



# Resource Guide

Updated: April 1, 2021

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# Introduction

This resource guide was developed for the Community Connections Supporting Reentry trainings, which were conducted statewide in 2016 and 2017. This project was a collaboration between Iowa's Department of Corrections and Department of Human Services. The trainings were part of the Department of Correction's Statewide Recidivism Reduction Initiative (SRR). The goal of these trainings was to develop strong connections among the community, prisons and community-based corrections, the community mental health and disability services system, and the substance-use disorder service systems for individuals reentering the community after incarceration.

## Resource Guide

This resource guide was developed by the Center for Disabilities and Development to complement the information shared at the training. It serves as an ongoing resource to connect individuals and families with necessary services. These services offer support to maintain stability and find success in the community after incarceration. This guide provides overviews of the many services and supports available in the community including how to make referrals and to get more information.

The 2021 update to this guide was funded by the Iowa Department of Human Services.

A copy of this Resource Guide can be found at:  
<https://uihc.org/ucedd/community-connections-supporting-reentry>

# Iowa Department of Corrections

The Iowa Department of Corrections is responsible for the prisons that house approximately 7,400 individuals, and the eight Community Based Corrections (CBC) Districts that supervise approximately 39,300 individuals.

## ■ VISION

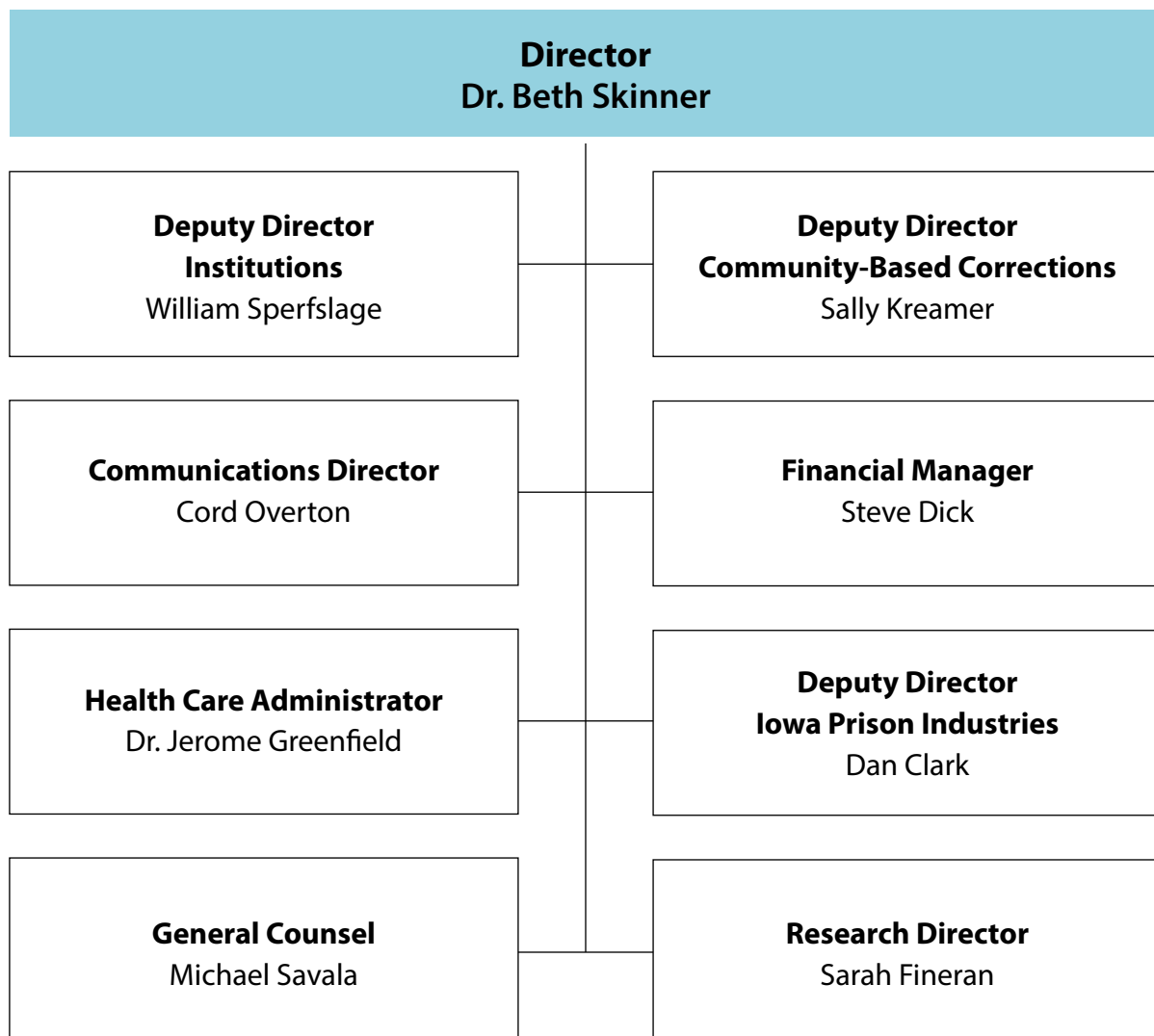
An Iowa with no more victims.

