobics, Racquetball, Volleyball, Day Camps, Pee Wee Playgroup, Nice and Easy Gymnastics, Jack and Jill Preschool, personal fitness training, kick-boxing.

Who is Eligible for Services: No eligibility requirements.

Application Procedure:

Referral Information Needed:

Fees: Effective November 1997

- Buddy Membership – no charge
- Youth Membership – \$80 per year
- Adult Membership – \$135 per year
- Family Membership – \$195 per year
- Senior Citizen Membership – \$85 per year
- Married Couple/Single Parent Family – \$185 per year

Autism Society of Iowa, Inc.

3135 Spring Valley Road
Dubuque, IA 52001

Telephone: (319) 557-1169
(888) 722-4799
e-mail: autism50ia@aol.com

Contact Person: Kris Brosnahan, Executive Director

Hours of Operation: Monday-Friday 9:00 a.m. to 2:00 p.m.

Geographic Area Served: Iowa

Disabilities Served: Autism spectrum disorder

Services Available: Advocacy, information and referral, educational workshops, promote the welfare of persons with autism

Who Is Eligible for Services: Anyone

Application Procedures:

Referral Information Needed:

Fees: None

Bluffs Psychiatric Associates

201 Ridge Street
Council Bluffs, IA 51503

Telephone: (712) 328-1858

Contact Person:

Hours of Operation:

Geographic Area Served: Southwest Iowa

Disabilities Served: All mental health related disabilities

Services Available: Adult, children, drug and alcohol abuse. Neuropsychiatric evaluations, psychological testing and evaluations

Who is Eligible for Services: Call the office listed above for further information

Application Procedures: Call the office listed above for further information

Referral Information Needed: Call the office listed above for further information

Fees: Call the office listed above for further informationare Homes

Camp Courageous of Iowa

P.O. Box 418

Monticello, IA 52310-0455

Telephone: (319) 465-5916

Contact Person: Dina Grant, Respite Care Coordinator, ext. 204

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: The Respite Care Program at Camp Courageous of Iowa provides a weekend full of fun and adventure for physically or mentally disabled person, while providing a much needed break for the parent care giver or family. Emergency Respite Care is provided in the event of death, serious illness or extreme emotional trauma of the primary care giver, 24 hours a day, 7 days a week, 365 days a year.

Respite weekends are scheduled throughout the year with activities that may include:

- Swimming
- Sensory Awareness
- Sledding
- Gym Activities
- Pony Rides
- and many more

Medical professionals provide everything from medication disbursements to treatments and therapy.

Who Is Eligible for Services: Respite care is open to any physically or mentally disabled individual who is living at home. Age is no restriction.

Application Procedures: Call the phone number above

Referral Information Needed: Self -referral

Fees: Families of campers are asked to pay what they can, but no one is ever turned away for lack of funds, \$85.00 for the weekend.

Camp Courageous of Iowa Week-Long Camps

P.O. Box 418

Monticello, IA 52310-0557

Telephone: (319) 557-5916

Contact Person: Stephen Fasnacht, Assistant Program Director, ext. 207

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: The Week-Long Camps at Camp Courageous provide a week of fun and adventure for children and adults who have physical and mental disabilities. In the summer, the programs run from Sunday-Friday and in the fall the programs run Monday-Friday. The length of service is dependent upon the length of stay. The average stay is one week per season. A professionally trained staff works with the campers, including a registered nurse who dispenses medication and does all treatments.

Who Is Eligible for Services: All children and adults with disabilities are eligible. The age range is 1-100 years of age. Each camper must call first to reserve a week. Campers must fill out an application and have a physical examination before coming to camp.

Application Procedures: Call the phone number above.

Referral Information Needed: Self-referral

Fees: No one is turned away for lack of funds; families are asked to pay what they can. Summer Week-Long Camps: \$250.00 which includes \$50.00 non-refundable deposit. Fall Week-Long Camps: \$200.00 which includes \$50.00 non-refundable deposit.

Cancer Information Hotline

Telephone: (800) 525-3777

Hours of Operation: Monday-Friday 8:30 a.m. to 5:00 p.m. mountain standard time

Geographic Area Served:

Disabilities Served:

Services Available: Information on cancer and cancer related subjects.

Who Is Eligible for Services: Anyone

Application Procedures: Contact the phone number above.

Referral Information Needed:

Fees: None

Care Homes Corporation

715 4th Street
Council Bluffs, IA 51503

Telephone: (712) 325-0791

Contact Person: Martha Reigle

Hours of Operation: Monday-Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: Iowa

Disabilites Served: Mentally retarded and developmental handicapped

Services Available: They provide residential home-community based services (CBS)

Who Is Eligible for Services: Adults

Application Procedure:

Referral Information Needed: Psychological

Fees: Rates are established by the Iowa Department of Human Services

Cass County Crisis Child Care

P.O. Box 11
Atlantic, IA 50022

Telephone: (712) 243-6615 (local)
(712) 243-5123
(800) 547-1910 (Crisis child care)
(800) 696-5123 (24 hour/day emergency) domestic violence

Contact Person: Stephanie Breining, program coordinator

Hours of Operation: Monday-Friday 8:30 a.m. to 5:00 p.m.

Geographic Area Served: Crisis Child Care: Mills and Cass Counties
Domestic Violence: Iowa

Disabilities Served:

Services Available:

For Crisis Child Care:

- Emergency childcare in registered daycare providers homes
- Parenting support and information
- Extensive networking with other agencies to provide families with access to other needed services.

Who Is Eligible for Services: Crisis Child Care:

- Children 0-18 years of age
- Cass County and surrounding region
- Families in a crisis and there is no other option for childcare

Application Procedure: Complete initial child intake information, parent contract, parent stress evaluation and emergency authorization forms.

Referral Information Needed:

Fees: None

Other: Crisis Child Care is a much needed “time out” for parents to help:

- Reduce stress in families
- Provide a safe, caring atmosphere for children
- Maintain family stability

Cass County Memorial Hospital

1501 E. 10th Street
Atlantic, IA 50022

Telephone: (712) 243-3250

Contact: Patricia Markham, Administrator and CEO

Staff: Emerson Link, Assistant Administrator
Don Johnson, Assistant Administrator/Director of Human Resources
Brenda Kite, Clinical Director, Mental Health

Hours of Operation: 24 hours a day, 7 days a week

Geographic Area Served:

Disabilities Served:

Services Available: Cardiac Care, Diet Counseling, EEG Emergency Department, Hospitality Care, Home Health Care, Home Medical Supplies, Hospice, Intensive Coronary Care Unit, Laboratory, Lifeline, Meals on Wheels, Acute/Skilled Nursing Care, Mental Health Services, Occupational Therapy, Oncology Clinic, Pharmacy, Physical Therapy, Radiology, Recreational Therapy, Respiratory Care, Speech Pathology, Surgery Department and Wellness Programs, Diabetic Education, and Cardiac Rehab Program.

Who Is Eligible for Services: No requirements.

Application Procedure:

Referral Information Needed:

Fees: Depending upon service.

Additional Information: A detailed mammography unit with five registered mammographers, CT Scans, MRI's, mobile MRI, mobile nuclear med, ultrasonography (ultrasound)

Cass County Memorial Hospital-Home Care/Hospice

1500 East 10th Street
Atlantic, IA 50022

Telephone: (712) 243-8006

Contact: Lorilyn Schultes, Director

Hours of Operation: Monday-Friday, 8:00 a.m.- 4:30 p.m.
24 hour on-call available

Geographic Area Served: 35 miles from Atlantic any direction

Disabilities Served: Anyone

Services Available:

- Immunizations for Children
- Maternal/Child Health program-Pregnant women receive prenatal care education
- Family Planning Program
- Senior Health Program – Must be 60+ for well elderly screening clinics
- Blood Pressure Screening – Set in public places
- Communicable Disease follow-up (Tuberculosis, AIDS, etc.)
- Genetic Counseling – referrals
- 24 hour on-call available
- Home Infusion Therapy
- Skilled, Therapeutic, Rehabilitative Services – R.N., L.P.N.
- Home Health Aide: personal care, assist with daily activities, exercises, and treatments
- Occupational Therapy
- Speech Therapy
- Medical Social Services

Hospice:

Comprehensive program of comfort and care for terminally ill patients and their families in home-based care. Also provides bereavement support group sessions. 24 hour on-call available.

Extended Care:

- Private duty nurse provides in home care under direction of a physician's plan of treatment
- Skilled nursing visits assess patient status, changes dressings, administers injections, draws blood and sets up medication.
- Comprehensive skilled nursing visits instruct and assist with chronic, acute and terminally ill.

- Home Health Aides provide personal care, assist with meal preparation, linen changing, housekeeping and other items of daily living.
- Homemakers assist with housekeeping such as laundry, errands, shopping and transportation.
- Home Infusion Therapy

Cass County Memorial Hospital-Home Care/Hospice continued

Who Is Eligible for Services: Must meet individual program guidelines listed above. No age requirement.

Hospice: Patient must desire services, be terminally ill, have consent and cooperation of family physician and have a person designated as a caregiver.

Application Procedure: Contact Home Care Department
Hospice: Contact Hospice Coordinator

Referral Information Needed:

Fees: Based on a sliding scale in relationship to income, medicare/medicaid eligible, private insurance.

Hospice: No one is turned away because of inability to pay, medicare/medicaid eligible.

Cass Incorporated

1406 Southwest 7th Street

P.O. Box 431

Atlantic, IA 50022

Telephone: (712) 243-2668

Contact: Glenda Farrier, Executive Director

Hours of Operation: Monday-Friday 7:30 a.m. to 4:00 p.m.

Geographic Area Served:

Disabilities Served:

Services Available: Serves persons with disabilities in vocational training programs and community job placements. These programs are Work Services and Community Employment Services.

Who Is Eligible for Services: Persons with a diagnosed disability needing assistance in areas of vocational training or placement. Applicants must meet admission criteria.

Application Procedure:

Referral Information Needed:

Fees: Costs are on a per diem rate and vary by services. Rates are established by the Iowa Department of Human Services.

Staff: The staff of CASS, Incorporated are well trained professionals who support the rights and choices of individuals served by the organization. For referral information, contact: Client Services Department at the address above.

Additional Information: CASS Incorporated is fully accredited by the Commission on Accreditation of Rehabilitation Facilities.

Catholic Social Services/Catholic Deaf Ministry

411 East Broadway
Council Bluffs, IA 51503-4417

Telephone: (712) 328-3086 (CSS)
(712) 322-2449 (CDM)

Contact: Pat Curran

Hours of Operation: Monday-Friday 8:30 a.m. to 4:30 p.m.

Geographic Area Served: Council Bluffs area

Disabilities Served:

Services Available: Counseling services available for the following:

- Personal, family and social well-being
- Marriage counseling
- Family counseling
- Domestic violence shelter
- Domestic abuse treatment service for men
- Adoption
- Pregnancy counseling
- Domestic violence counseling
- Youth counseling
- Emergency assistance

Who Is Eligible for Services: Anyone

Application Procedure: Call the phone number above.

Referral Information Needed:

Fees: Based on sliding scale.

Child Care Resource Referral (CCRR)

West Central Development Corporation
611 Court Street
P.O. Box 709
Harlan, IA 51537

Telephone: (712) 755-7381

Contact: Glenna Thompsen, Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Southwest and South Central Iowa

Disabilities Served:

Services Available: Parent consumer education and referrals to caregivers, provide technical assistance, training and support community development of childcare, health consultant for parents, home consultant to assist in child care registration

Who Is Eligible for Services: Anyone

Application Procedure: Telephone the above number.

Referral Information Needed:

Fees: Sliding scale based on family size and income.

Christian Home Association Children's Square U.S.A.

North 6th and Avenue E
Council Bluffs, IA 51503

Telephone: (712) 322-3700

Contact: Carol D. Wood, President and CEO

Hours of Operation: Monday-Friday 7:30 a.m. to 4:30 p.m.

Services Available:

- **Director of Residential Services:** Karen Jones

Short-term for youth needing temporary placement to protect them from emotional or physical harm. Serves male and female youth from ages birth to 18 who are brought by law enforcement, DHS, or arrive as runaways.

- **Residential Treatment Programs PMIC (Psychiatric Medical Institute for Children):**

Karen Jones

Highly structured 24 hour residential care and treatment. The program serves male and female youth ages 8 to 18 who are in need of and approved for placement in a psychiatric medical institute for children.

- **Family Centered Services,** Mike Barker, Director, Sandy Johnson, Supervisor

Outpatient family services focusing on families with children at risk of out-of-home placement.

- **Academic Center,** Lucinda Klein-Lombardo

An on-campus school for students identified as being 3.6 behavior disordered.

- **Children's Center,** Becky Snedeker, Director

Provides developmental day care, preschool "EDUCARE" curriculum and handicapped preschool programs for children from six weeks through six years of age.

- **Chapter 1 Runaway Program,** Carol Young, Director

Provides immediate intervention to youth and families in crisis, including shelter for youth up to 14 days.

- **Therapeutic Foster Care,** Mike Barker, Director

Provides a family setting for children who otherwise would be placed at Children's Square U.S.A. or another residential program due to their behaviors or family circumstances. Program goals are to provide disadvantaged youngsters a positive family environment which will meet their needs, to preserve, rehabilitate or reunite families; and to help

individual children achieve or maintain self-sufficiency, including reduction or prevention of dependency on public help.

Who Is Eligible for Services: See service descriptions above.

Christian Home Association – Children’s Square U.S.A. continued

Application Procedure:

Referral Information Needed:

Fees: Varies with programs and service

Children and Families of Iowa

1111 University
Des Moines, IA 50314-2329

Telephone: (515) 288-1981

Contact: David Stout, Executive Director

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m. After 5 p.m. by appointment only. Saturday: 8:00 a.m. to 12:00 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Support services include in-home foster care, residential treatment (youth at risk), family violence center, domestic abuse intervention, child care, adoption, family and individual counseling, chemical dependence and other mental health issues.

Who Is Eligible for Services:

Application Procedure: Department of Human Services

Referral Information Needed:

Fees: per program

Citizens Aide/(OMBUDSMAN)

215 East 7th Street
Des Moines, IA 50309

Telephone: (515) 281-3592
(800) 358-5510
(515) 242-5065 TTY/TDD

Hours of Operation: Monday-Friday 8:00 a.m to 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: Compliance against city, state, county government

Services Available: helping people resolve problems with city, state or county governments

Who Is Eligible for Services: anyone

Application Procedure:

Referral Information Needed:

Fees: None

Communication Services for the Deaf

300 West Broadway
Council Bluffs, IA 51503

Telephone: (712) 322-1489

Hours of Operation:

Geographic Area Served: Pottawattamie County

Disabilities Served: Serve individuals who are deaf or hard of hearing

Services Available: Provide supported apartment services, supported employment services and interpreting services

Who Is Eligible for Services: Call for further information

Application Procedure: Call for further information

Referral Information Needed: Call for further information

Fees: Call for further information

Community Alliance, Inc.

4001 Leavenworth Street
Omaha, NE 68105

Telephone: (402) 341-5128 V/TDD

Hours of Operation: Monday-Friday 8:30 a.m. to 5:00 p.m.

Geographic Area Served: Cass, Dodge, Sarpy and Washington Counties in Nebraska

Disabilities Served: Mental Illness

Services Available:

1. Day rehabilitation programs providing daily living skills, pre-vocational, social skills training and special activities.
2. Residential support within organization-leased apartments. 24 hour access to staff through answering services.
3. Structured program within group home settings at various locations. Staff on site 24 hours a day.
4. Residential support within area boarding homes, domiciliaries, and residential care facilities.
5. Work adjustment training.
6. Supported employment placements and training.
7. Social-recreational activities.
8. COMPEER volunteer services
9. Case management services including assistance in applying for entitlements financial aid; and coordination of services.

Who Is Eligible for Services: individuals with serious mental illness who are currently receiving psychiatric treatment; 19 years of age; other criteria.

Application Procedure: Contact Community Alliance

Referral Information Needed: Contact Community Alliance

Fees: Varies by service; sliding scale.

Community Opportunities Incorporated

603 W. 8th Street

P.O. Box 427

Carroll, IA 51401

Telephone: (800) 642-6330

Administrator: Marla Janning

Hours of Operation: Monday-Thursday 8:00 a.m. to 4:30 p.m.
Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served:

Disabilities Served:

Program: Child Health Services

Services Available:

- Physical exams and health education by a Pediatric Nurse Practitioner
- Lab Tests
- Vision and hearing screening
- Immunizations
- Nutrition counseling by a Nutritionist
- Developmental Screening
- Dental screening
- Limited dental care for children over 3 years of age
- Counseling and family assessment by a Family Social Worker
- Referral to outside resources
- Limited payment for acute medical care for those income eligible

Who Is Eligible for Services: All children from birth to 18 years of age.

Application Procedure: Call the Community Opportunities Inc.

Referral Information Needed:

Fees: Free services to families whose income is at or below 185% of poverty guidelines. Sliding fee scale for families above 185% of poverty guidelines.

Concerned, Inc.