## ■ MISSION

Creating opportunities for safer communities.

## ■ VALUES AND BELIEFS

People can change; every person should be treated with dignity and respect; our efforts must make people safer; we must work as a team if we are to succeed.





# Overview of Institutional Processes

The “corrections continuum” specifies five levels of criminal sanction from least to most restrictive. Individuals who receive the highest levels of sanctions are sentenced to institutions because of the type of crime committed, or it has been determined that they cannot be effectively managed in the community.

## Corrections Continuum

### **Probation and Parole - Supervision**

*(Community Based Corrections)*

- This type of supervision includes individuals on probation, parole, pretrial release, and others. Supervision, monitoring, and treatment are provided in the community and utilize locally available resources.
- Five levels of supervision have been created to provide more frequent, higher levels of supervision for individuals who have a higher risk for reoffending and less frequent, lower levels of supervision for individuals who have a lower risk for reoffending. Higher supervision involves home visits, curfew and/or electronic monitoring, participation in group therapy, and other supports.
- Can include electronic monitoring, day programming, live-out programs, sex offender supervision, and needs supervision.

### **Quasi-Incarceration - Residential Facilities**

*(Community Based Corrections)*

- These are sanctions supported by residential facility placement and can include:
  - Residential treatment facilities
  - Operating while intoxicated (OWI) treatment facilities
  - Work release facilities
  - House arrest with electronic monitoring

### **Incarceration**

*(Prisons Corrections)*

- Prison

# Prison Corrections

## Reception and Classification

The Iowa Medical and Classification Center in Coralville is the reception center for all males entering the adult corrections system in Iowa. The Iowa Correctional Institution for Women is the reception center for all females entering the adult corrections system in Iowa. Individuals who are less than age 18 but adjudicated to adult court and enter the Reception and Classification Centers are kept separate from adults 18 and older. The reception process involves: an orientation, medical, dental, and mental health screenings, and an in-depth intake that gathers information about an individual's background and experiences. This process takes between four and six weeks. The information gathered during reception helps determine needs and appropriate institutional placement.

The initial classification determination includes the individual's criminal history and present charge, current behavior, health (including mental health), potential for violence, and other factors.

Classifications are reviewed periodically; not less than once every 12 months. Some of the factors considered during classification reviews include: current and past criminal behavior, adjustment to the institutional setting (this includes behavior, escapes, and other rule violations), age and amount of time served versus time remaining to be served.

## Custody Levels and Definitions

All individuals are classified within one of five custody classifications: maximum custody, medium custody, minimum custody, minimum work out, and minimum live out.

- **Maximum custody:** This is the most restrictive level. It is generally for individuals who have been convicted of violent crimes or exhibit behavioral challenges while incarcerated. Individuals in maximum custody are highly supervised and generally reside in single cells within a building or unit.
- **Medium custody:** Individuals are usually assigned to a dormitory or cell setting and generally restricted to working within the boundaries of the institution. Individuals present potential risk for escape and/or require a more structured environment.
- **Minimum custody:** Individuals are considered to be a minimal escape risk and demonstrate stable behavior.
- **Minimum work out:** Individuals may work outside the secure perimeter of the facility, have off grounds work assignments, or participate in furloughs.
- **Minimum live out:** Individuals are determined to be sufficiently stable to live in an open, non-secured setting.