1511 Willow
P.O. Box 47
Harlan, IA 51537-0047

Telephone: (712) 755-5834
FAX: (712) 755-7775
E-Mail: concern@harlannet.com

Executive Director: Jay Doonan
Human Resources Director: Kelly Peters

Hours of Operation: Monday -Friday 8:00AM - 4:00PM

Geographic Area Served: Iowa

Disabilities Served: Mental retardation, developmental disabilities, mental illness

Services Available:

Organizational Employment Services

- Facility-based work services
- Vocational skills training for people with disabilities
- Resource for contracts and subcontracts with business community for work production services
- Individualized printing services
- Accredited by the Rehabilitation Accreditation Commission (CARF)

Community Employment Services

- Assessments and evaluations
- Affirmative business development
- Job development
- Placement
- Job coaching
- Individualized supports
- Employer consultations
- Follow along services
- Employment resource for local business community

Home and Community-Based Services

- Supported community living
- Respite
- Home and vehicle modification

- Supported Employment
- Accredited by the State of Iowa

Elderly Waiver Services

- Home and vehicle modification
- Respite

Concerned Inc. continued

- Assistive devices

School Transition Services

- Extended school year services
- Consultation with IEP team
- Assessments
- Job skills training
- Living skills training
- Community skills training
- Organizational employment
- Community Employment

Other Services Offered

- Adult basic education
- Customer-driven program development

Who Is Eligible for Services: Persons with disabilities who meet the entrance criteria established by specific programs.

Application Procedure: Contact case management or county DHS office. Information on the application process can also be obtained by contacting Kelly Peters, Human Resources Director at (712) 755-5834.

Referral Information Needed: County Mental Health Coordinator must approve services and funding before beginning services.

Fees: Fees are established per program.

Cornerstone Recovery

501 SW Ankeny Road
Ankeny, IA 50021

Telephone: (515) 289-2272

Contact: Janice Lane, Clinical Director

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Central Iowa

Disabilities Served:

Services Available

- Chemical Dependency Assessments
- Outpatient Treatment
- Residential Treatment (Dual Diagnosis)
- Family Program
- Continuing Care Program
- Day Treatment Program

Who Is Eligible for Services: Youth 13-18 years of age.

Application Procedure:

Referral Information Needed:

Fees: Varies by level of service.

Residential: \$215/day, average stay 30 to 90 days, includes family program.
PMIC licensed, coed, 10 bed facility, handicapped accessible.

Accept 3rd party payers for outpatient and residential and Medicaid for PMIC designated residential only.

Staff:

- Medical Consultant: Board Certified Psychiatrist
- Clinical Coordinator: LSW
- Residential Nurse Manager: R.N.
- Assessment, Family and Residential Therapists: MSW
- Substance Abuse Counselors: Certified or Certifiable

Council Bluffs City Offices

209 Pearl Street
Council Bluffs, IA 51501

Telephone: See "Services Available"

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Council Bluffs

Disabilities Served:

Services Available:

- Fair Housing Division (712) 328-4953
- Co. Bluffs Public Library (712) 323-7553
400 Willow Ave. Monday-Thursday: 9:00 a.m. to 9:00 p.m.
Friday: 9:00 a.m. to 6:00 p.m.
Saturday: 9:00 a.m. to 5:00 p.m.
- Human Rights Commission (712) 328-4618
- Parks and Recreation (712) 328-4560

Who Is Eligible for Services: City of Council Bluffs residents

Application Procedure: Call the appropriate phone number above.

Referral Information Needed:

Fees: Varies

Council Bluffs Community Health Center

300 West Broadway, Suite 6
Council Bluffs, IA 51503

Telephone: (712) 325-1990

Contact: Dr. Therese Hennessy-Fieg, Medical Director

Hours of Operation: Monday-Friday 8:30 a.m. to 5:00 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served: Anyone

Services Available: General, internal medicine, no OB care

Who Is Eligible for Services: Anyone

Application Procedure: Call the appropriate phone number above.

Referral Information Needed:

Fees: Based on a sliding scale in relationship to income

Council Bluffs YMCA

#7 South Fourth Street
Council Bluffs, IA 51503

Telephone: (712) 322-6606

Contact: Randy Groff, Executive Director

Hours of Operation: Monday-Friday: 5:30 a.m. to 9:00 p.m.
Saturday: 7:00 a.m. to 6:00 p.m.
Sunday: 12:00 p.m. to 5:00 p.m.

Geographic Area Served: Council Bluffs and nearby areas

Disabilities Served:

Services Available: Programs include:

- Facilities include gym, pool, weight room and meeting room
- Social and recreation
- Youth programs
- Skill training classes
- Parent-child activities
- Senior citizen fitness
- Two racquetball courts
- Summer school age child care
- Fitness
- Dance programs
- Team program
- Character development
- Preschool on-site
- Child care
- Cardio vascular room

Who Is Eligible for Services: Anyone in Council Bluffs and nearby areas

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: Varies for programs and membership

County Care Center Corporation

725 Highway 59

Harlan, IA 51537-6709

Telephone: (712) 744-3453

Contact: Pamela Clyde, Administrator

Hours of Operation: Monday-Friday 7:00 a.m. to 5:00 p.m.

Geographic Area Served: Iowa, primarily Western Iowa

Disabilities Served: Mental Retardation or Mental Illness

Services Available: A 40-resident care facility for persons with mental retardation or mental illness

Programs include

- Residential Care for Adults – Residential Care Facility (RCF)

Who Is Eligible for Services: Adults 18 or older with mental retardation or mental illness

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees:

County General Assistance and Mental Health

Cass County Courthouse

5 West 7th Street

Atlantic, IA 50022

Telephone: (712) 243-4424

Contact: Teresa Kanning, Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Cass County Only

Disabilities Served: Indigent and poor

Services Available: Emergency shelter for county residents (1 year of legal settlement in Cass) in cases of family violence, homelessness, food and rent to prevent eviction, utilities to prevent shut off, limited number of referrals to University of Iowa Hospital and Clinics etc. County will pay for short-term shelter.

Who Is Eligible for Services: 1 year of legal settlement in Cass County.

Application Procedure:

Referral Information Needed:

Fees: None.

Crossroads of Western Iowa

115 South Harrison Street
Missouri Valley, IA 51555

Telephone: (712) 642-4114

Fax: (712) 642-4115

Contact: Martie Chaubin

Hours of Operation: Monday-Friday 7:00 a.m. to 4:00 p.m.

Geographic Area Served: Entire State of Iowa

Disabilities Served: Mental Retardation, Mental Illness, Developmental Disabilities, Medically Fragile, Behavior Disorder

Services Available: Work Services, Academics, Living Skills, Recreation, Job Placement, Job Coaching, Supported Community Living, Home & Community based Waiver Services, Respite.

Who Is Eligible for Services: Students and Adults

Application Procedure: Application information available at Crossroads of Western Iowa, and filed with Department of Human Services, or Case Management.

Referral Information Needed: Call for Details.

Fees: Depends upon services requested, call for details.

Deaf Services Commission of Iowa – Council Bluffs Regional Office

1419 West Broadway, Suite 1
Council Bluffs, IA 51501

Telephone: (712) 328-3195

Contact: Judy Gouldsmith

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: 23 counties in western Iowa

Disabilities Served: Deafness, hard of hearing

Services Available: Services provided include:

- Direct interpreting services
- Serves as an interpreter referral service by coordinating requests with freelance interpreters across the state
- Assistance and advocacy services are provided by any interested parties.
- Consultation information on resources and referrals are available to deaf, hard of hearing and hearing person on a wide variety.
- Bi-monthly newsletter – “Sign of the Times”
- Library on Deafness is open to the public for books, films and videotapes
- Volunteer opportunities available
- Speakers Bureau
- Increase awareness of deafness and promote effort for expanded services for deaf person in the state.

Who Is Eligible for Services: Any person with a hearing loss that is in the state of Iowa at any time.

Application Procedure: Call or walk in for an appointment

Referral Information Needed:

Fees: Some charged for interpreting services

Deaf Education/Interpreter Referral (R.I.D.E.)

P.O. Box 195

Council Bluffs, IA 51502-195

Telephone: (712) 323-5982 Voice, Emergency Situation: Digital Pager: 249-8947

Contact: Christine Peek, Director

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m. Mon-Fri working hours, evening & weekend (voice mail), working hours negotiated

Geographic Area Served: Iowa, Nebraska, Missouri, Kansas, South Dakota

Disabilities Served: Deafness, Deaf-Blindness

Services Available: Interpreting, Job coaching, consultation

Who Is Eligible for Services: Anyone needing a sign language interpreter for communication

Application Procedures: Contact the above phone number

Referral Information Needed: Date, Time, Location, Duration, Clients involved, Situation, Billing information, Contact person and phone number

Fees: \$50 minimum fee, assignments negotiated at time of request

Denison Job Corps Center

Highway 30 East
P.O. Box 608
Denison, IA 51442

Telephone: (800) 656-9439, ext. 144
(800) 932-2643, main office in Des Moines

Hours of Operation: Monday-Friday 8:00 to 5:00 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Offers a variety of training programs, such as automotive trades, computers, carpentry, bricklaying, plumbing, welding, nursing, clerical, secretarial, food services, and many more for both men and women, also receive a GED

Who Is Eligible for Services: Persons 16 to 24 years of age

Application Procedure: Request application from the above address

Referral Information Needed: Contact phone number above

Fees: None

Dental Care for Persons With Disabilities, University Hospital School

Dentistry Hospital School
100 Hawkins Drive
Iowa City, IA 52242-1011

Telephone: (319) 356-1517

Contact: Ann Alliger, R.D.H., Project Coordinator

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: All

Services Available: To provide free dental services to children and young adults who are **both disabled and from a low-income family in Iowa** and may not receive needed dental services because their families are burdened with other medical and therapeutic expenses. Comprehensive preventive and restorative dental treatment is available. **No** orthodontic services or cosmetic dentistry is provided. This program **does not pay** for expenses related to dental treatment under general anesthesia (for ex.: physician charges, operating room fees, anesthesia and recovery room fees).

Who Is Eligible for Services: Children and young adults under age 21 with a disability and income 185% of poverty level. (Title XIX or persons with dental insurance are not excepted)

Application Procedure: Request application from above address.

Referral Information Needed: Anyone or self can refer.

Fees: Free to those meeting qualifications.

Division of Developmental Disabilities Iowa's University Affiliated Program

University Hospital School and Clinics
100 Hawkins Drive
Iowa City, IA 52242-1011

Telephone: (319) 353-6900

Fax: (319) 356-8284

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Iowa and surrounding states

Disabilities Served: All ages, persons with developmental or acquired disabilities

Services Available: University Hospital School (UHS), part of the University of Iowa Hospitals and Clinics, provides comprehensive health care and services to people with disabilities of all ages and their families through a combination of outpatient, inpatient, and community based programs. UHS provides information, evaluation, treatment recommendations, and training related to aging and disabilities; assistive technology; behavior disorders; brain injury; communication disorders; computer access; down syndrome; education; encopresis, enuresis, and related conditions; feeding and growth; health care; learning, cognitive and hyperactivity disorders; metabolic conditions, myelodysplasias of the spine; postural support, sleep disorders; and wheelchair seating. UHS staff includes clinical and non-clinical professionals from such disciplines as: Audiology, Education, Medicine, Nursing, Nutrition, Occupational Therapy, Pediatric Dentistry, Physical Therapy, Physical Therapy, Psychology, Recreation Therapy, Rehabilitation Engineering, Social Services, and Speech-Language Pathology.

UHS provides both pre-service and inservice training programs for service providers and others who provide services to individuals with disabilities. Information and referral is provided through the Disabilities Resource Library, Info Tech, and Iowa COMPASS.

Who Is Eligible for Services: Any individual of any age with a developmental or acquired disability.

Application Procedures: Contact UHS Scheduling Center – (319) 353-6900

Referral Information Needed:

Fees: Fees for services are determined by the fee schedule of the University of Iowa Hospitals and Clinics. Clinic fees, associated charges and arrangements for payment including insurance, Medicaid and other potential sources for funding will be reviewed upon request.

DoVES (Domestic Violence Education Shelter)

815 W. Thomas Ave.
P.O. Box 158
Shenandoah, IA 51601

Telephone: (712) 243-6187

Contact: Kathy Swanson

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.
24 hour crisis line 800-696-5123

Geographic Area Served: Page, Mills and Montgomery

Disabilities Served:

Services Available: Program provides individual support counseling, helping victims find financial resources, medical and criminal justice advocacy

Who Is Eligible for Services: domestic and sexual assault related and domestic assault

Application Procedures:

Referral Information Needed:

Fees: None

DVRS-Rehabilitative Technology Information Services

510 East 12th Street
Des Moines, IA 50319

Telephone: (515) 281-3041
(800) 532-1486

Contact: Monty South

Hours of Operation: Monday-Friday 8:00AM to 4:30PM

Geographic Area Served: Iowa

Disabilities Served:

Services Available: RTIS can answer questions about job modifications for employees with disabilities, the Americans with Disabilities Act, reasonable accommodation and how it relates to workplace modifications, and more

Who Is Eligible for Services: Anyone with questions

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: None

Easter Seals Iowa

Program Coordinator Respite Care

P.O. Box 4002

Des Moines, IA 50333

Telephone: (515) 289-1933

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Easter Seals provides temporary relief for families who care for a child or adult with a disability living at home. The services are provided in a stimulating camp environment with many organized activities. The program is integrated and maintains a one-to-one staff/camper ratio to ensure individual attention.

Applications are reviewed by a full-time registered nurse to insure the level of skilled care necessary. Services are not available to care for persons with dangerous behaviors. Service can be provided only if staff and space are available. The situation requiring respite care must be defined as an emergency by the Respite Coordinator.

Services are provided by on-call staff and volunteers who meet requirements. Up to two weeks of 24-hour care is available. Easter Seals Camp Sunnyside is located just north of Des Moines, IA. Transportation is provided to day program in the Des Moines area.

Who Is Eligible for Services: Respite Care is provided to any person with a disability living at home. All ages are served.

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees: The cost of the program varies. Contact the Easter Seals for current program cost information.

Easter Seals Respite – Weekends at Camp Aldersgate

Program Coordinator Respite Care

P.O. Box 4002

Des Moines, IA 50333

Telephone: (515) 289-1933

Hours of Operation: Weekends begin at 9:00AM Saturday and runs until 11:00AM Sunday (26 hours) at Camp Aldersgate United Methodist Camp, Villisca, IA (near Red Oak, IA).

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Easter Seals provides temporary relief for families who care for a child or adult with a disability living at home. The services are provided in a stimulating camp environment with many organized activities. The program is integrated and maintains a one-to-one staff/camper ratio to ensure individual attention.

Applications are reviewed by a full-time registered nurse to insure the level of skilled care necessary. Services are not available to care for persons with dangerous behaviors. Limited funding is available to serve non-disabled siblings. Services are provided by paid staff and volunteers who have been carefully selected and screened. At every weekend, an experienced supervisor and a registered nurse are on staff.

Who Is Eligible for Services: Respite Care is provided to any person with a disability living at home. All ages are served.

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees: The cost of the program varies. Contact the Easter Seals for current program information.

Easter Seals Respite – Weekends at Camp Sunnyside

Program Coordinator Respite Care

P.O. Box 4002

Des Moines, IA 50333

Telephone: (515) 289-1933

Hours of Operation: Weekends begin at 6:30PM Friday and runs until 4:30PM Sunday (46 hours) at Camp Sunnyside just north of Des Moines, IA.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Easter Seals provides temporary relief for families who care for a child or adult with a disability living at home. The services are provided in a stimulating camp environment with many organized activities. The program is integrated and maintains a one-to-one staff/camper ratio to ensure individual attention.

Applications are reviewed by a full-time registered nurse to insure the level of skilled care necessary. Services are not available to care for persons with dangerous behaviors. Limited funding is available to serve non-disabled siblings. Services are provided by paid staff and volunteers who have been carefully selected and screened. At every weekend, an experienced supervisor and a registered nurse are on staff.

Who Is Eligible for Services: Respite Care is provided to any person with a disability living at home. All ages are served.

Application for Procedure: Contact the phone number above.

Referral Information Needed:

Fees: The cost of the program varies. Contact the Easter Seals for current program information.

Ellsworth Community College

1100 College Avenue
Iowa Falls, IA 50126

Telephone: (515) 648-4611, ext. 286
(800) 322-9235, ext. 286

Contact Person: Lori Mulford, CBVT Coordinator

Hours of Operation: Monday-Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: All disabilities

Services Available: College-based Resource Planning, Job Readiness, and Community-based Vocational Training, and Independent Living Skills

Who IS Eligible for Services: Anyone with a third-grade reading level, one or more disabling conditions, and commitment to active involvement.

Application Procedure: Contact Lori Mulford

Referral Information Needed: Contact Lori Mulford

Fees: Contact Lori Mulford

Epilepsy Foundation of Nebraska & Iowa

6910 Pacific Street, Suite 103
Omaha, NE 68106

Telephone: (402) 553-6567

Contact: Lynne Holmquist

Hours of Operation: Monday-Friday 8:30 a.m. to 4:30 p.m.