## Re-Entry Planning

Planning for reentry begins when an individual enters the system with the assessment process. This ensures they are connected to the types of services, treatment, and programming that will reduce their likelihood of reoffending and increase their chances of success once they reenter the community. Such programming assists in planning for employment, housing, transportation, continuing in addiction recovery, furthering education, and seeking available resources in the community.

Pre-release programming includes education on community supervision requirements, employment planning, vocational placement resources, social security benefits, banking and financial management, public assistance sources, community substance use disorder and mental health resources, health care issues, and family reintegration. The employment planning includes approximately thirty Registered Apprenticeship Programs.

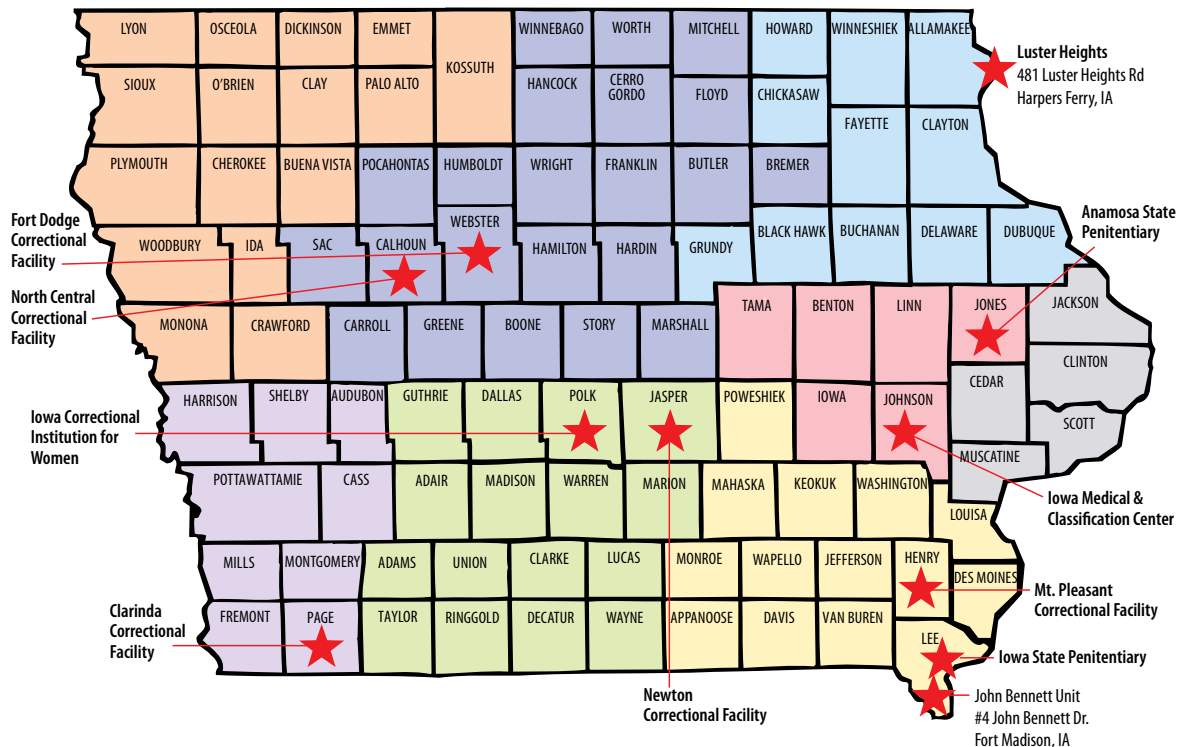
Individuals in prison must have a suitable place to live upon returning to the community before they are released to community-based supervision. A Home Placement Questionnaire (HPQ) is used to verify that a residence requested by an individual meets the requirements of the Department of Corrections to minimize the risk of reoffending.

### Behavioral Health Medication Voucher Program

Individuals released from prison may access up to 90-days of behavioral health medications at no cost. At the time of release, the individual is provided a 30-day supply of all medications, and an additional 60 days of behavioral health prescriptions are transferred to a participating community pharmacy and filled at a reduced rate or at no cost.

Uninsured or underinsured individuals released from one of Iowa's 9 DOC facilities who are on parole status and/or end of sentence-discharge and who also have an individual or household income that is 200% of the federal poverty level or below, may use a DOC Behavioral Health Medication Voucher. Eligibility will be conducted by DOC staff at the time of release.