Geographic Area Served: All of Nebraska and Iowa

Disabilities Served:

Services Available: Program provides support group third Monday of each month, employment program, counseling, referrals, fund raising, video lending library, inservices, educational information

Who Is Eligible for Services: Birth to adults working with parents

Application Procedure:

Referral Information Needed: self referral or by a physician

Fees: None

Epilepsy Association of Iowa

901 Insurance Exchange Building

505 5th Avenue

Des Moines, IA 50309

Telephone: (515) 241-8294
(800) 873-1295

Contact: Rob Tucker, President

Hours of Operation: 24 hours a day

Geographic Area Served: Central Iowa

Disabilities Served:

Services Available: Program includes support group held second Monday of every month except June, July, August, educational information, video lending library, give presentations

Who Is Eligible for Services: adults and children with epilepsy

Application Procedure:

Referral Information Needed: Self referred

Fees: None

Family Crisis Support Network

Domestic Abuse Shelter/Services and Rape Crisis Center

P.O. Box 11

Atlantic, IA 50022

Telephone: (800) 696-5123 – 24 hour hotline or (712) 243-5123
(712) 243-6615 – business line

Contact: Wendy Richter of Domestic Violence

Hours of Operation: Monday-Friday 8:30 to 5:00 PM (for non-emergencies)
Call 24 hour hotline for emergencies

Geographic Area Served: Cass, Audubon, Eastern Pottawattamie, Adair and Shelby counties.

Disabilities Served:

Services Available: Programs include

Crisis Child Care Program

- childcare for families experiencing extreme stress, crisis, or emergency situations
- 24 hour hotline
- required trainings for childcare providers (CPR, First Aid, Mandatory Child Abuse Reporter)

Parent Support Group:

- initially, meet monthly for parent education on parenting skills, developmental stages of children, brainstorming on problems and needs of children, discipline techniques
- to evolve into weekly support group for parents to receive peer support and to process role as a parent

Abuse Survivor (domestic & sexual) Services Program

- 24 hour phone line for counseling or crisis intervention with survivors of abuse and their family or friends
- toll-free number for 712 and 515 area codes
- service area which includes Cass, Adair, Audubon, Shelby, East Pottawattamie, Page and Montgomery counties

Shelter:

- safe shelter for survivors of abuse
- provides home-like atmosphere (as much as possible). Residents are responsible for their own meals, cleaning, and supervision of children

- provides personal items, basic supplies and food for residents who do not have resources

Family Crisis Support Network continued

Individual Counseling

- validation and processing of abuse experiences using Power and Control/Victimization/Post Traumatic Stress – discuss options for decisions to be made (i.e. housing, safety, custody, divorce, childcare, job opportunities, public assistance, finances, psychiatric committal, foster care, etc.)
- recommendations and referrals for further assistance
- confrontation, as needed, on a variety of problems such as chemical dependency, minimization, denial, lack of or inappropriate parenting, lack of responsibility, etc.
- support for regaining control over her life: planning, goal-setting, skill building

Women's Support Group

- peer support facilitated by Shelter Advocate and assistant
- focus is on abuse experiences: understanding dynamics, validation, safety issues, sharing experiences, decrease of isolation. Also, confrontation of needed issues, brainstorming, problem-solving, chemical dependency, family dynamics, parenting, etc.

Youth Advocate/Support Group

- child advocate to work with parent and school to meet children's needs
- work with parent on improving parenting skills and understanding child's perspective and experiences
- childcare while mothers are in their support group
- art and play therapy where children experience support, success, and are supervised for problems resulting from abuse experiences, safety issues
- Advocate with court, therapists, etc. on behalf of child
- safety planning

Individual Counseling:

- validation and processing of abuse experiences using Power and Control/Victimization/Post Traumatic Stress – discuss options for decisions to be made (i.e. housing, safety, custody, divorce, childcare, job opportunities, public assistance, finances, psychiatric committal, foster care, etc.)

Women's Support Group:

- peer support facilitated by Shelter Advocate and assistant
- focus is on abuse experiences: understanding dynamics, validation, safety issues, sharing experiences, decrease of isolation. Also, confrontation of needed issues, brainstorming, problem-solving, chemical dependency, family dynamics, parenting, etc.

Youth Advocates/Support Group:

- child advocate to work with parent and school to meet children's needs
- work with parent on improving parenting skills and understanding child's perspective and experiences

Family Crisis Support Network continued**Sexual Assault Support Group**

- conduct weekly therapeutic group for incest survivors to: validate experiences, increase understanding of dynamics, conduct therapeutic exercises to process abuse, confront dysfunctional behaviors, decrease isolation and build peer support, and put abuse experience into perspective so survivor can focus on present and future

General Advocacy

- challenge the system to meet survivor's rights and needs
- attend DHS or mental health staffings
- talk with family, friends, employer, landlord, etc., to increase their understanding of client's situation

Legal Advocacy

- explain laws and legal processes concerning domestic abuse, sexual assault, criminal assault, custody, divorce, harassment, stalking, restraining/no contact orders, etc.
- accompany client to meet with lawyer or to court proceedings
- advocate for survivor's rights, challenge Judicial System

Medical Advocacy

- advocate for survivor's rights with medical needs (especially with sexual assault where survivor has options with services, prosecution, medical exam, etc.)
- accompany survivor to doctor for variety of needs
- crisis intervention at emergency room or hospital

Americorp Outreach Offices

- Adair County
Alcohol and Drug Assistance Agency/FCSN
134 SE Court Dr.
Greenfield, IA 50849
515-743-2439
Thursday 10:00 a.m. to 4 p.m.
- Shelby County Volunteer Center
620 Market
Harlan, IA 50037

- outreach office opening to serve Page and Montgomery counties, location as yet undetermined

All Programs Offer:

Information & Referral

- maintain a library of information/handouts on abuse, childcare, and parenting
- maintain referral lists for variety of support services
- research services for individual survivor & parent needs

Family Crisis Support Network continued

Public/Professional Education

- programs on abuse & FCSN services to general public
- specialized training for professionals and businesses on abuse & parenting issues
- public relations activities to heighten awareness

Teen Education Program

- to promote safety for teens in domestic violence/sexual assault situations

Who Is Eligible for Services: Survivors of abuse (past or current) and their children. Friends or family members can receive support and information services.

Application Procedure: Contact hotline or business line.

Referral Information Needed:

Fees: None

Family Service

35 Main Place, Suite 175
Council Bluffs, IA 51503

Telephone: (712) 322-1407

Contact: Kay McMahon, Iowa District Manager

Hours of Operation: Monday, Tuesday, Thursday 8:30 a.m. to 8:00 p.m.
Wednesday 8:30 a.m. to 5:00 p.m. Friday 8:30 a.m. to 2:30 p.m.

Geographic Area Served: Pottawattamie, Mills, Harrison

Disabilities Served:

Services Available: Counseling: Mental Health, Substance Abuse, Gambling
Transitional Housing Program

Who Is Eligible for Services: Those diagnosed with mental illness or addiction/gambling problems

Application Procedure: Call for screening and appointment.

Referral Information Needed: None.

Fees: Sliding Fee Scale

General Relief Program

223 South 6th Street
Council Bluffs, IA 51501

Telephone: (712) 328-5797

Contact: Julie Bates, Darlene McMartin

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Pottawattamie County

Disabilities Served: assistant indigent and disabled persons

Services Available: Fill out state papers for people to go to Iowa City for medical treatment if eligible

Who Is Eligible for Service: low income persons ages 18 and over

Application Procedure: Contact the General Assistant worker to schedule and appointment

Referral Information Needed: A “referring physician” form will need to be completed by a local physician.

Fees: None

Glenwood State Hospital-School

711 South Vine Street
Glenwood, IA 51534

Telephone: (712) 527-4811

Contact: Diana Hoogestraat

Hours of Operation: 24 hours a day, 7 days a week

Geographic Area Served: All 99 counties in Iowa

Disabilities Served: Persons of all disabilities. All ages

Services Available: “We provide intensive treatment services to persons with mental retardation who choose to live on the Glenwood campus. Designed individually to meet each person's needs for supports, these programs and services must meet rigorous federal standards.” A number of specialized state-of-the-art services have evolved to meet special needs: Assistive Technology; Vocational Training; Foster Grandparent Program, Senior Companion Program; Therapeutic Academic Program (TAP). Community Support Services: Outreach, Time Limited Assessments and Community Training. Psychiatric Services. Therapies: Positioning, Speech, Respiratory, Occupational, Hydrotherapy, Auditory, Recreational and Physical. Other Services: Dental, Pharmacy, Infirmary, Clinical, Social, Psychological, Nutritional, and Nursing/MD.
Expanding Services: RESPITE Care, Internships

Who Is Eligible for Services: Persons with physical and/or mental disabilities

Application Procedure: Apply through local Dept. of Human Service Office.

Referral Information Needed: Call Diana Hoogestraat as requirements vary

Fees: determined by the county

Goodwill Industries

1111 So. 41st Street
Omaha, NE 68105

Telephone: (402) 341-4609

Contact: Andy Bradley

Hours of Operation:

Geographic Area Served: Omaha/Council Bluffs area

Disabilities Served: All disabilities

Services Available: Community employment: job development/placement, job coaching and supported employment, situational assessments and work adjustment training, project HIRE: vocational services for survivors of traumatic brain injury, Trio-Tech: entry level computer operations training

Who Is Eligible for Services: Contact the Goodwill office for eligibility information

Application Procedure: Contact your local DVRS (Division of Vocational Rehabilitation Services) Office or your local County Case Management Office

Referral Information Needed: Contact the Goodwill office for eligibility information

Fees: Contact the Goodwill office for further information

Gordon Recovery Center

1303 Garfield Ave.
Harlan, IA 51537

1233 Broadway
Denison, IA 51442

Telephone: (712) 755-3161

(712) 263-5065

Contact: Gordon Warriner

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Shelby and surrounding Counties

Disabilities Served:

Services Available: Provides extended outpatient, continuing care, follow-up for those individuals affected with substance abuse and for co-dependents/families. Comprehensive prevention activities include:

Drug-free workplace training	TWYKAA
TWYSAA	Public speaking
Diversion classes	Youth support groups

Programs offered include:

Assessment and evaluations	Mental health
Prevention of disabilities	Training and technical assistance
Information, public awareness and advocacy	
Support services for parents & other family members	

Who Is Eligible for Services: This agency serves persons of all ages in need of substance abuse treatment and/or information/training on alcohol, tobacco and other drug use/abuse

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: Sliding fee scale

Governors Developmental Disabilities Council

617 East 2nd Street
Des Moines, IA 50309

Telephone: (515) 281-9082
(800) 452-1936

Contact: Kathleen Bock

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: all developmental disabilities

Services Available: Empowerment and changing the services and funding systems in Iowa to meet the needs of people with disabilities

Who Is Eligible for Services: anyone with a disability

Application Procedure:

Referral Information Needed:

Fees: None

Harlan Child Connect

1605 Ninth Street
Harlan, IA 51537

Telephone: (712) 755-3551

Coordinator: Mike Barker, Director of Community Services

Hours of Operation: varies

Geographic Area Served: Southwest Iowa

Disabilities Served: psychiatric disorders

Services Available: Treatment foster care case management and counseling services, family centered services in home, also pre and post adoptive services

Who Is Eligible for Services: All youth 0-18 years of age in need of treatment services.

Application Procedure: from Human Services

Referral Information Needed: from Human Services

Fees: Title XIX, CACT, no private insurance, federal funding sources

Harlan Crest Home

1409 McKinley
Harlan, IA 51537

Telephone: (712) 755-5178

Contact: Gina Herkenrath, Administrator

Hours of Operation: Monday-Friday 9:00 a.m. to 4:30p.m.
Facility 24 hour RCSMR

Geographic Area Served: Iowa

Disabilities Served: Mental Retardation and/or Developmentally Disabled

Services Available: The Harlan Crest Group Home is a community based residential program that provides an appropriate living experience for mentally retarded and/or developmentally disabled adults, ages 16 and older, whose goal is independent living. This agency is a RCF-MR with a 9-bed group home and offers 24 hour staffing.

Programs offered:

Residential Care For Adults:

- Community Supervised Apartment Living Arrangement (CSALA).
- Residential Care Facility for the Mentally Retarded (RCF/MR).
- RCF/MR 3 to 5 bed specialized license if desired
- HCBS Waiver Services

Secondary Services Provided as a Part of Another Program:

- Provides skill development training to consumers as a part of the program.

Who Is Eligible for Services: People age 16 and older who are mentally retarded and/or developmentally disabled.

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees: contact Harlan Crest Home for information

Henry K. Peterson Foundation

Peoples National Bank
P.O. Box 557
Council Bluffs, IA 51502

Telephone: (712) 328-1333

Contact: Doug Goodman at Peoples National Bank

Hours of Operation: Open

Geographic Area Served: Southwest Iowa

Disabilities Served: Physical

Services Available: Prosthesis, corrective shoes, wheel chairs and walkers, ramps, group grants, and adaptive equipment

Who Is Eligible for Services: Any handicapped person in Southwest Iowa

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: None

Home and Community Care Planning (HCCP)

Child Health Specialty Clinics
The University of Iowa
254 Hospital School
Iowa City, IA 52242-1011

Telephone: (319) 356-1184
(319) 356-6805 TDD

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Iowa

Disabilities Served: Children with health care needs

Services Available: HCCP is a care coordination service. Services are provided in the following ways:

- **Preliminary Planning and Health Care Monitoring:** HCCP helps develop a plan of care for children newly diagnosed with a chronic condition.
- **Long-term Health Coordination:** Ongoing care coordination is provided for a limited number of children with severe chronic illnesses, a dependence on technology assistance for daily life support or that have complex health needs which require many community services.
- **Technical Assistance and Consultation:** HCCP conducts a variety of awareness, consultation and training activities. It provides information and answers questions about educationally related health problems, early intervention services, autism services and public programs such as Supplemental Security Income (SSI) and Medicaid.
- **Care Coordination Systems Development:** HCCP develops and advocates for care coordination standards, policies and delivery systems statewide.

Who Is Eligible for Services: Iowa children age 0-22 with special health-care needs including cerebral palsy, other neuro-muscular conditions, lung problems requiring oxygen or ventilator assistance, cystic fibrosis, juvenile arthritis, complex heart conditions, birth defects, feeding difficulties, severe neurological conditions, autism, attention-deficit hyperactivity disorder or other health-related behavioral problems.

Application Procedure: Contact a Child Health Specialty Clinic Regional Center.

Referral Information Needed:

Fees: Usually no cost. Some public or private funding may be needed for highly complex needs

Iowa Braille and Sight Saving School

1002 G Avenue
Vinton, IA 52349

Telephone: (319) 472-5221

Fax: (319) 472-4371

TTD: (319) 472-5174

Contact: Dennis Thurman, Superintendent

Hours of Operation: School Day: 7:50 a.m. to 3:25 p.m.
Office Hours: 7:30 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: Blind/visually impaired, and blind/visually impaired with multiple disabilities

Services Available: Residential school K - 12; day school placements; low vision clinics; parent workshops; teacher/paraprofessional inservicing; library services; large print services; educational consultation and evaluations; orientation and mobility; infant and preschool consultation/evaluation; summer school sessions; summer World of Work program

Who Is Eligible for Services: Ages five through twenty-one years. Must need services related to visual impairment and be eligible to receive services in Iowa

Application Procedure: Placement through Area Education Agency

Referral Information Needed: Placement through Area Education Agency

Fees: None; state appropriation

Iowa Bureau of Refugee Services

1200 University, Suite D
Des Moines, IA 50314

Telephone: (515) 283-7999
(800) 362-2780

Contact: John Wiedemeier

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa as resources allow

Disabilities Served: translation services

Services Available: Para-professional counseling; Translation; Job Development/Placement; Resource & Referral; Resettlement

Who Is Eligible for Services: Legally admitted refugees and those permanent residents who were once refugees; Asylees; some parolees.

Application Procedure: Call, write or in person

Referral Information Needed: Immigration status; Length of time in U.S.

Fees: None

Iowa Civil Rights Commission

211 East Maple Street
Des Moines, IA 50309

Telephone: (515) 281-4121
(800) 457-4416
www.state.ia.us/government/crc

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: Anyone

Services Available: various, file complaints for discrimination, educational programs, video lending library, community diversity tea, study groups

Who Is Eligible for Services: Anyone

Application Procedure:

Referral Information Needed:

Fees: None; \$10 for lending library

Iowa College Student Aid Commission

200 Tenth Street

Fourth Floor

Des Moines, IA 50309-3609

Telephone: (515) 281-3501

Contact: Loan Customer Service

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: All of Iowa

Disabilities Served: N/A

Services Available: Financial aid for post-secondary education

Who Is Eligible for Services: All Iowa residents

Application Procedure: Needs Analysis Form

Referral Information Needed: None

Fees: None

Iowa COMPASS

Information Specialist on duty
Room S277 HS
100 Hawkins Drive
Iowa City, IA 52242-1011

Telephone: (800) 779-2001 (Voice or TTY)
(319) 353-8777 (Voice or TTY)
e-mail: iowa-compass@uiowa.edu
www.medicine.uiowa.edu/iowacompass

Contact: Deb Tiemens, Assistant Director

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m. Answering Machine which is also TTY compatible.