### Map of Corrections Institutions





# Institution Profiles

## **Anamosa State Penitentiary**

(319) 462-3504  
406 N. High Street  
Anamosa, IA 52205

The Anamosa State Penitentiary is a maximum/medium security institution located in Anamosa (Jones County).

### **Programming and Treatment Services:**

- Cognitive-behavioral programming
  - Educational programming
  - Apprenticeship programs
  - Vocational skill development courses
- 

## **Clarinda Correctional Facility**

(712) 542-5634  
2000 N. 16th St.  
Clarinda, IA 51632

The Clarinda Correctional Facility is a medium security prison located in Clarinda (Page County).

### **Programming and Treatment Services:**

- Cognitive-behavioral programming
  - Educational programming
  - Apprenticeship programs
  - Special needs/intensive supervision unit that provides treatment to individuals with intellectual disabilities, mental illness, or other special needs
- 

## **Fort Dodge Correctional Facility**

(515) 574-4700  
1550 L St.  
Fort Dodge, IA 50501

The Fort Dodge Correctional Facility is a medium security prison in Fort Dodge (Webster County).

### **Programming and Treatment Services:**

- Cognitive-behavioral programming
- Educational programming
- Apprenticeship programs
- Vocational skill development

**Iowa Correctional Institution for Women**

(515) 725-5042  
420 Mill Street  
Mitchellville, IA 50169

The Iowa Correctional Institution for Women (also referred to as Mitchellville) is the only institution for women and holds all security levels. ICIW is located in Mitchellville (Polk County). ICIW serves as the reception and classification center for all female individuals entering the adult female institutional corrections system.

**Programming and Treatment Services:**

- Cognitive-behavioral programming
- Educational programming
- Apprenticeship programs
- Partnership with Iowa Workforce Development (Iowa Workforce Advisor)
- Partnership with Iowa Department of Transportation (Mobility Manager)

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**Iowa Medical and Classification Center**

(319) 626-2391  
2700 Coral Ridge Ave.  
Coralville, IA 52241

The Iowa Medical and Classification Center (also referred to as Oakdale) is located in Coralville (Johnson County) and serves as the reception and classification center for all individuals entering the adult male institutional corrections system. In addition to housing individuals during the reception and classification process before they are assigned to other facilities, IMCC has a medium security unit, specialized units for individuals with co-occurring medical and mental health concerns, and a forensic psychiatric hospital on-site.

**Programming and Treatment Services:**

- Cognitive-behavioral programming
  - Apprenticeship programs
  - Educational programming
  - Medical unit (long term and short term)
  - Skilled nursing unit
  - Interdisciplinary treatment teams
  - Prison Hospice Program
-

**Iowa State Penitentiary**

(319) 372-5432  
2111 330th Ave  
PO Box 316  
Fort Madison, IA 52627

The Iowa State Penitentiary is located in Fort Madison (Lee County) and is the maximum-security institution.

**Programming and Treatment Services:**

- Cognitive-behavioral programming
  - Educational programming
  - Apprenticeship programs
  - Vocational training in upholstery, commercial cooking, auto mechanics, machining, and printing
- 

**Mount Pleasant Correctional Facility**

(319) 385-9511  
1200 E. Washington St.  
Mt. Pleasant, IA 52641

The Mount Pleasant Correctional Facility is a minimum-security institution located in Mount Pleasant (Henry County).

**Programming and Treatment Services:**

- Cognitive-behavioral programming
  - Educational and vocational programming
  - Apprenticeship programs
  - Partnership with Iowa Workforce Development (Iowa Workforce Advisor)
- 

**Newton Correctional Facility**

(641) 792-7552  
307 S. 60th Ave. W, Box 218  
Newton, IA 50208

The Newton Correctional Facility is located in Newton (Jasper County) and includes both a minimum-security facility and a medium security facility. The Correctional Release Center is a minimum-security facility that prepares inmates from the correctional institutions for parole or discharge.

**Programming and Treatment Services:**

- Cognitive-behavioral programming
- Educational programming
- Apprenticeship programs
- Off-campus community service and employment opportunities
- Sex Offender Treatment Program at NCF
- Partnership with Iowa Workforce Development (Iowa Workforce Advisor)
- Partnership with Iowa Department of Transportation (Mobility Manager)

**North Central Correctional Facility**

(712) 297-7521

313 Lanedale

Rockwell City, IA 50579

The North Central Correctional Facility located in Rockwell City (Calhoun County) is a minimum-security facility.