Geographic Area Served: Iowa

Disabilities Served: All

Services Available: Iowa COMPASS is Iowa's information and referral service for Iowans with disabilities as well as family members, service providers and other members of the community. Information Specialists provide information about supports and services throughout the state of Iowa. Information may be provided over the telephone, through the mail or on audio cassette. This information will include the following:

- Contact persons, addresses, and telephone numbers of agencies providing specific services.
- Who is served by the agency.
- Services provided by the agency.
- Area the agency serves- city, county, region or statewide.
- Licensing or accreditation's of agency.

All calls are confidential.

Who Is Eligible for Services: Iowa COMPASS serves people of all ages and with all types of disabilities.

Application Procedure: Contact the phone numbers above.

Referral Information Needed: None.

Fees: All information and informational materials are free to Iowa COMPASS callers.

Iowa Comprehensive Health Association

State of Iowa Comprehensive Health Association Administrator
Administrator Solutions, Inc.

P.O. Box 40699

Indianapolis, IN 46240-0699

Telephone: (800) 877-5156

Hours of Operation: Monday-Friday 8:00 a.m. to 6:00 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: The Iowa Comprehensive Health Plan is designed to provide health insurance to Iowa residents who are unable to find adequate health care insurance coverage in private market due to a mental or physical condition.

The plan covers services and supplies that are usual and customary for medically necessary services and supplies (as described in the plan) by a physician. More information is available concerning services and supplies from the Iowa Comprehensive Health Association

Who Is Eligible for Services: Coverage is available to persons who:

1. are and continue to be residents of the state of Iowa; and
2. have received from one or more health insurers
 - a. notice of rejection for substantially similar health insurance dated within the last nine months, or
 - b. notice of benefit reduction or specific condition exclusion, or
 - c. notice of premium increase for in-force or applied for insurance exceeding the rate for this coverage; and
3. do not have other insurance which is similar to this plan;
4. are not on Medical Assistance;
5. are not eligible for medicaid (can not be on medicaid) for which medical care is provided;
or
6. are not inmates of a public institution.

Application Procedure: Information may be obtained or application made to any agent licensed to sell health insurance in the State of Iowa, or send information or an application to the address above.

Referral Information Needed:

Fees: Call for more information

Iowa Department for the Blind

524 4th Street
Des Moines, IA 50309

Telephone: (515) 281-1333
(800) 362-2587
(515) 281-1355 TTY/TDD
(515) 281-1263 FAX

Contact: Creig Slayton

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.
Voice Mail available during non-office hours

Geographic Area Served: Statewide

Disabilities Served: Blind and Severely visually disabled

Services Available: Vocational Rehabilitation, Supported Employment, Rehabilitation Teaching, Aids and Appliances

Who Is Eligible for Services: Applicants are made eligible based upon severity of vision loss and need for VR services.

Application for Procedure: Call and request appointment with Vocational Rehabilitation Counselor

Referral Information Needed: Name, address and phone number will start the referral process. Additional information such as medical documentation of vision loss, IEP, transcripts, etc. are helpful in determining eligibility and developing plan of services.

Fees: None

Iowa Dept. of Employment Services Workforce Center

(see appendix for local offices)

Hours of Operation: Monday-Friday 9:00 a.m. to 4:30 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Iowa Workforce Field Offices are responsible for job placement services and the administration

Programs include:

Resource Center: Use our Resource Center to prepare resumes, work on self-assessments, skill development and research local, state, and national labor market information.

Iowa Choices™: Get information to help you make more informed career decisions. Our computer-based system provides information on careers including educational requirements, wages, transferable job skills, educational programs, and available training programs.

Skill Assessment and Career Counseling: Workforce Development offers testing services to assist job seekers in identifying skills, interests, abilities and training needs to develop a comprehensive employment plan. We can also help you upgrade your current job skills or assist you in learning new ones.

Basic Education: This tool offers training in mathematics, reading and writing to bring your skills up to speed.

Job Search Training: Get work place ready with training on how to find and to keep a job.

Placement: Receive referral information to jobs and applications to apply for jobs with local employers. We can also help you match your skills and interests with the right job.

America's Job Bank: Surf the net to explore over 750,000 job opportunities in Iowa and across the nation! This computerized national job bank helps employers and job seekers find each other. Available on the Internet or by accessing our Web Site (Check with your local Center for Internet availability.) After you've located your job, contact your local Workforce Development Center to apply for Iowa listings.

Labor Market Information: Stay a step ahead in the job market with information on current wage rates, future job projections, top county employers and economic conditions. These resources are available in publication form, electronically and on the Internet.

Iowa Dept. of Employment Services Workforce Center

Who Is Eligible for Services: Youth and adults age 14 and up.

Application Procedure:

Referral Information Needed:

Fees:

Iowa Department of Human Services

(See County Office Listing)

Telephone: (See County office listing)

Hours of Operation: Monday-Friday 8:00a.m. to 4:30 p.m.

Geographic Area Served: (See County office listing)

Disabilities Served:

Services Available: This is a general welfare agency that provides financial and service management assistance to people in need. Specific services may vary slightly, check with your local county office. Programs include:

Entitlements:

- Medicare
- Medicaid (Title XIX)
- Title XIX Medically Needy program (out-of-pocket spend down)
- Iowa Family Support Subsidy program
- Title XIX Case Management Services
- Home & Community-Based Services program (“Title XIX Waivers”)
- Food Stamps
- Family Investment program (formerly ADC or AFDC)
- Other entitlement or mandated services or programs

Basic Needs:

- Child Protective Services
- Adult Protective Services

Day Care For Children (Child Care):

- Resource and referral program for information about day care

Early Intervention For Infants & Toddlers (Ages 0-3) & Their Families

- Parent or family counseling

Financial Support (Not Entitlements)

- Emergency financial assistance (cash or vouchers) for people in crisis
- Payments or funding for a specific purpose for people who are eligible
- Payments or funding for medications for people who are eligible
- Payments or funding for doctor or hospital bills for people who are eligible
- Payments or funding for food for people who are eligible

Who Is Eligible for Services: Persons of all ages

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: None

Iowa Dept. of Vocational Rehabilitation Services

(See appendix for local office listings)

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: High Schools and adults in Cass, Fremont, Harrison, Mills, Page, Pottawattamie, and Shelby counties

Disabilities Served: All disabilities related to vocational training/education/ employment goals with the exception of the blind

Services Available:

- Complete medical and psychological diagnosis
- Vocational evaluation and counseling
- Prosthetic devices, such as artificial limbs, braces, hearing aids
- Maintenance and transportation while undergoing vocational rehabilitation
- Job Training
- Job Placement
- Occupational tools, equipment and business licenses required by a selected job
- Follow-up on job suitability

Who Is Eligible for Services: Persons with a mental or physical impairment for whom that impairment constitutes a substantial impediment to employment, can benefit in terms of an employment outcome for V.R. services. The individual must require services to prepare for, obtain, or retain gainful employment

Application Procedure: Contact Vocational Rehabilitation Office

Referral Information Needed: Documentation of disability and/or accommodations, if available

Fees: Diagnostic, counseling and placement services are provided without cost. When other services are needed, a counselor will work to develop a financial plan to meet projected needs

Iowa Homeless Youth Center

1219 Buchanan Street
Des Moines, IA 50316

Telephone: (515) 265-1222

Contact: A Youth Specialist

Hours of Operation: 24 hours a day

Geographic Area Served: Iowa

Disabilities Served: homeless youth

Services Available: transition to become independent

Who is Eligible for Services: Persons ages 16 to 21 years of age

Application Procedure: contact the above phone number

Referral Information Needed:

Fees: \$60

**Iowa Lakes Community College
Career Orientation Center (COC)**

3200 College Drive
Emmetsburg, IA 50536

Telephone: (712) 852-5292
(800) 242-5108 (ext. 252)

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Contact: Ann Petersen

Geographic Area Served: State of Iowa.

Disabilities Served: Developmentally disabled, which includes learning disabled, mentally retarded, mentally ill, physically handicapped, and behaviorally and emotionally disabled.

Services Available: Educational support services that include counseling, job placement, job placement follow-up, and social support services that include residential supervision, financial management, and social independent skills training.

Who Is Eligible for Services: Developmentally disabled, which includes learning disabled, mentally retarded, mentally ill, physically handicapped, and behaviorally and emotionally disabled.

Application Procedure: Application to program can be made anytime during the calendar year. Call or write to the Iowa Lakes Community College Emmetsburg campus.

Referral Information Needed:

Fees: Maintenance (food, rent, transportation) \$75.00 per week; Tuition (not including uniforms, tools, books, supplies) \$175 per week.

Iowa Lakes Community College Learning Resource Center

3200 College Drive
Emmetsburg, IA 50536

Telephone: Emmetsburg: (712) 852-5275
(800) 242-5108 (ext. 252)
Estherville: (712) 362-2604 (ext. 135)
(800) 242-5106

Contact Person: Colleen Peltz, Emmetsburg
Linzy Collins, Estherville

Hours of Operation: varies

Geographic Area Served: State of Iowa (5 county merged Area III)

Disabilities Served:

Services Available: Provide tutorial assistance, access to support services, Counseling services, improve study skills, provide instruction in basic reading, writing and math

Who Is Eligible for Services: Persons who were in multi-categorical resource rooms in high school; persons recommended by a faculty member; persons who have a significant deficiency in reading, writing or math skills

Application Procedure: Come to the learning center when making a campus visit or application forms available through the Admissions Office

Referral Information Needed:

Fees: Some services are free; other services are available for a set fee

Iowa Lakes Community College
Secondary Alternative Vocational Education (SAVE)

3200 College Drive
Emmetsburg, IA 50536

Telephone: (712) 852-5274
(800) 242-5108 (ext. 252)

Contact: Betty Ankeny

Hours of Operation:

Geographic Area Served: State of Iowa

Disabilities Served:

Services Available: SAVE is an extension of the student's high school education. Job Specific Career Training at ILCC campus. Program may include the following SAVE services: High school academic credits; social skills instruction; Independent Living Skills instruction; Tutoring; Counseling; Full entitlement to Area Education Agency support services.

Who Is Eligible for Services: An enrolled high school student identified as mentally disabled or learning disabled. Age 17 to 21. Has selected a specific area of vocational/career training through IEP process.

Application Procedure: For information, call or write Iowa Lakes Community College, Emmetsburg campus, in care of Ann Petersen.

Referral Information Needed:

Fees: Food, Housing, and transportation costs. The local school provides financial support for tuition.

Iowa Mediation Service

1025 Ashworth, Suite 202
West Des Moines, IA 50266

Telephone: (515) 223-2318

Contact: Mike Thompson, Executive Director

Hours of Operation: Monday-Friday 8:30 a.m. to 5:00 p.m.

Geographic Area Served: entire state of Iowa

Disabilities Served:

Services Available: A neutral third-party assist two or more people in working through their conflicts. Parties can include but are not absolute: farmer/creditor, neighbor/neighbor, partner/partner, husband/wife, parent/child, consumer/merchant or any others trying to resolve conflict.

Who Is Eligible for Services: Anyone wanting to resolve a conflict.

Application Procedure: Contact the Mediation Service

Referral Information Needed:

Fees: Each attending party is charged an hourly fee. This fee can be reduced if either party demonstrates a need in writing to the central office in Des Moines, prior to the session.

Iowa Program for Assistive Technology & Infotech

University of Iowa, UHS
100 Hawkins Drive, Room S384
Iowa City, IA 52242

Telephone: (800) 331-3027 (V / TTY)

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Co-Directors: Jane Gay
Mary Quigley

Geographic Area Served: State of Iowa.

Disabilities Served: All types.

Services Available: Information about assistive technology - types and sources, funding information, free legal advocacy, and newsletter.

INFOTECH provides no cost information and referral about assistive technology. Information is provided by telephone and in writing about commercially available equipment. INFOTECH also operates a used equipment referral service. Information and referral regarding private and public funding sources are also available to people with disabilities and their families. INFOTECH publishes a free, quarterly newsletter about assistive technology.

Who Is Eligible for Services: All ages are eligible. The services of INFOTECH are available to people with disabilities, their families, service providers and other interested individuals.

Application Procedure: Use toll-free number.

Referral Information Needed: None

Fees: None

Iowa Protection and Advocacy (P&A) Services, Inc.

3015 Merle Hay Road, Suite 6
Des Moines, IA 50310

Telephone: (515) 278-2502
(800) 779-2502

Executive Director: Mervin Roth

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: The following services are provided by Protection and Advocacy staff as long as the issue relates to the disability and agency priorities and resources permit:

- **Information/Referral Information-** Information is provided on the rights of persons with a developmental disability. If the issue or problem can be more appropriately handled by another agency, a referral will be made.
- **Individual Advocacy-** This includes direct investigation, administrative intervention and/or negotiation with agencies on behalf of individuals with disabilities.
- **Legal Representation-** P&A is empowered with the authority to provide individual and class action legal representation of clients if rights have been violated or if the problem has a legal basis and cannot be resolved through negotiations.
- **P&A Newsletter-** P&A publishes an informative newsletter, the P&A Bulletin, which updates events, laws, policies and trends affecting rights and services.
- **Resource Library-** The agency maintains a resource library for use by the general public. Many booklets, pamphlets, articles and videos are available on loan for research and information purposes.
- **Training/Education-** Iowa Protection and Advocacy staff can provide or help arrange in service training, workshops and presentations regarding services, due process or legal rights of persons with disabilities, and many other service topics.
- **Systems Advocacy-** This service monitors legislation, administrative rules and policies of agencies influencing services for people with disabilities. Any individual, program, organization or agency that has questions or concerns regarding the rights of children, youth and adults with disabilities may contact Protection and Advocacy for assistance. Confidential referrals are accepted.

Client cases are accepted based upon the priority of the problem or issue and the availability of staff time and other agency resources.

Iowa Protection and Advocacy (P&A) Services, Inc. continued

Who Is Eligible for Services: The program's services are available statewide for people of any age who have a disability or mental illness diagnosis.

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees: None.

Iowa School for the Deaf

1600 Hwy. 275 South
Council Bluffs, IA 51503

Telephone: (712) 366-0571 V/TDD

Contact: Superintendent William Johnson

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.
Residence 24 hours.

Geographic Area Served: Iowa.

Disabilities Served: Hearing impairment.

Services Available: Programs include:

- Psychological and audiological evaluation.
- Education infant through 12th grade.
- Guidance and follow-up.
- Parent guidance.
- L.I.F.E. (Living Independently and Fundamental Education) program for slow learners.
- Integration program: Lewis Central Schools exchange.
- Iowa communication program: Iowa Western Community College.
- Physical Therapy program.
- Study Center, programming for students through state, sign language programs.
- Parent training: speakers.
- Closed circuit TV programs captioned for handicapped.
- Deaf/blind programming.

Who Is Eligible for Services: Hearing impaired children birth to age 21, resident of Iowa.

Application for Procedure: Contact the phone number above.

Referral Information Needed:

Fees: None.

Iowa Services Network (ISN)

500 Willow, Room 402
Council Bluffs, IA 51503

Telephone: (712) 323-8956
FAX: (712) 388-8188

Contact: Kent Beckman, Director

Hours of Operation: Serve individuals up to 24 hours a day

Geographic Area Served: Pottawattamie County

Disabilities Served: Persons with mental retardation, chronic mental illness, and developmental disabilities

Services Available: Supported apartment services, MR wavier services: supported community living and respite services, supported employment: job development and job matching, job coaching, and follow – along

Who Is Eligible for Services: Contact the office for further information

Application for Procedure: Contact the Iowa Services Network or Pottawattamie County Case Management at 712-328-5645

Referral Information Needed: Information needed for pre-enrollment: application/placement information, psychological/psychiatric reports, medical reports as applicable, social history, diagnostic evaluations, education reports, work history, and photo identification

Fees: Contact the office for further information

Iowa State Bar Lawyer Referral Service

521 East Locust Street
Des Moines, IA 50309

Telephone: (800) 532-1108

Hours of Operation: Monday-Friday 8:30 a.m. to 4:00 p.m.

Geographic Area Served: State of Iowa

Disabilities Served:

Services Available: referrals for private practicing attorneys

Who Is Eligible for Services: Anyone

Application Procedure: Call office

Referral Information Needed:

Fees: \$25 for one-half hour consultation

Iowa Western Community College

2700 College Road, Box 4C
Council Bluffs, IA 51503

Telephone: (712) 325-3204

Contact: Dr. Dan Kinney, President

Hours of Operation: Monday-Friday 8:30 a.m. to 4:30 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served:

Services Available: College credit and adult continuing education

Who Is Eligible for Services: General Public

Application Procedure: Stop in or call

Referral Information Needed:

Fees: Depending on service chosen

Iowa Western Community College, New Choices

2700 College Road, 4C
Council Bluffs, IA 51502

Telephone: (712) 325-3269
(800) 432-5852 , ext. 269
(712) 325-3250 TTY/TDD

Contact: Jackie Davis
Teena Thompson, 325-3480, ext. 480

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Council Bluffs and surrounding rural areas.

Disabilities Served: All.

Services Available: Personal, academic and career counseling, returning to school for job training, help receive a GED.

Who Is Eligible for Services: Single parents, displaced homemakers, and dislocated workers.

Application Procedure: Call for appointment.

Referral Information Needed: None.

Fees: None.

**Iowa Western Community College, BLAST
Bridges for Learning in Applied Science & Technology Program**

2700 College Road
Council Bluffs, IA 51503

Telephone: (712) 388-0124

Contact: Karen Gillman, Coordinator

Hours of Operation: Monday-Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served: Secondary Students (seniors or 5th year students) eligible for special education services

Services Available: Services include, but may not be limited to: structured study program, tutoring, alternative testing options, textbooks on tape, note taking services, small group instruction, study skills instruction, test taking training, self advocacy training, coordination with Special Needs Counselor, and assistance with referral to Vocational Rehabilitation

Who is Eligible for Services: Call the office listed above for further information

Application Procedures: Call the office listed above for further information

Referral Information Needed: Call the office listed above for further information

Fees: Tuition, fees and special education services are paid for by the home district; funding of transportation, tools and books will be discussed by the IEP team.

**Iowa Western Community College
The Success Center – Clark Hall C-214**

2700 College Road
Council Bluffs, IA 51503

Telephone: (712) 388-0124

Contact: Chris Holst, Coordinator
Evenings by appointment only

Hours of Operation: Monday-Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served: Individuals with needed accommodations

Services Available: Academic and Student Services: academic advising, assessment, personal counseling, academic enrichment, career exploration & counseling, scholarships, articulation (transfer to 4 year institutions); Special Support Services: accommodations for students with disabilities, sign language interpreters, Project Bridge, tutoring, Bridges for Learning in Applied Science & Technology (BLAST); Work Exploration & Job Placement: Work Experience Program, Employment Preparation, Career Strategies, Applied Business & Technology Program, Cooperative Education, Job Placement

Who is Eligible for Services: anyone

Application Procedures: request for services

Referral Information Needed: Call the office listed above for further information

Fees: none

ISU Extension Service – Cass County

Cass County Extension Office
1205 Sunnyside Lane
Atlantic, IA 50022

Telephone: (712) 243-1132

Staff: Alan Teel, Cass County Extension Education Director
Jill Euken, Field Specialist/Families
Julie Hering, Youth Program Coordinator/4-H Youth Development

Hours of Operation: Monday-Friday 7:30 a.m. to 12:00 p.m.
1:00 p.m. to 4:30 p.m.

Geographic Area Served: Cass County.

Disabilities Served:

Services Available: Provides education and information on various subject matters.
Referrals to other agencies when appropriate.

- Livestock Production
- Crop Production
- Horticulture
- Youth and 4-H
- Consumer Education and Management
- Soil and Water Management
- Farm Management
- Community Resource Development
- Human Development

Who Is Eligible for Services: All residents in Cass County.

Application Procedure: Contact Cass County Office.

Referral Information Needed:

Fees: Various

ISU Extension Southwest Area Center

53020 Hitchcock Avenue
Atlantic, IA 50022

Telephone: (712) 243-5750

Contact: Bob Ramesy, Area Extension Education Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: 15 counties in Southwest Iowa.

Disabilities Served:

Services Available: Provides administrative support, materials and assistance to county extension programs in the following 15 counties in southwest Iowa- Adair, Adams, Cass, Decatur, Fremont, Harrison, Mills, Montgomery, Page, East Pottawattamie, West Pottawattamie, Ringgold, Shelby, Taylor, and Union. Through county extension offices, field specialists are available on the following subject matters:

- Livestock Production
- Crop Production
- Horticulture
- Youth and 4-H
- Consumer Education Management
- Center for Industrial Research and Service*
- Soil and Water Engineering
- Farm Management
- Community Resource Development
- Human Development

*located at West Pottawattamie County Office, Careers Building ISD Campus, 1600 South Highway 275, Council Bluffs, IA

Who Is Eligible: All residents of southwest Iowa.

Application Procedure: Contact Area Extension Office or your local County Extension Office.

Referral Information Needed:

Fees: None.

Additional Information Needed:

Answer Line: Questions relating to home and family, 800-262-3804

Hortline: Lawn, garden, landscape, and plant questions, 1-515-294-3108

Rural Concern: Financial questions, legal issues, family transitions, 800-447-1985

Telelink: ISU Extension programs and meetings, 800-747-LINK

ISU Extension, Teen Parenting Program

Careers Bldg., I.S.D. Campus
1600 South Hwy. 275
Council Bluffs, IA 51503

Telephone: (712) 366-7070

Contact: Brenda or Janice

Hours of Operation: Monday-Friday 8 a.m. to 5 p.m.

Geographic Area Served: Pottawattamie County

Disabilities Served: None.

Services Available: Parenting, nutrition, child care, child development, effective communication, family health, family planning, personal development and managing for the future

Who Is Eligible for Services: if you are pregnant or mother or father ages 13-18 years; a parent 19-21 years completing your high school education (GED); group meetings, home visits available

Application Procedure:

Referral Information Needed: Name, Address, and Phone.

Fees: None.

Job Training Partnership Agency

300 West Broadway, Suite 13
Council Bluffs, IA 51503

Telephone: (712) 242-2121

Fax: (712) 242-2155

Administrator: Gary Johnson

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Same counties as AEA 13

Disabilities Served:

Services Available: Provides pre-employment training, remedial/basic skills training for GED, on-the-job training, vocational training at Community Colleges or Vocational/Technical Schools, and work experience, some support services (i.e. child care)

Who Is Eligible for Services: Displaced worker/farmer economically disadvantaged and long-term unemployed individuals and those receiving food stamps. No longer self-employed due to a permanent business dissolution resulting from foreclosure or bankruptcy, or inability to secure capital necessary to continue the farming operation

Older individuals: people 55 and over and follow income guidelines as listed under JTPA program

Application Procedure: Contact Terry Lindsley or Lori Stitz at 712-755-3488, Harlan or Cindy Wetterlind at 712-243-6375 Atlantic

Referral Information Needed:

Fees: None

JTPA Summer Youth Program

300 West Broadway, Suite 13
Council Bluffs, IA 51503

Telephone: (712) 242-2121, ext. 2101

Contact: Lori Stitz

Hours of Operation: Monday-Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: Counties AEA 13 serves

Disabilities Served:

Services Available: Summer Youth Employment program for youth ages 14-21

Who Is Eligible for Services: Economically disadvantaged youths.

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: None

Juvenile Court Services

902 7th Street
P.O. Box 84
Harlan, IA 51537

Telephone: (712) 755-3891

Supervisor: Ray Buell, Juvenile Court Officer IV
Scott Anderson, Juvenile Court Officer II
Teresa Conway, Juvenile Court Officer II
Diana Madison, Juvenile Court Officer II

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Cass, Harrison, Shelby and Audubon

Disabilities Served: Anyone

Services Available: Court intervention, supervision, protection, Counseling, and referral services for children who are alleged to be delinquent or to be in need of assistance, and to their families

Who Is Eligible for Services: Anyone under the age of 18

Application Procedure:

Referral Information Needed:

Fees: None

League of Human Dignity

Southwest Iowa Center for Independent Living

1417 1/2 Broadway

Council Bluffs, IA 51503

Telephone: (712) 323-6863

Fax: (712) 323-6811

Contact: Peggy Westfall, Director

Advisor: Dan Kash – Pottawattamie, Cass, Harrison, Shelby
Open – Mills, Montgomery, Fremont, Page

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m., or as arranged

Geographic Area Served: Pottawattamie, Cass, Harrison, Shelby, Mills, Montgomery, Fremont, Page

Disabilities Served:

Services Available: Information, independent living skills training, individual and systems advocacy, problem solving, accessibility assessments and consultations, home barrier removal grants (Council Bluffs only), peer counseling, sensitivity awareness trainings, personal assistance management training, and profile (referral) service.

Who Is Eligible for Services: Anyone who experiences a disability, living in the League service area

Application Procedure: Call or come in. In addition to the League's SW Iowa office in Council Bluffs, the League has numerous part-time offices throughout the service area

Referral Information Needed:

Fees: Some services no charge; other fees depend on the ability to pay. No one denied services due to the inability to pay

Learning Disabilities Association (LDA) of Iowa

P.O. Box 665

Indianola, IA 50125

Telephone: (515) 280-8558 or (888) 690-5324 in Iowa only

Contact: Barb Van Sickle

President: Dr. Richard Owens
3001 Mallory Road
Sioux City, IA 51103
(712) 258-5050

Hours of Operation:

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Programs include:

- Support groups for parents and teachers
- Information for school and community re: hyperactive and LD children
- Book and video lending library
- Yearly educational seminars and conferences
- Parent panel for discussions
- Quarterly newsletter
- Speakers Bureau

Who Is Eligible for Services: Anyone interested in learning disabilities and attention deficit disorders

Application Procedure: Call the phone number above

Referral Information Needed:

Fees: Membership dues \$30 per year

Legal Services Corporation of Iowa

532 1st Avenue

Suite 300

Council Bluffs, IA 51503

Telephone: (712) 328-3982

Hours of Operation: Monday-Friday 8:30 a.m. to 5:00 p.m.

Geographic Area Served: 14 Counties in SW Iowa

Disabilities Served:

Services Available: Programs include:

- Legal services of civil nature
- Individual rights
- Consumer problems
- Housing problems
- Employment discriminations
- Income maintenance.
- Legal services to low-income families
- Special Education
- Family – divorced & custody when abuse is involved
- Legal services for senior citizens (includes Medicare and Medicaid)

Who Is Eligible for Services: Income-eligible residents of Southwest Iowa

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: None

Loess Hills Area Education Agency 13

24997 Highway 92

P.O. Box 1109

Council Bluffs, IA 51502

Telephone: (712) 366-0503 or (800) 432-5804

Administrator: Dr. James Blietz, Chief Administrator
Glenn Grove, Director of Special Education

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.
Services available August through June, except in special circumstances

Geographic Area Served: Southwest Iowa: Cass, Fremont, Harrison, Mills, Page, Pottawattamie, and Shelby Counties

Disabilities Served: all disabilities which result in a need for support services for the student to be successful in the educational setting

Services Available: Educational support services for children and youth with disabilities including: educational problem solving and consultation, assessment, direct therapy for speech-language delays, counseling, individual program planning, parent and teacher training/in-service

Who Is Eligible for Services: Ages birth to 21 years of age, certified by Iowa Department of Education, Special Education Rules

Application Procedure: Contact local building special education team/building representative or building administrator. Teachers, parents or students may initiate request for services. See Special Education Procedures manual for specific application procedures

Referral Information Needed: Information which documents the student's current level of educational performance and difficulties

Fees: None

Loess Hills Area Education Agency 13

Parent-Educator Connection

(See appendix for office listings)

Telephone: Halverson: (712) 366-0503 or (800) 432-5804
Harlan: (712) 755-3896 or 800-886-3896
Shenandoah: (712) 246-1716 or 800-886-1716

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Cass, Fremont, Harrison, Mills, Pottawattamie, Page and Shelby Counties

Disabilities Served: All, birth to age 21

Services Available: Personal/phone support and guidance, answers to questions and help locating resources, inservice sessions for parents and educators, assistance in facilitating meetings such as support groups etc., access to books, pamphlets, vidoes, and audiotapes on special education and other issues including disabilities, families, and home-school relationships

Who Is Eligible for Services: Families, Schools, Service Providers

Application Procedure: By phone or walk-in

Referral Information Needed: None

Fees: None

Lutheran Social Services of Iowa

310 West Kaneshville Blvd, Suite 2
Council Bluffs, IA 51503

404 Poplar
Atlantic, IA 50022

Telephone: (712) 323-1558

(712) 243-2920

FAX: (712)-323-7588

(712) 243-4997

Contact: Trudy Sorensen, LISW, Center Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m., or by appointment

Geographic Area Served: Southwest Iowa

Disabilities Served:

Services Available:

Family and Individual Counseling: Marital discord, parent/child relationships, and individual difficulties. Divorce counseling is available to help all involved accept realities of brokenness. Play Therapy. Also a satellite off in Shenandoah. Fee: Sliding scale based on income and number of dependents, third party payments.

Pregnancy Counseling: Counseling available for expectant parents who are in conflict about assuming parenting responsibilities. Information and counseling are given regarding options for parenting, prenatal care and delivery facilities, and financial resources. Fee: None.

In-Home Services: Family crisis such as child abuse or neglect, alcoholism, drug abuse or violent marital discord are treated by a LSS staff person going to the family's home. Referral through the Department of Human Services, Juvenile Court.

Foster Family Care: Caseworkers supervise foster care placement. Referrals through the Department of Human Services, Juvenile Court.

Building Families: Infant through age 5. Home visitation and support group. Fee: None

Who Is Eligible for Services:

Application Procedure: Contact Lutheran Social Service of Iowa for all services except adoption services. For adoption services contact Adoption Coordinator Nancy Seymour, MSW at (712) 323-1558

Referral Information Needed:

Fees: Listed above in "Services Available"

Manning Family Recovery Center

Manning General Hospital
410 Main Street
Manning, IA 51455

Telephone: (712) 653-2300, 24 hours a day

Contact: Denny Garvis, Outreach Counselor/EAP Coordinator

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m., calls and inquiries taken 24 hours a day

Geographic Area Served: Southwestern and Northwestern Iowa

Disabilities Served:

Services Available: Inpatient/outpatient substance abuse treatment and Detox. Prevention (public relations), Intervention, Assessment, Referrals, Employee Assistance Programs (EAP) and Student Assistant Programs (SAP)

Who Is Eligible for Services: Treatment at hospital is coed for adults and adolescents that are appropriately determined through evaluation

Application Procedure:

Referral Information Needed: By referral and Assessment

Fees: Varies with different services. Accept third party payers and Medicaid, Medicare

Staff:

- Medical Director
- Psychologist
- Psychiatrist
- Secretary
- Nurse Care Coordinator
- Clinical Coordinator
- OR/EAP Counselors/Supervisors
- Two Case Managers
- Family Therapist

Additional Information:

Family members have the opportunity to be part of the patient treatment process and are encouraged to enroll in the concerned person outpatient program at no additional cost.

Alcohol/drug evaluations available at client's convenience and sites.

Meals on Wheels

1501 East 10th Street
Atlantic, IA 50022

Telephone: (712) 243-7575

Contact: Elaine Grantham, Coordinator

Hours of Operation: Monday-Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: Cass County

Disabilities Served:

Services Available: Hot, nutritious mid-day meals are delivered to clients' home by volunteers Monday-Friday. Meals may be purchased for a few days or an indefinite period of time.

Who Is Eligible for Services: County residents of any age, who are homebound and/or are unable to prepare the noon meal

Application Procedure: Contact Meals on Wheels Coordinator

Referral Information Needed:

Fees: Cost of meal

The Mercy Center

427 East Kaneshville Boulevard, 4th floor
Council Bluffs, IA 51501

Telephone: (712) 328-2609

Hours of Operation: Monday and Wednesday 8:00 a.m. to 5:30 p.m.
Tuesday and Thursday 8:00 a.m. to 8:00 p.m.
Friday 8:00 a.m. to 5:30 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served:

Services Available:

Programs include:

- Mental health evaluation and treatment
- Aftercare following hospitalization
- Employees assistance program
- Stress management and relaxation
- Consultation and Education
- Workshop for parents and children in the process of divorce
- Adults and Children's services
- Divorce family counseling
- Step-parenting
- Workshop and training for professionals
- Various personal growth classes

Who Is Eligible for Services: Anyone, residents of certain counties in Southwest Iowa eligible for subsidy.

Application Procedure: Contact the phone number above.

Referral Information Needed: by some insurance companies

Fees: Vary, sliding scale

Mercy Home Care

800 Mercy Drive
Council Bluffs, IA 51503

Telephone: (712) 328-5106 or (402) 898-8000

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.; 24 hour on call

Geographic Area Served: Pottawattamie, Harrison, Mills, Shelby, Fremont, Page

Disabilities Served: All

Services Available: Home medical equipment, respiratory services, home visits, RN and therapy, Intravenous therapy, homemaker, private duty, psychiatric, pediatric, OB and other homebound clients.

Who Is Eligible for Services: People who meet Medicare and insurance requirements for home care services

Application Procedure:

Referral Information Needed: Physician referral

Fees: Based on services provided, covered by insurance

Midwest Opportunities, Inc.

2005 US Highway 34
Corning, IA 50841

Telephone: (515) 322-4280

Contact: Judi Erickson, Director of Social Services

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: Intermediate Care Facility for Mentally Retarded adults and children, Home and community-based services

Services Available: Assist individuals with developmental disabilities in learning life skills, wavier services

Who Is Eligible for Services: Children and Adults

Application Procedure: Contact Judi Erickson

Referral Information Needed: Contact Judi Erickson

Fees: Title XIX or third party funding

Mills County Mental Health Services

Mills County Courthouse
418 Sharp
Glenwood, IA 51534

Telephone: (712) 527-4729

Contact: Sara Ketcham, Mental Health Services Coordinator

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Mills County

Disabilities Served: Adult persons with disabilities including mental retardation, developmental disabilities and mental illness

Services Available: Mills County will assist in funding the following services for eligible adult consumers with legal settlement in Mills County: residential (including Supported Community Living, Group Homes, Intermediate Care Facilities for the Mentally Retarded, Home and Community Based Waiver), Vocational (including Shelter Workshop, Work Activity, Adult Day Program, Supported Employment), Respite, Medicaid Case Management, Psychotherapeutic Outpatient Treatment, Inpatient Mental Health Treatment

Who Is Eligible for Services: Adult persons, with legal settlement in Mills County, who meet the diagnosis criteria and have a confirmed diagnosis of chronically mentally ill, mental retarded or developmentally disabled

Application Procedure: Contact Sara Ketcham, Mental Health Services Coordinator at the address and phone number above

Fees: Any consumer cost will be determined individually

Mobility Options

5513 Center Street
Omaha, NE 68106

Telephone: (402) 595-1400 (V/TDD)

Contact: Tracy Curtis

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Nebraska and Iowa

Disabilities Served:

Services Available: Disability related transportation to meet vehicle modification needs

Who is Eligible for Services: Anyone

Application Procedure: Call

Referral Information Needed: Call

Fees: Various

Municipal Housing Agency of Council Bluffs

300 West Broadway
Council Bluffs, IA 51503

Telephone: (712) 322-1491 Regal Towers
(712) 322-6931 Section 8
(712) 322-1491 Dudley Court
(712) 322-1496 TDD

Contact: Mark Schultz, Executive Director

Hours of Operation: Monday-Friday 8:00 a.m. to 12:00, 1:00 p.m. to 5:00 p.m.