**Programming and Treatment Services:**

- Cognitive-behavioral programming
- Educational programming
- Apprenticeship programs
- Partnership with Iowa Workforce Development (Iowa Workforce Advisor)

# Community-Based Corrections

Community-Based Corrections (CBC) provide a range of sanctions as a less restrictive alternative to prison. CBC involves various levels of supervision within the community.

CBC services in Iowa are operated by eight judicial districts that together cover all 99 counties. Each district operates as a separate agency under the direction of a Board of Directors and is administered by a Director. The majority of individuals under state correctional supervision are supervised in the community.

CBC services are separated into two categories: field services and residential facility services.

## **Supervision Levels/Risk Assessment**

All individuals assigned to supervision by field services or in a residential facility are assessed to determine level of risk and level of needed supervision. Assessments also help determine case planning and the need for referrals to treatment or other support services. The higher the supervision/risk levels, the more closely an individual will be monitored and supported by community-based corrections staff.

Individuals convicted of sex offenses receive intensive supervision and participate in programming designed to help reduce sexual abuse victimization.

## **Field Service Supervision**

The majority of individuals supervised in the community are on field service supervision. Field offices are in local communities within each CBC District. They have staff for a variety of probation and parole programs and supervision levels.

- **Probation Supervision:** An individual is placed on probation after they are convicted of a crime and their jail or prison sentence is suspended. This means they can be under correctional supervision in the community as an alternative to going to jail or prison. Probation Officers monitor compliance and use existing local resources to address specific challenges related to rehabilitation. Supervision emphasizes employment stability, victim restitution, community service sentencing, community resources, one-on-one counseling, and monitoring the individual in the community.
- **Parole Supervision:** Parole is granted to individuals by the Iowa Board of Parole, either directly out of a state institution or from a residential facility (on work release supervision status). Individuals are supervised by parole officers in the community. Monitoring and treatment are provided in the community and utilize locally available resources.
- **Pre-Trial Release:** This serves as an alternative to the traditional bail bond system. Under pretrial release an individual is released from jail pending trial under the supervision of a Judicial District. The district monitors the individual and ensures they appear in court when directed.
- **Presentence Investigation (PSI):** This report includes both an individual's social history and as well as their criminal history. The investigation is completed on order of the Court and is used by the Judge in sentencing proceedings. It is also used by the Probation and Parole Officer, DOC institutions, and the Board of Parole in developing treatment plans and in decision-making.

- **Drug Court:** This program targets individuals who are at high-risk by combining accountability, treatment, and rehabilitation under the authority of the court. Drug courts address substance abuse treatment needs and provide referral and/or treatment for co-occurring disorders. Drug courts are a community-based alternative to incarceration for high-risk drug offenses. Generally if an individual fails to complete the program, they will go to prison.
- **Community Service Sentencing:** This sentencing requires individuals to perform a specific number of community service hours as an alternative to incarceration or to a fine.
- **Sex Offender Treatment Program (SOTP):** This program provides treatment through group counseling and education, combined with intensive supervision and electronic monitoring of individuals convicted of sex crimes.
- **Electronic Monitoring:** This system uses a specially equipped bracelet to monitor the location of an individual. There are several systems used across the state, including voice verification, radio frequency, video display, GPS, and alcohol sensor. Electronic monitoring is most typically used for individuals convicted of sex offenses. A command center for the bracelet technology is operated by the Fifth Judicial District.
- **Treatment Alternatives for Safer Communities (TASC) Program:** This program provides coordination between the criminal justice system and the substance use disorder treatment system. This program currently operates only in the Sixth Judicial District as part of its ANCHOR Center.
- **Domestic Abuse Program:** This program combines group counseling and education for men and women who have been convicted of domestic violence offenses. Iowa Code requires that individuals convicted of domestic violence attend treatment education.
- **Youthful Offender Program:** This program targets youth ages 16-21 who are in the adult system, either on pre-trial release, or adjudicated as adults. The program connects participants to substance use disorder treatment services in the community and teaches life skills. Currently this program operates only in the Fifth CBC District.