Geographic Area Served: Council Bluffs

Disabilities Served:

Services Available:

Programs include:

- Public Housing: elderly/handicapped housing
- Section 8 Housing for families: 322-6931

Who Is Eligible for Services: Elderly and handicapped/disabled, families with children

Application Procedure : Contact the phone number above.

Referral Information Needed:

Fees: Subsidized housing

Muscular Dystrophy Association

7101 Newpart Avenue, Suite 208
Omaha, NE 68152

Telephone: (402) 572-3160

Contact: Sarah Dollins

Hours of Operation: Monday-Friday 9:00 a.m. to 5:00 p.m.

Geographic Area Served: Cass, Pottawattamie, Page, Monona, Crawford, Shelby, Harrison, Mills, Montgomery, and Fremont Counties

Disabilities Served:

Services Available: Programs include:

- Differential diagnosis
- Periodic re-evaluations
- Physical, occupational and respiratory therapy (1 session/year)
- Genetic counseling
- Wheelchairs: help with payment
- Flu inoculations
- Transportation to clinic (gas reimbursement)
- Summer camp
- Loan medical equipment
- ALS support group

Who Is Eligible for Services: Anyone diagnosed as having any of 40 related neuro-muscular diseases covered by the Association

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: None

New Hope Village

Box 887
1211 E. 18th Street
Carroll, IA 51401

Telephone: (712) 792-5500, ext. 223

Fax: (712) 792-9944

Contact: Joyce Hinnners, Service Development Coordinator/Admissions

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: serving men and women whose independent living, employment, personal, social or functional development is challenged by mental retardation, developmental disabilities, and brain injuries

Services Available: New Hope Village enable clients to live with purpose and dignity, and to acquire and maintain the skills necessary for personal growth. Each person has a program based on his/her individual needs. In particular the programs provide training in community living, personal living, rehabilitation/habilitation, academics and vocational attitudes and skills. Individuals, depending on their level of need and preference, may choose to live in one of a variety of options: on-campus cottages, in the community homes, or in living settings that provide varied amounts of supervision and assistance. Twenty-four staff supervision is available in both the cottages and the community homes, recreational services, vocational services, and health/therapeutic services.

Who Is Eligible for Services: Men and women aged 18 and over

Application Procedure: Contact the phone number above

Referral Information Needed: Contact the phone number above

Fees: Contact the phone number above

Nishna Productions Inc.

902 Day Street

P.O. Box 70

Shenandoah, IA 51601-1638

Telephone: (712) 246-1242

Administrator: Sherri L. Clark, Executive Director
Marcee Bisbee, Director of Client Services

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Serves a 5 county area in the SW corner of Iowa.

Disabilities Served: Emotionally disabled, behavioral disorders, epilepsy, traumatic brain injury, mental illness, cerebral palsy, mental retardation, physical disabilities and developmental disabilities.

Services Available: The goal of Nishna Productions is to provide services and support to persons with disabilities, enhance their quality of life, and enable them to live and work as independently and productively as possible.

Programs include:

Assessment and Evaluations

- evaluates educational and vocational/employment needs
- other evaluation or assessment services

Basic Needs

Day Care for Adults

- other adult day care programs

Early Intervention for Infants & Toddlers (age 0-3) & their families

Education

- Transitioning program into adult living for adolescents with disabilities

Employment & Vocational

- Job Placement program
- Training in how to get a job and how to complete job applications
- Job Development (works with employers to develop jobs)
- Supported Employment program-individual and group placement
- Job Coach for training and follow-up
- Sheltered Workshop program
- Work Activity Center program
- information about work site accommodations and adaptations
- information about tax credits for hiring people with disabilities

In-Home Care

- In-home care provided through Home & Community-Based Services program
- In-home care program for personal care of people with disabilities

Nishna Productions, Inc continued**Information, Public Awareness and Advocacy**

- provides assistance in obtaining services for others (advocates for others)
- provides information about disability-related public policy issues.

Mental Health**Residential Care for Adults**

- Community Support Program (CSP)
- Supported Community Living (adults) Home & Community Based Services
- Residential Care Facility for the Mentally Retarded (RCF/MR)

Respite Care

- Respite Care provided in the family's home
- Respite Care provided through the Home & Community-Based Services program
- Weekend respite care
- Emergency respite care provided in the family's home

Support Services for People with Disabilities**Support Services for Parents & Other Family Members****Secondary Services Provided as a Part of Another Program**

- provides advocacy on behalf of consumers as a part of the program
- provides leisure activities to consumers as a part of the program
- provides transportation to consumers as a part of the program
- provides skill development to consumers as a part of the program

Skill Development for People with Disabilities

- program designed to develop self-advocacy skills
- program designed to develop independent skills
- program designed to develop socialization skills
- program designed to develop behavior management skills
- program designed to develop appropriate sexuality skills

Training and Technical Assistance

- provides technical assistance to other agencies to improve their programs
- provides technical assistance on ADA compliance

Transportation

- subscription transport service (modified fixed route/standing reservation)

Who Is Eligible for Services: Primarily adults, age 18 and older , with certain types of disabilities: emotionally disabled, behavioral disorders, epilepsy, traumatic brain injury, mental illness, cerebral palsy, mental retardation, physical disabilities and developmental disabilities

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees:

Nishnabotna Girl Scout Council of SW Iowa, Inc.

526 Third Street
Council Bluffs, IA 51503

Telephone: (712) 328-2338
(800) 422-2093 (Iowa only)

Contact: Marty Shepherd, Program Director

Hours of Operation: Monday-Friday 9:00 a.m. to 5:00 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served:

Services Available:

Programs include:

- Informal education program
- Activities based on five Worlds of Interest
- Leadership training
- Wider opportunities for older girls
- Programs on contemporary issues
- Financial assistance available
- Residential camping at Camp Neyati. Camp is available for rental by community and youth groups.

Who Is Eligible for Services: Girls ages 5-17

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: \$7 membership fee

Parent Training and Information Center of Iowa

3015 Merle Hay Road, Suite 6
Des Moines, IA 50310-1270

Telephone: (515) 251-7323

Contact: Jule Reynolds, Project Director

Hours of Operation: Monday-Friday 8:00 a.m to 5:00 p.m.

Geographic Area Served: Iowa

Disabilities Served: mental, physical, vision, work with PACER

Services Available: This program will provide information and training about the federal Individuals with Disabilities Education Act to parents who have children with disabilities. Additionally, PTIC will provide support and assistance to parents helping them understand their child's disability, locating needed community supports and services as well as assisting parents at educational staffings for their children.

Who Is Eligible for Services: children birth to 18 years of age

Application Procedure: None

Referral Information Needed: None

Fees: None

Park Place

1307 Sunnyside Lane
Atlantic, IA 50022

Telephone: (712) 243-1213

Administrator: Charles A. Smith

Hours of Operation: Monday-Friday 9:00 a.m. to 4:30 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Park Place is an RCF/MI. This agency is involved in programming, required for people to live independently. The agency teaches cooking, nutrition, cleaning & laundry, medication management, and budgeting skills. This is a modern (built in 1989-90), 15 bed facility that is wheelchair accessible.

Programs include:

Residential Care for Adults

- Community Supervised Apartment Living Arrangement (CSALA).
- Residential Care Facility for Persons with Mental Illness (RCF/PMI).

Skill Development For People With Disabilities

- program designed to develop self-advocacy skills.
- program designed to develop independent living skills.
- program designed to develop socialization skills.

Who Is Eligible for Services: Persons age 18 and over.

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees:

Pediatric Respite Care Mercy Hospital

800 Mercy Drive
Council Bluffs, IA 51503

Telephone: (712) 328-5301

Contact: Sue Matthews

Hours of Operation: 24 hours a day

Geographic Area Served: Southwest Iowa

Disabilities Served:

Services Available: Nursing care

Who Is Eligible for Services: Birth to 15 years of age

Application Procedure: Contact the phone number above

Referral Information Needed: by the primary care physician

Fees: Contact the phone number above

Planned Parenthood of Greater Iowa

422 Reed
P.O. Box 443
Red Oak, IA 51566

Telephone: (712) 623-5522

Contact: Jean Lee, Center Manager

Hours of Operation: Exams & Supplies:
Monday 12:00 p.m. to 8:00 p.m.
Wednesday Closed
Thursday 10:00 a.m. to 6:00 p.m.
Supplies only:
Tuesday 12:00 p.m. to 5:00 p.m.
Friday 10:00 a.m. to 5:00 p.m.

Geographic Area Served: Seven counties: Montgomery, Adams, Taylor, Cass, Fremont, Page, and Mills

Disabilities Served:

Services Available:

- Pregnancy: testing and counseling
- Annual exam: PAP Smear
- STD/Gynecological Exams: both male and female treatment
- Birth control counseling and supplies
- Family planning counseling: confidential

Who Is Eligible for Services: Any person needing family planning assistance.

Application Procedure: Contact Planned Parenthood Office to schedule an appointment

Referral Information Needed:

Fees: Sliding scale fee. No one denied care do to inability to pay

Pottawattamie County Care Facility

600 9th Avenue
Council Bluffs, IA 51501

Telephone: (712) 328-3957

Contact: Linda Chollett, Administrator

Hours of Operation: 24 hour Residential Care Facility,
Office Hrs: 9:00 a.m. to 5:00 p.m.

Geographic Area Served: Pottawattamie County

Disabilities Served: Adults with mental retardation and/or mental illness in need of supervised living

Services Available: 24 hour Residential care

Who Is Eligible for Services: Adults with mental retardation or mental illness in need of supervised living

Application Procedure : Complete application for services can be obtained at Administrative office of Care Facility

Referral Information Needed: Current psychological/psychiatric evaluation, social history, legal settlement, service needs and financial information

Fees:

Pottawattamie County Targeted Medicaid Case Management

515 5th Avenue, Room 113
Council Bluffs, IA 51503

Telephone: (712) 328-5645

Contact: Russ Ulmer

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa, primarily in Pottawattamie County

Disabilities Served: Adults with mental retardation, chronic mental illness, or developmental disability, children (under the age of 18) with a diagnosis of mental retardation and receiving MR waiver services

Services Available: Case Management provides assessment and referral services. Case Management can access county funding for adult services. Case management is a requirement for the MR Waiver program

Who Is Eligible for Services: Anyone with the above mentioned disability and receiving Medicaid (Title 19).

Application for Procedure: Contact the Case Management office to make a referral

Referral Information Needed: Will need information regarding: name, address, phone number, date of birth, social security number, and Medicaid number, any information on the individuals current level of functioning and service needs will be helpful

Fees: None.

Prairie Rose Community Mental Health Center

1303 Garfield Avenue
Harlan, IA 51537

Telephone: (712) 755-5056
(712) 755-5161
Fax: (712) 755-7143

Contact: Emerson Link

Hours of Operation: Monday-Thursday 8:00 a.m. to 6:00 p.m.
Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Shelby County and surrounding areas.

Disabilities Served:

Services Available: Prairie Rose Mental Health Center offers high quality outpatient mental health services to Shelby County residents and people in the surrounding area. Services provided are:

- Diagnostic Evaluation
- Family Therapy
- Psychological Assessment
- Psychiatric Medication
- Individual Psychotherapy
- Marriage Counseling
- Psychiatric Evaluation
- Psychoeducational Support Groups

Programs include:

Assessment and Evaluations

- evaluates mental health needs
- evaluates behavioral disabilities
- evaluates learning disabilities
- evaluates drug interactions (compatibility of prescription medications)

Early intervention for infants & toddlers (birth to age 3) & their families

- parent or family counseling

Mental Health

- Community Mental Health Program
- Outpatient Mental Health Treatment Program
- 24-hour per day mental health crisis counseling or emergency intervention
- Mental Health Counseling Program
- Sexual abuse counseling (eg: rape counseling)
- Child abuse counseling
- Grief or bereavement counseling

Prevention of Disabilities

- Screening program that identifies people at risk for disabilities

Support Services for Parents & Other Family Members

- Support group primarily for parents/family members
- Family-centered Services

Prairie Rose Community Mental Health Center continued

Secondary Services Provided as a Part of Another Program

- provides case management to consumers as a part of the program

Who Is Eligible for Services: All ages

Application Procedure: Contact the phone number above

Referral Information Needed: Signed release from the primary physician

Fees:

Proteus

175 NW 57th Place
P.O. Box 10385
Des Moines, IA 50306

310 South Floyd Blvd.
Sioux City, IA 51101

Telephone: (515) 244-5694 or (800) 372-6031
Sioux City (800) 383-5627

Fax: (515) 244-4166

Contacts: Terry Y. Meek, Executive Director
Jeanne Dequette, Division Director of Migrant Health
Connie Dau, Supervisor at Sioux City

Hours of Operation: Monday-Friday 8:00 a.m to 5:00 p.m.
Weekends and evenings by appointment

Geographic Area Served: State of Iowa

Disabilities Served: disabled farmers and farm workers

Services Available: Job training and job placement, career counseling and other similar activities. Health assessment and primary care through referral to local providers. Food commodity program.

Who Is Eligible for Services: Low-income migrant and seasonal farm worker families and their dependents. Eligibility differs somewhat for different divisions. Call and talk to someone who can assist with screening for definite eligibility. Federal poverty guidelines, training allowance

Application Procedure: Contact Proteus for an appointment, often the outreach worker will come to you

Referral Information Needed:

Fees: None

Regional Genetic Consultation Service (RGCS)

University of Iowa
200 Hawkins Drive
Iowa City, IA 52242

Telephone: (319) 356-2674
(800) 260-2065

Contact: Cathy Evers RNMA, Coordinator

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Iowa

Disabilities Served:

Services Available: Board-certified pediatric geneticists and genetic nurse specialists provide the expertise necessary for working with individuals and their families who have complex genetic problems and concerns. Regional Genetic Consultation Service clinics are held in 16 communities throughout Iowa and are usually based in a hospital or clinic in that community. Length of service is determined by client needs.

Who Is Eligible for Services: Individuals and families who have genetic disorders such as Down Syndrome, Huntington Disease, etc.; family histories of mental retardation; birth defects which may have been caused by using drugs, alcohol or illness during pregnancy; women who have had several miscarriages or problems becoming pregnant; and if women over the age of 34 who are considering pregnancy or who are pregnant. There are no age restrictions. Infants through adulthood will be seen.

Application Procedure: Contact the address above

Referral Information Needed: Contact the address above

Fees: Insurance companies and Medicaid (Title XIX) will be billed if the family has coverage. The family cost for a clinic visit is based on a sliding fee scale.

REM-Atlantic, Inc.

101 East 22nd Street
Atlantic, IA 50022

Telephone: (712) 243-6424

Contact: Ed Thippen, Program Director

Staff: Direct Care and Recreational Counselors

Hours of Operation: 24 hour supervised facility

Geographic Area Served: Cass. Other counties in Western Iowa.

Disabilities Served:

Services Available: REM-Atlantic, Inc., is a residential care facility for mentally retarded persons. Services include: individualized developmental training to increase independence in daily living, personal care and social skills, independent living skills, leisure and recreational abilities, and behavior therapy.

Who Is Eligible for Services:

- Diagnosis of mental retardation or developmental disability
- Eighteen years of age with no upper age limit
- Must not be in need of daily injection of medication or daily nursing care (self administered excepted)
- Must be self-mobile in some ways
- Epileptic seizures must be partially controlled
- Toilet trained
- Capable of self preservation

Application Procedure: Case Worker or Social Worker

Referral Information Needed:

Fees: Contact REM-Atlantic, Inc., for current cost of care rates and services.

Additional Information: Other services available through REM-Atlantic, Inc., include SILS (Semi-Independent Living Services) for mentally ill and/or mentally retarded persons living in the community and HCBS (Home Community Based Services) for mentally retarded persons in Supported Community Living and Respite programs. Eligibility requirements differ in each service area.

REM-Council Bluffs

2417 Ave. L
Council Bluffs, IA 51501

Telephone: (712) 322-1161

Contact: Kim Lang

Hours of Operation: 24 hour supervised facility

Geographic Area Served: State of Iowa

Disabilities Served:

Services Available: REM-Council Bluffs is a residential care facility for mentally retarded persons. Services include: individualized developmental training to increase independence in daily living, personal care and social skills, independent living skills, leisure and recreational abilities, and behavior therapy.