## Residential Correctional Facilities

**Overview:** Individuals may be placed in residential facilities by the court (probation, pretrial release, or the OWI program), the Parole Board upon release from a corrections institution (parole or work release), or the corrections continuum. Residential facilities provide a structured environment for high-risk/need individuals that include employment, financial management for court-ordered responsibilities, community service work, and participation in educational and treatment programming. While living in a residential facility, individuals must pay rent and are responsible for any other court ordered financial obligations such as victim restitution or child support. Privileges are granted for complying with program requirements.

Some districts also have day reporting programs, where an individual is allowed to live at home while following the supervising residential facilities rules. Noncompliance may result in being ordered back to the residential facility.

**Residential programming includes:**

- The OWI Program for individuals convicted of at least their second OWI offense. Individuals are sentenced to the Department of Corrections (DOC) and housed at a residential facility for substance use disorder treatment. Treatment providers for this prison-diversion program are licensed by the Iowa Department of Public Health.
- Job readiness training
- Individual and group counseling
- Cognitive-behavioral programming
- Referrals for substance abuse and/or mental health treatment
- Sex offender treatment, domestic violence education programs, and services for special needs populations

# Judicial District Contact Information

## First Judicial District

[www.firstdcs.com](http://www.firstdcs.com)

Counties: Allamakee, Black Hawk, Buchanan, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Howard, Winneshiek

### Field Services Office Locations and Contact Information:

#### Decorah Office

1014 South Mill St.  
Decorah, IA 52101  
(563) 382-9641

#### Independence Office

210 5th Avenue N.E.  
Independence, IA 50644  
(319) 334-2977

#### Waterloo Office – 6th St.

312 East 6th St.  
Waterloo, IA 50704  
(319) 236-9626

#### Dubuque Office

745 Main St.  
Dubuque, IA 52001  
(563) 557-7244

#### Manchester Office

106 South Tama St.  
Manchester, IA 52057  
(563) 927-5911

#### Waterloo Office – 5th St.

527 East 5th St.  
Waterloo, IA 50704  
(319) 291-2091

#### Oelwein Office

1584 South Frederick  
Oelwein, IA 50662  
(319) 283-2741

### Residential Facilities Locations and Contact Information:

#### Waterloo Residential Correctional Facility

310 - 314 East 6th St.  
PO Box 4030  
Waterloo, IA 50703  
(319) 291-2015

#### Waterloo Women's Center for Change

1515 Lafayette St.  
Waterloo, IA 50703  
(319) 292-0900

#### Dubuque Residential Facility

1494 Elm St.  
Dubuque, IA 52001  
(563) 556-6196

#### West Union Residential Facility

500 South Pine  
West Union, IA 52175  
(563) 422-5758



## Second Judicial District

[www.2nddcs.com](http://www.2nddcs.com)

**Counties:** Boone, Bremer, Butler, Calhoun, Carroll, Cerro Gordo, Floyd, Franklin, Greene, Hamilton, Hancock, Hardin, Humboldt, Marshall, Mitchell, Pocahontas, Sac, Story, Webster, Winnebago, Worth, Wright

### Residential and Field Services Office Locations and Contact Information:

#### Ames Probation/Parole Office

11 N. Sherman  
Ames, IA 50010  
(515) 232-1810

#### Marshalltown Probation/Parole Office

26 S. First Ave., Room 412  
Marshalltown, IA 50158  
(641) 752-6322

#### Ft. Dodge Probation/Parole Office

311 1st Ave. S.  
Ft. Dodge, IA 50501  
(515) 576-8124

#### Mason City Probation/Parole Office

10 N. Washington Ave., Suite 110  
Mason City, IA 50401  
(641) 424-0131

### Residential Facilities Locations and Contact Information:

#### Beje Clark Residential Center

818 15 St. SW., PO Box 1226  
Mason City, IA 50402  
(641) 424-3817

#### Ft. Dodge Probation Residential Center

311 1st Ave. S.  
Ft. Dodge, IA 50501  
(515) 955-6393

#### Marshalltown Residential Center

1401 S. 17th Ave.  
Marshalltown, IA 50158  
(641) 753-5571

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## Third Judicial District

<http://thirddcs.com/>

**Counties:** Clay, Dickenson, Lyon, O'Brien, Osceola, Palo Alto, Buena Vista, Cherokee, Crawford, Ida, Plymouth, Sioux, Woodbury, Emmet, Kossuth, Monona