Who Is Eligible for Services:

- Diagnosis of mental retardation or developmental disability
- Eighteen years of age with no upper age limit
- Must not be in need of daily injection of medication or daily nursing care (self administered excepted)
- Must be self-mobile in some ways
- Epileptic seizures must be partially controlled
- Toilet trained
- Capable of self preservation

Application Procedure: Contact your County Case Manager or Social Worker

Referral Information Needed:

Fees: Contact REM-Council Bluffs for current cost of care rates and services.

REM-Health

2201 West Broadway, Suite G-5
Council Bluffs, IA 51503

Telephone: (712) 325-8989

Contact: Pearl Hall

Hours of Operation:

Geographic Area Served: Pottawattamie County (primarily Council Bluffs)

Disabilities Served: Contact the office for further information

Services Available: MR waiver services: respite and supported community living, skilled nursing services, physical therapy services, speech therapy services, occupational therapy services, and home health aide services

Who Is Eligible for Services: Contact the office for further information

Application Procedure: Contact the office for further information. MR waiver must be processed through your County Case Manager

Referral Information Needed: Contact the office for further information

Fees: Contact the office for further information

REM-Iowa Community Services (RICS)

2912 5th Avenue
Council Bluffs, IA 51501

Telephone: (712) 323-5459

Contact: Lynn Gray, Administrator

Hours of Operation: Serve individuals up to 24 hours a day

Geographic Area Served: Primarily Council Bluffs area

Disabilities Served: persons with mental retardation

Services Available: MR waiver services: respite and supported community living, and home and vehicle modifications

Who Is Eligible for Services: any adult or child with a primary diagnosis of mental retardation

Application Procedure: Must apply through a County Case Manager or Social Worker

Referral Information Needed:

Fees:

REM-Iowa

712 North 35th Street
Council Bluffs, IA 51501

Telephone: (712) 325-0923

Contact:

Hours of Operation: 24 hour supervised facility

Geographic Area Served: State of Iowa

Disabilities Served: Children (up to age 21) with mental retardation

Services Available: REM-Iowa is an intermediate care facility for mentally retarded persons. Services include: individualized developmental training to increase independence in daily living, personal care and social skills, independent living skills, leisure and recreational abilities, and behavior therapy

Who Is Eligible for Services:

- Diagnosis of mental retardation
- Under the age of twenty-one
- Contact facility for other eligibility criteria

Application Procedure: Contact your County Case Manager or Social Worker

Referral Information Needed:

Fees:

REM-Leadway, Inc.

29 East Street
P.O. Box 355
Shelby, IA 51570

Telephone: (712) 544-2002

Contact: Bradley Thomas, Program Director

Hours of Operation: Monday-Friday 8:00 a.m. to 5:00 p.m.
Services provided 24 hours a day, 7 days a week

Geographic Area Served: Iowa

Disabilities Served: Mental Retardation

Services Available: Provides residential care and vocational training to adults with mental retardation. In addition to RCF/MR (up to 38 individuals) and ICF/MR (up to 16 individuals) services, the agency has a workshop for vocational training located in the community of Shelby.

Programs offered are:

Employment & Vocational

- Work Activity Center program

Residential Care For Adults

- Residential Care Facility (RCF)
- Intermediate Care Facility for the Mentally Retarded-Adults (ICF/MR)

Who Is Eligible for Services: This agency only serves adults, 18 and older, with mental retardation. RCF/MR can receive ages 16 and older.

Application Procedure: Contact the phone number above.

Referral Information Needed: social history, psychological and current physical, evaluation

Fees: None

RLDS Thrift Store

17 North 2nd Street
Council Bluffs, IA 51503

Telephone: (712) 328-8122

Hours of Operation: Monday-Saturday 9:30 a.m. to 5:00 p.m.
Pantry: Monday, Wednesday, Friday 9:30 a.m. to 11:30 a.m.

Contact: Shari or Sue

Geographic Area Served: Pottawattamie County

Disabilities Served:

Services Available:

Programs include:

- Retail low-cost clothes and furniture
- Sales of antiques, collectibles
- Food Pantry
- Furniture, clothing and household items, if available

Who Is Eligible for Services: Anyone in Pottawattamie County

Application Procedure: Walk-in or written referral

Referral Information Needed:

Fees: No fee for food pantry

Rolling Prairie Case Management

Montgomery County Courthouse
105 Coolbaugh
P.O. Box 469
Red Oak, IA 51566

Telephone: (712) 623-6541

Contact: Sara Ketcham

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Mills and Montgomery Counties

Disabilities Served: Medicaid-eligible (Title XIX) persons with disabilities including mental retardation, developmental disabilities and mental illness

Services Available: Case management

Who Is Eligible for Services: Medicaid-eligible (Title XIX) persons, with legal settlement in either Mills County or Montgomery County who meet the diagnosis criteria and have a confirmed diagnosis of chronically mentally ill, mental retarded or developmentally disabled. Children who are served through the home and community based waiver program, HCBS are eligible for case management.

Application Procedure: Contact either Sara Ketcham, Director or Reggie Carlson, Case Manager at the above address and phone

Fees: Case Management services are Medicaid (Title XIX) funded for eligible consumers

Sexually Transmitted Disease Clinic

25 South 15th Street, Suite #1
Council Bluffs, IA 51501

Telephone: (712) 323-0096

Hours of Operation: must have an appointment

Geographic Area Served:

Disabilities Served:

Services Available: testing for transmitted diseases, HIV testing, some counseling

Who Is Eligible for Services: Anyone

Application Procedure:

Referral Information Needed:

Fees: None

Small Business Administrations (SBA)

749 Federal Building
210 Walnut
Des Moines, IA 50309

Telephone: (515) 284-4522

Contact: Cheryl Eftink, Deputy District Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Western two-thirds of Iowa

Disabilities Served:

Services Available: Helps new business get started and helps established business grow, SBA offers free one-on-one counseling through The Service Corps of Retired Executives (SCORE) and Small Business Development Centers (SBDC) located throughout the state. SBA also has a collection of over 100 business booklets for sale for a nominal fee. Business development, financial assistance, contract assistance, and advocacy services available.

Who Is Eligible for Services: Most small independent businesses or individuals starting a business or in business. Small business is described as a business that employs under 500 people and have a net sale under \$3.5 million.

Application Procedure: Contact SBA

Referral Information Needed:

Fees: None.

Additional Information: SCORE

Services Available: Free business counseling by men and women who have successful business careers. They will share their knowledge and expertise. All information learned about your business is kept confidential.

Who Is Eligible: Anyone who owns a small business or anyone who would like to begin their own business.

Application Procedure: Contact SBA

Fees: None

Small Business Development Center (SBDC)

2700 College Road Box 4C
Iowa Western Community College
Council Bluffs, IA 51502

Telephone: (712) 325-3260
(800) 432-5852

Contact: Ron Helms, Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: serve

Disabilities Served:

Services Available: Provides management assistance to small businesses and those who wish to start a new business. SBDC offers business counseling, resources, referrals, and information. One-on-one counseling and assistance with small business.

Who Is Eligible for Services: Anyone wanting to start a new business or improve an established business

Application Procedure: Contact SBDC

Referral Information Needed:

Fees: None

Social Security Administration

(See Appendix for local office)

Telephone:

Hours of Operation: Monday-Friday 9:00 a.m. to 4:00 p.m.

Geographic Area Served:

Disabilities Served:

Program: Disability Insurance

Services Available: Benefits available to those who are determined to be disabled.

Who Is Eligible for Services: Anyone who is unable to do any kind of work for which they are suited and if an inability to work is expected to last for at least one year or to result in death.

Family benefits:

- unmarried son/daughter, including step child, adopted child, or in some cases, a grandchild age 18 or under or if under 19 if in high school full-time.
- unmarried son/daughter, 18 or older, if he/she has been disabled before age 22.
- spouse who is 62 or older.
- spouse at any age if he/she is caring for a child of theirs who is under 16 or disabled and also receiving checks.

Disability benefits if you should die:

- disabled widow/widower 50 or older. Disability must have started before the death or within seven years after the death.
- disabled ex-wife or husband who is 50 or older if marriage last 10 years or longer.

To qualify for benefits, you must have worked long enough and recently enough.

Number of credits needed:

Age 0- 24: 6 credits in a 3 year period ending when disability started.

Age 24-31: Credits needed for working half the time between 21 and the time you are disabled, need 3 years or 12 credits.

Age 31-Up: Need same number of work credits as for retirement.

Application Procedure: Apply at Social Security Office as soon as you become disabled, by phone, mail or by visiting the nearest office. Waiting period is six full months beginning with the first full month after the onset of disability.

Program: Retirement Insurance

Services Available: Retirement benefits to those eligible
Social Security Administration continued

Who Is Eligible for Services: If you work and pay social security taxes, you earn up to four credits per year. If you were born in 1929 or later, you need 40 credits. People born before 1929 need fewer than 40 credits (39 credits if born in 1928, 38 credits if born in 1927). Benefits are based on earnings averaged over most of your working career. Your benefits are also affected by your age at the time you receive benefits.

Social Security will give you a personalized benefit estimate: (800) 722-1213.

Family Benefits:

wife/husband age 62 or older

wife/husband under age 62 if,

- he or she is taking care of their child under 16 or disabled.
- former wife or husband(marriage lasted 10 years, divorced spouse 62 or older, unmarried, worker must be 62 or older.
- children up to age 18
- children age 18-19, if they attend elementary or high school.
- children over age 18 if they are disabled.

Application Procedure: Apply for benefits by telephone or by going to your local Social Security Office.

Program: Supplemental Security Income

Services Available: Payment made monthly to people who are 65 or older, or disabled, or blind, and whose resources are minimal including income and property. Payments may be less if other sources of income. Amount also depends on the state of residence. The basic SSI check is the same nationwide, however, many states supplement the basic amount.

Who Is Eligible for Services: Anyone 65 or older or blind or disabled. Must meet income guidelines. Additional exemptions may also determine eligibility.

Application Procedure: Apply for benefits by telephone or by going to your local Social Security Office

Referral Information Needed:

Fees: None

Southwest Iowa Case Management

112 East Main-Courthouse
Clarinda, IA 51632

Telephone: (712) 542-3584

Geographic Area Served: Page, Fremont, Taylor Counties in Iowa

Disabilities Served: Mental illness, chronic mental illness, mental retardation, developmentally disabled

Services Available: Targeted Case Management are activities designed to help individuals and families develop, locate, access, and coordinate a network of supports and services that will allow them to live a full life in the community.

Who Is Eligible for Services: All must have XIX. Other eligibility criteria must be met depending on the disability

Application Procedure: Contact the address or telephone number above

Referral Information Needed: Contact Southwest Iowa Case Management

Fees: Contact Southwest Iowa Case Management

Southern Iowa Regional Housing Authority (SIRHA)

219 North Pine Street
Creston, IA 50801

Telephone: (515) 782-8585

Fax: (515) 782-5900

Contact: Cathy Seddon, Executive Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Southwest Iowa

Disabilities Served:

Services Available: Provides rental assistance to low-income families so they can live in decent, safe, and sanitary housing. SIRHA provides families with housing information. SIRHA also gives technical assistance to cities and counties to help them develop housing programs.

Who Is Eligible for Services: Families who meet the income guidelines must find a house, an apartment, or trailer house that meets or will be brought up to meet federal housing guidelines. The rental unit must pass the program's housing quality standards inspection and be maintained up to those standards as long as the owner receives a monthly payment.

Income Guidelines:

Household Members	Income Level	Income Level Pottawattamie County
1	\$14,750	\$18,750
2	\$16,850	\$21,450
3	\$18,950	\$24,100
4	\$21,050	\$26,800
5	\$22,750	\$28,950
6	\$24,400	\$31,100
7	\$26,100	\$33,250
8	\$27,800	\$35,400

Application Procedure: Contact SIRHA

Referral Information Needed:

Fees: None

Southwest 8 Senior Services, Inc.

3319 Nebraska Avenue
Council Bluffs, IA 51501

Telephone: (712) 328-2540
(800) 432-9209

Contact: Barbara Blocker

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Southwest Iowa

Services Available:

- **Congregate Meal Centers:** Nutritious meals provided in a group setting. Other activities take place at centers. For people who are 60+.
- **Home Delivered Meals:** For persons 60+ or their spouses who are homebound.
- **Advocacy:** Recruit and train Senior Advocates in Public Benefit Law, Consumer Law, etc. Assist seniors who have problems with Medicare, Medicaid, Social security, etc.
- **Respite-:** Temporary or periodic "time off" for caregivers from caring for chronically ill or frail elderly.
- **Care Review Committee:** Advocates for the rights of residents in long term care facilities.
- **S.H.I.I.P.:** Volunteer counseling on Medicare Supplement and Long Term Care Insurance. Trained by Iowa Insurance Division.
- **Older Iowans Legislature:** Advocates who are 60+ working in the mock Iowa Legislature for Older Iowans to develop programs that benefit the elderly.

Who Is Eligible for Services: 60+ residents of Southwest Iowa.

Application Procedure: Contact Southwest 8 Senior Services, Inc.

Referral Information Needed:

Fees: None

Southwest Chapter of the Autism Society of Iowa

Peterson Regional Office

2600 South 9th Street

Council Bluffs, IA 51502

Telephone: (712) 322-7354

Hours of Operation:

Geographic Area Served: Southwest Iowa

Disabilities Served: children with autism

Services Available: family support group meets monthly

Who Is Eligible for Services: All ages

Application Procedures:

Referral Information Needed:

Fees: None

Southwest Iowa Mental Health Center

1408 East 10th Street
Atlantic, IA 50022

Telephone: (712) 243-2606

(800) 458-4403

Fax: (712) 243-2688

Contact: Emerson Link, Executive Director

Hours of Operation: Monday 8:00 a.m. to 9:00 p.m.

Tuesday-Friday 8:00 a.m. to 5:00 p.m.

Geographic Area Served: Cass County and surrounding area

Disabilities Served:

Services Available: Out-patient counseling, consultation, education, evaluation, 24-hour emergency community support, case management, biofeedback training, and Employee Assistance Program. Inpatient through Cass Memorial Hospital.

Who Is Eligible for Services: Anyone

Application Procedure: Contact the Southwest Iowa Mental Health Center.

Referral Information Needed:

Fees: Sliding scale based on income

Southwest Iowa Transit

1501 SW 7th Street

P.O. Box 348

Atlantic, IA 50022

Telephone: (712) 243-4196
(800) 842-8065

Contact: Deborah Archibald, Administrator

Hours of Operation: Monday-Friday 7:30 a.m. to 4:30 p.m.

Geographic Area Served: Cass, Fremont, Harrison, Mills, Montgomery, Page, Shelby, Pottawattamie Counties

Disabilities Served:

Services Available: Cass County Van is available to all residents of Cass county. The van transports persons regularly to meal sites. It is also available for group trips on open dates. Reservations are based on first come first serve. Cost of trip is based on the number of hours and miles necessary to make the trip.

Who Is Eligible for Services: Any resident in the above counties

Application Procedure: For further information, contact Southwest Iowa Transit.

Referral Information Needed:

Fees: For all persons under age 60, the fare round trip is \$3.00. for persons 60 and over, suggested contributions are requested but are eligible to ride regardless of ability to pay.

Special Transit Service

209 Pearl Street
Council Bluffs, IA 51503

Telephone: (712) 328-4634 for information or to request application

Hours of Operation: Monday, Wednesday, Friday 8:00 a.m. to 7:00 p.m.
Tuesday, Thursday 8:00 a.m. to 5:00 p.m.
Saturday 9:00 a.m. to 6:00 p.m.

Geographic Area Served: Council Bluffs city limits plus medical facilities in Central Omaha.

Disabilities Served: Any disability which prevents use of regular fixed route transit system

Services Available: Curb-to-curb transportation

Who Is Eligible for Services: Anyone whose disability prevents use of regular fixed route transit

Application Procedure: Application must be completed by or for the person with a disability and that person's physician

Referral Information Needed: Physician needs to confirm the person's qualifying disability/disabilities

Fees: \$1.50 pr one-way trip

Specialized Support Services

214 W. Kaneshville
Council Bluffs, IA 51503

Telephone: (712) 323-9824

Hours of Operation: Monday-Thursday 8:00 a.m. to 4:30
Friday 8:00 a.m. to 4:00 p.m.

Contact: Derek Laney

Geographic Area Served: Mills, Pottawattamie, Page, Cass, Montgomery, Harrison, Shelby Counties

Disabilities Served: Mental Retardation (MR); Developmentally Disabled (DD); Behavioral Disorders; Attention Deficit Hyperactive Disorder (ADHD), Mental Illness, Elderly services

Services Available: Mental Retardation (MR) waiver; Respite, Home and vehicle modification, in-home supports, CSALA, Elderly waiver

Who Is Eligible for Services: Adults and children with MR/DD diagnoses or those on elderly waiver or who receive CSALA funding

Application Procedure: Contact Derek Laney

Referral Information Needed: Contact Specialized Support Services

Fees: None for applying, monthly fee paid by Medicaid

STRIVE

A Jointly Administered Program

Des Moines Area Community College
2006 S. Ankeny Blvd.
Ankeny, IA 50021

Telephone: (515) 964-6469 or 1-800-362-2127, ext. 6469

Hours of Operation: Monday-Thursday 8:00 a.m. to 4:30
Friday 8:00 a.m. to 4:00 p.m.

Contact: Sharon Meredith, Program Chair

Geographic Area Served: Iowa

Disabilities Served: mild mental, learning, emotional, or physical disabilities, serves handicapped secondary students who do not have opportunities to develop vocational skills at their local high school

Services Available: Approximately one hour daily is spent in a tutoring session providing one-on-one support, student receive assistance in reading, studying, writing papers, and may have tests read to them in the STRIVE office.

Who Is Eligible for Services: Students shall be between 17 and 21 and classified as a senior.

Application Procedure: Contact phone number above

Referral Information Needed: made through the local school district and a signed contractual agreement between the local school district and Des Moines Community College

Fees: Contact phone number above

Terrace View Residential

1040 West State
Clarinda, IA 51632

Telephone: (712) 542-3530
(712) 542-2630

Contact: Becky Marxen, Administrator

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Counties in the SW corner of Iowa.

Disabilities Served: Mental Retardation, Mental Illness, Developmental Disabilities

Services Available: This agency is a residential care facility. It provides long term care, respite care, and adult day care.

Programs include:

- Day Care for Adults
- Residential Day Care for Adults
 - Residential Care Facility (RCF)
- Respite Care

Who Is Eligible for Services: Adults, age 18 and over, with mental retardation, mental illness, developmental disabilities.

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees: Various

The Homestead Living & Learning Center

8272 Northeast University
Runnells, IA 50237

Telephone: (515) 967-4369
(888) 228-8476

Contact: Steve Muller

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served: Autism

Services Available: ICF/MR, home and community based services, case management, day camp during the summer and vocational services

Who Is Eligible for Services: Birth to Adult

Application Procedure: Contact the phone number above

Referral Information Needed: Contact the phone number above

Fees: None

United Way of Shenandoah

P.O. Box 374
Shenandoah, IA 51601

Telephone: (712) 246-4005
(712) 246-1928

Contact: Marilyn Jensen
Stephanie Steinkuehler

Hours of Operation:

Geographic Area Served: Shenandoah and surrounding area

Disabilities Served:

Services Available: United Way raises funds which are distributed to participating agencies. Although agencies funded can change from year-to-year, the agency primarily funds the following:

- Child care center which serves low-income children.
- Meal Program for disabled and elderly and low-income people.
- Family Center which serves low income people.
- Salvation Army.
- Girl and Boy Scouts.
- The American Red Cross.

The United Way also provides financial support (not entitlements), information, public awareness and advocacy.

Who Is Eligible for Services: Persons of all ages, groups and individuals/families with low income.

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees:

Up With Families

236 Pickardy Lane
Council Bluffs, IA 51503

Telephone: (712) 322-5218

Contact: Terri Lippert

Hours of Operation:

Geographic Area Served: Southwest Iowa

Disabilities Served: medical, mental, physical

Services Available: respite and resource support weekend Friday-Sunday

Who Is Eligible for Services: persons birth to 21 years of age

Application Procedure: sending applications any time

Referral Information Needed:

Fees: None

Veterans Affairs

Cass County Courthouse
5 West 7th Street
Atlantic, IA 50022

Telephone: (712) 243-6662

Contact: Mike Scheibeler

Hours of Operation: Monday-Thursday 8:30 a.m. to 4:30 p.m.

Geographic Area Served: Cass and surrounding counties

Disabilities Served:

Services Available: Provides information and assistance to wartime Veterans, their spouses, and dependents.

Provides assistance with:

- Benefits for disabled veterans
- Nursing home
- Applications for VA Home Loans
- Applications for widows pension
- Help with applying for Social Security, Medically Needy, etc.
- Reopen old claims for service connected disabilities.
- Medical expenses
- Groceries, utilities, rent, emergency medicine
- Annual EVR reports
- Limited information on scholarships: high school/college students eligible
- Admission to the Iowa Veterans Home
- Application for medical benefits includes prescriptions

Who Is Eligible for Services: Any wartime veterans and their spouses and dependants.

Application for Services: Contact Veterans Affairs Office.

Referral Information Needed:

Fees: None

Veterans Affairs

223 South 6th Street
Court Annex Building
Council Bluffs, IA 51501

Telephone: (712) 328-5797

Contact: Darlene McMartin, Administrator

Hours of Operation: Monday-Friday 8:30 a.m. to 4:30 p.m.

Geographic Area Served: Pottawattamie County

Disabilities Served:

Services Available: Provides information and assistance to wartime Veterans, their spouses, and dependents.

Provides assistance with:

- Benefits for disabled veterans
- Nursing home
- Applications for VA Home Loans
- Applications for widows pension
- Help with applying for Social Security, Medically Needy, etc.
- Reopen old claims for service connected disabilities.
- Medical expenses
- Groceries
- Annual EVR reports
- Admission to the Iowa Veterans Home

Who Is Eligible for Services: War time veterans with honorable discharge

Application for Services: Contact Veterans Affairs Office

Referral Information Needed:

Fees: None

Visiting Nurse Association of Pottawattamie County

300 West Broadway, Suite 10
Council Bluffs, IA 51503

Telephone: (712) 328-2636
(800) 255-3560
(712) 328-0839 FAX

Hours of Operation: 24 Hours Daily

Geographic Area Served: Pottawattamie County.

Disabilities Served: Anyone

Services Available: Programs include:

- Home nursing care
- Parent-child health promotion
- Physical Therapy
- Occupational Therapy
- Senior Health Clinics
- Child Health Clinics
- Hospice
- Home health aide and homemaker service
- Communicable disease control assistance
- Speech Therapy
- Medical Social Services
- Immunization Clinics
- Maternal Health Clinics
- Prevention: high risk families

Who Is Eligible for Services: No restrictions

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: Sliding scale; accept third-party payment

VITAL Program
Vocational Individualized Training and Learning

Kirkwood Community College
P.O. Box 2068
Cedar Rapids, IA 52406

Telephone: (319) 398-5448

Contact Person(s): Doug Vanoort, Brenda Cooley, Lori Semler

Hours of Operation: Monday- Friday 8:00 a.m. to 4 p.m.

Geographic Area Served: Iowa

Disabilities Served: Secondary students eligible for special education services

Services Available: Students receives individualized support, such as tutoring, alternative testing, tape-recorded textbooks, proofreading, editing, and assistance with written assignments, study skills instruction, organization/time management, progress follow-up with instructors and note taking accommodations

Who is Eligible for Services: Call the office listed above for further information

Application Procedures: Call the office listed above for further information

Referral Information Needed: Call the office listed above for further information

Fees: Tuition and fees are provided through local school special education funding. To comply with state code, the student is carried on the high school census count and the student's high school diploma is retained by the local high school until completion of the VITAL Program.

Vocational Action Center

35 Main Place, Suite 175
Council Bluffs, IA 51503

Telephone: (712) 322-6431
(712) 322-6833

Contact: Kristin Honz
RSVP Contact: Anne Christensen

Hours of Operation: Monday-Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: Council Bluffs, Southwest Iowa

Disabilities Served:

Services Available: Program include:

- Volunteer recruitment and referral
- Volunteer recognition
- Court Referral-Fee
- Retired and senior volunteer program
- Clearing House for Thanksgiving and Christmas giving
- Educational opportunities for volunteer administrators and volunteers

Who Is Eligible for Services: Anyone

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees: None

Vocational Development Center

612 South Main Street
Council Bluffs, IA 51503

Telephone: (712) 328-2638

Contact: Karen Batten

Hours of Operation: Staff: Monday-Friday 7:30 a.m. to 4:30 p.m.
Clients: Monday-Friday 8:00 a.m. to 3:30 p.m.

Geographic Area Served: Pottawattamie surrounding counties

Disabilities Served: mentally ill and mental retardation

Services Available: Sheltered workshop and activity center, training and employment for handicapped.

Who Is Eligible for Services: Must be certified as developmentally disabled by vocational rehabilitation, social services or schools

Application Procedure: Contact the phone number above.

Referral Information Needed:

Fees: Contact the phone number above for current rates

Waubonsie Mental Health Center

N 16th Street
Box 457
Clarinda, IA 51632

508 West Sheridan
Shenandoah, IA 51601

Telephone: (800) 432-1143 (800) 432-1143
(712) 542-2388
Bobbie Osborn, Receptionist

Administrator: Mary Anne Gibson, Executive Director

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: Fremont, Montgomery and Page Counties

Disabilities Served:

Services Available: This is an outpatient community mental health center providing outpatient treatment, evaluation, consultation, education and emergency and community support services for persons with mental health concerns and mental illness.

Programs offered include:

Entitlements (assistance with accessing for persons with serious mental illness)

Assessment and Evaluations

- evaluates mental health needs.

Information, Public Awareness and Advocacy

- Advocacy program
- program advocates for system-wide changes in the delivery of services
- provides assistance in obtaining services for others (advocates for others)
- provides information about disability-related public policy issues
- provides information about a specific disability (causes and treatments).
- “Hotline”, crisis-line, or other help-line

Mental Health

- Community Mental Health program
- Outpatient Mental Health Treatment program
- 24-hour per day mental health crisis counseling or emergency intervention
- Supported Community Living Program for persons with chronic mental illness
- Mental Health counseling program

- Disability counseling (counsels people with a newly diagnosed disability)
- Domestic abuse counseling
- Sexual abuse counseling (eg: rape counseling)
- Child abuse counseling

Waubonsie Mental Health Center continued

Support Services for People with Disabilities

- Support group primarily for people with disabilities.
- Case management program for adults with disabilities.

Skill Development for People with Disabilities

- program designed to develop self-advocacy skills.
- program designed to develop independent skills.
- program designed to develop socialization skills.
- program designed to develop behavior management skills.

Support Services for Parents & Other Family Members

- support group primarily for parents/family members.
- Peer counseling for parents or family members.

Who Is Eligible for Services: This program serves persons of all ages with low income who need mental health services and treatment for mental illness.

Application Procedure: Contact the phone number above

Referral Information Needed:

Fees:

Wee Care Center

616 Locust Street
Atlantic, IA 50022

Telephone: (712) 243-2953

Contact: Diane Acker, Acting Director

Hours of Operation: Monday-Friday 5:45 a.m. to 5:30 p.m.

Geographic Area Served: Cass County

Disabilities Served: Delayed speech and mild developmentally delayed.

Services Available: Day care that offers preschool each morning, and a school age program of before & after school all year around, and a summer school age program.

Programs include:

Basic Needs

- Child Protection Services

Day Care For Children

- Resource and referral program for information about day care
- Center-based or group day care or preschool program for children
- Before & after school day care
- Drop-in day care program for children
- Title XIX day care program for children

Who Is Eligible for Services: Children ages 2 to 12

Application Procedure: Contact the phone number above

Referral Information Needed:

Fee: Various

West Central Development Center

304 Chestnut Street
Atlantic, IA 50022

Telephone: (712) 243-5421

Administrator: Carol Wright, Outreach Coordinator
Lisa Fredericksen, Child/Adult Care Food Program

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served:

Services Available: Outreach workers do all client intake, assessment and referral to programs. Clothing is available at centers for no cost. Outreach workers are Certified Family Development Specialists.

- **Commodities:** Are distributed on a quarterly schedule.
- **Emergency Homeless Program:** Funds are available to assist homeless individuals and families and to provide follow-up and long term services.
- **Head Start:** Comprehensive early childhood development educational program.
- **Low-Income Home Energy Assistance Program (LiHeap):** Low income households may receive assistance in payment of their fuel bills to ensure continuation of services or to restore utility services that have been cut off. Assistance is based on household income, household size, type of fuel, heating region and type of housing. Program runs November 1 through February 28.
- **Affordable Heat Program Pilot Project:** Provides budget billing counseling and payment assistance to prevent the loss of heating service for payment arrears. Must fall within 10 percent poverty guidelines.
- **Senior Aides Employment Training:** Provides part-time employment for persons over 55 and limited income.
- **Weatherization:** Home evaluated by WCDC staff and private contractors are engaged to repair or replace windows and doors, install weather stripping, insulate attics and walls, and perform minor foundation renovation. Eligible households are prioritized on a county basis, based on heating and electric cost. Must first be (LiHeap) eligible.
- **Women, Infants, and Children (WIC):** Provide supplemental foods and nutrition education to women who are pregnant, breast-feeding or post-partum; infants and children, age 1-5 years.
- **Child/Adult Care Food Program:** Promotes good nutrition and positive eating habits and attitudes for children in day care homes. The program offers support services in nutrition and menu planning. Reimbursement is given to day care providers serving qualifying meals/snacks.

- Assistance with income tax preparation for low income and elderly at no cost, appointment necessary.

West Central Development Center continued

Income Guidelines

WIC and COMMODITIES

(The income guidelines are based on household size. The table below lists the guidelines that are effective for April 1, 1999 through March 31, 2000.)

Family Size	1	2	3	4	5	6
Gross Annual Income	15,244	20,461	25,678	30,895	36,112	41,329
Gross Monthly Income	1,271	1,706	2,140	2,575	3,010	3,445

Who Is Eligible for Services: See Program Descriptions.

Application Procedure: Contact West Central Development Corp. for further information.

Referral Information Needed:

Fees: See Program descriptions.

West Central Development Corporation

(See Appendix for Local Office Listings)

Telephone: (See Appendix for Local Office Listings)

Administrator: (See Appendix for Local Office Listings)

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.

Geographic Area Served: (See Appendix for Local Office Listings)

Disabilities Served: Any disability

Services Available: CAP provides services to low-resource families in SW Iowa. Programs include:

Entitlements

- apply here for Women, Infants and Children (WIC) Services
- apply here for Head Start

Assessment and Evaluations

- evaluates educational needs
- evaluates medical or health needs
- evaluates nutritional needs (includes feeding adaptations)

Basic Needs

- Food Distribution program
- Food Pantry or Food Bank
- Commodity Distribution program
- Clothing Distribution program (low cost or free clothing)
- Emergency shelter program
- Utility Bill Assistance program for people with low income
- Home Weatherization program for people with low income

Day Care for Children (Child Care)

- Resource and referral program for information about day care
- Head Start program

Employment & Vocational

- Supported Employment program – individual placement

Health Care

- Nutrition program

Information, Public Awareness and Advocacy

Who Is Eligible for Services: Low income persons of any age or disability.

Application Procedure: Contact the appropriate phone number above.

Referral Information Needed:

Fees:

**West Central Iowa Sheltered Workshop/
WESCO Industries**

415 South 11th Street
Denison, IA 51442

Telephone: (712) 263-6141

Contact: Colleen Mencke, Rehab Manager

Hours of Operation: Monday-Thursday 8:00 a.m. to 4:45 p.m.
Friday 8:00 a.m. to 4:00 p.m.

Geographic Area Served: State wide

Disabilities Served: Mental retardation and mental illness

Services Available: work activity center, sheltered work, supported employment, residential care facility, supervised apartment living, HCBS waiver program, adult day care

Who Is Eligible for Services: ages 18 years of age to adult; 16 years if in a school setting

Application Procedure: contact WESCO

Referral Information Needed: referral from Department of Human Services

Fees: Various

Willow Heights

60191 Willow Street
Atlantic, IA 50022

Telephone: (712) 243-3411

Contact: Kathleen Butler

Hours of Operation: Monday-Friday 8:45 a.m. to 4:45 p.m.

Geographic Area Served: Iowa

Disabilities Served: Mental Retardation and Mental Illness

Services Available: This is a 45 bed residential care facility located in the country about 1 1/2 miles from the city limits and about 5 miles from the business district.

Programs include:

Residential Care For Adults

- Residential Care Facility (RCF)

Who Is Eligible for Services: Persons 18 and older with mental illness and mental retardation.

Application Procedure: Contact the phone number above.

Referral Information Needed: by primary care physician

Fees: contact the phone number above

Youth Law Hotline

218 6th Avenue
706 Fleming Bldg.
Des Moines, IA 50309

Telephone: (800) 728-1172

Hours of Operation: Monday-Friday 8:00 a.m. to 4:30 p.m.
Answering machine weekends and after 4:30 p.m.

Geographic Area Served: State of Iowa

Disabilities Served:

Services Available: Free legal advice to minors in the State of Iowa

Who Is Eligible for Services: Anyone under 18 year of age

Application Procedure: Contact Youth Law Hotline

Referral Information Needed:

Fees: Contact Youth Law Hotline

Zion Brown Treatment Center

3086 Zion Rd.
Orient, IA 50858

Telephone: (515) 337-5385

Administrator: LaDean Jergenson, Executive Director

Hours of Operation: 24 Hours, 7 Days a Week

Geographic Area Served: State of Iowa.

Disabilities Served:

Services Available: Residential unit for the treatment of substance abuse. It is a non-medical detoxification unit which offers a 28 day treatment program. A consulting physician provides each client with a physical.

Who Is Eligible for Services: Adult men age 18 and older

Application Procedure: Admission originates by contacting out-patient office. Individuals may directly contact the treatment center for admission, although it is recommended that they first contact an out-patient office.

Referral Information Needed: Self-referral or courts.

Fees: Based on a sliding scale in relationship to income. Fees are charged on a per day basis. No one is refused service because of inability to pay.