### Field Services Offices and Residential Facility:

#### Sioux City Office

515 Water St.  
Sioux City, IA 51103  
(712) 252-0590

#### Sioux City North Residential Facility

Phone Number: (712) 252-4226

#### Sioux City South Residential Facility

(712) 224-5515

#### Sheldon Parole/Probation Office

720 Western Ave.  
Sheldon, IA 51201  
(712) 324-5384

## Fourth Judicial District

[www.fourthdcs.com](http://www.fourthdcs.com)

Counties: Audubon, Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby

### Council Bluffs Offices:

**Administrative Office & Adult Probation/Parole**  
801 S. 10th St.  
Council Bluffs, IA 51501  
(712) 396-2200

**Omni Office**  
300 W. Broadway, # 201  
Council Bluffs, IA 51503  
(712) 396-2221

**Residential Correctional Facility**  
900 9th Ave.  
Council Bluffs, IA 51501  
(712) 396-2245

**Residential Treatment Center**  
1102 9th Ave.  
Council Bluffs, IA 51501  
(712) 396-2216

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## Fifth Judicial District

[www.fifthdcs.com](http://www.fifthdcs.com)

Counties: Adair, Adams, Clarke, Dallas, Decatur, Guthrie, Jasper, Lucas, Madison, Marion, Polk, Ringgold, Taylor, Union, Warren, Wayne

### Des Moines Offices:

**Administration, Human Resources, Technology Support, Intensive Supervision, Low Risk Probation, Mental Health, Presentence Investigation, Sex Offender Treatment Program**  
1000 Washington Ave.  
Des Moines, IA 50314  
(515) 242-6600

**Fugitive Unit, Probation, Parole, Support Services, Interstate Compact, Youthful Offender**  
910 Washington Ave.  
Des Moines, IA 50314  
(515) 242-6680

**Polk County Jail – Pretrial Release, Intensive Pretrial Release, Release with Services**  
1985 N.E. 51st Pl.  
Des Moines, IA 50313  
(515) 875-5750

**Domestic, Parole, Probation, Pretrial Release, ICOTs**  
65 Gruber St.  
Des Moines, Iowa 50315  
(515) 242-6924

**Polk County Courthouse – Probation Intake Unit, Release with Services, Drug Court**  
500 Mulberry St.  
Des Moines, IA 50309  
(515) 286-3925

**Fresh Start Women’s Center (Residential Correctional Facility)**  
1917 Hickman Rd.  
Des Moines, IA 50314  
(515) 242-6325

**Ft. Des Moines Community Corrections Complex**  
Phone Number: (515) 242-6900

## Regional Probation/Parole Offices:

### Adel Office

905 Main St.  
Adel, IA 50003  
(515) 993-4632

### Creston Office

119 N. Elm St.  
Creston, IA 50801  
(641) 782-8556

### Knoxville Office

110 N. 1st St.  
Knoxville, IA 50138  
(641) 842-6002

### Chariton Office

PO Box 368  
48559 HyVee Rd.  
Chariton, IA 50049  
(641) 774-8112

### Indianola Office

112 E. Salem Ave.  
Indianola, IA 50125  
(515) 961-3095

### Newton Office

115 N. 2nd Ave E., Suite J  
Newton, IA 50208  
(641) 792-1101

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## Sixth Judicial District

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

Counties: Benton, Iowa, Johnson, Jones, Linn, Tama

### Johnson County Offices:

#### John R. Stratton Center – Administration Office

2501 Holiday Rd.  
Coralville, IA 52241  
(319) 625-2650

#### John R. Stratton Center – Hope House Residential Center

2501 Holiday Rd.  
Coralville, IA 52241  
(319) 625-2202

#### Kirkwood Avenue Office

509 Kirkwood Ave.  
Iowa City, IA 52241  
(319) 625-2650

### Linn County Offices:

#### William G. Faches Center – Linn County Office and Administration

951 29th Ave.  
Cedar Rapids, IA 52404  
(319) 398-3675

#### Gerald R. Hinzman Center – Residential Facility

1051 29th Ave. SW  
Cedar Rapids, IA 52404  
(319) 398-3668

#### Richard C. Wenzel Center – Education and Treatment

901 29th Ave. SW  
Cedar Rapids, IA 52404  
(319) 398-3907

#### ANCHOR Center – Residential and Outpatient Services

3115 12th St. SW  
Cedar Rapids, IA 52404  
(319) 297-3500

#### Lary A. Nelson Center – Residential Center

1001 29th Ave. SW  
Cedar Rapids, IA 52404  
(319) 398-3600

#### Wellington Heights Neighborhood Office

392 15th St. SE  
Cedar Rapids, IA 52403  
(319) 362-0065

## **Regional County Offices:**

### **Benton County– Vinton Office**

811 D Ave. #25  
Vinton, IA 52349  
(319)423-1816

### **Iowa County Office**

150 W. Marion St., PO Box 365  
Marengo, IA 52301  
(319)642-3145

### **Tama County Office**

105 E. Carleton  
Toledo, IA 52342  
(641)484-4822

### **Benton County– Belle Plaine Office**

702 Main St., PO Box 122  
Belle Plaine, IA 52208  
(319)560-9198

### **Jones County Office**

Jones County Courthouse  
Anamosa, IA 52205  
(319)480-5301

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## **Seventh Judicial District**

[www.seventhdcs.com](http://www.seventhdcs.com)

Counties: Cedar, Clinton, Jackson, Muscatine, Scott

### **Field Services Offices:**

#### **Cedar County Field Services**

Cedar County Courthouse  
Tipton, IA 52772  
(563) 886-3449

#### **Jackson County Field Services**

Jackson County Courthouse  
Maquoketa, IA 52060  
(563) 652-2751

#### **Scott County Field Services & District Administration**

605 Main St.  
Davenport, IA 52803  
(563) 322-7986

#### **Clinton County Field Services**

121 6th Ave. South, #101  
Clinton, IA 52732  
(563) 243-7943

#### **Muscatine County Field Services**

101 W. Mississippi Dr., Suite 200  
Muscatine, IA 52761  
(563) 263-9168

#### **Pretrial Release Unit Scott County Courthouse**

400 W. 4th St.  
Davenport, IA 52801

### **Residential Facilities:**

#### **Residential Corrections Facility**

1330 W. 3rd St.  
Davenport, IA 52802  
(563) 324-2131

#### **Work Release Center**

605 Main St.  
Davenport, IA 52803  
(563) 322-7986

## **Eighth Judicial District**

[www.8thjdcbc.com](http://www.8thjdcbc.com)

Counties: Appanoose, Davis, Des Moines, Henry, Jefferson, Keokuk, Lee, Louisa, Mahaska, Monroe, Poweshiek, Van Buren, Wapello, Washington

### **Field Services Offices:**

#### **Appanoose & Davis County Field Office**

205 W. Van Buren St.  
Centerville, IA 52544  
(641) 437-7278

#### **Jefferson & Van Buren County Field Office**

1805 W. Jefferson Ave.  
Fairfield, IA 52556  
(641) 472-4242

#### **Mahaska & Poweshiek County Office**

211 High Ave. East  
Oskaloosa, IA 52577  
(641)673-7038

#### **Des Moines County Office**

214 N. 4th St., Suite 2A  
Burlington, IA 52601  
(319) 753-5478

#### **Lee County Field Office – North**

811 Ave. G  
Ft. Madison, IA 52627  
(319)372-6678 Lee County Field  
Office – South

#### **Wapello County Office**

1315 North Court  
Ottumwa, IA 52501  
(641) 682-8383

#### **Henry County Field Office**

1200 E. Washington St.  
Mt. Pleasant, IA 52641  
(319) 385-9527

1508 Morgan St.  
Keokuk, IA 52632  
(319) 524-6591

#### **Washington County Field Office**

2175 Lexington Blvd.  
Washington, IA 52353  
(319) 653-3535

### **Residential Facilities:**

#### **Burlington Residential Facility**

835 Valley Rd.  
Burlington, IA 52601  
(319)753-5478

#### **Ottumwa Residential Facility**

245 Osage Dr.  
Ottumwa, IA 52501  
(641)682-3069

# DOC Collaborations

## **Pre-Release Medicaid Enrollment Program**

Individuals preparing for release can apply for Medicaid. This is true for individuals in all correctional facilities in Iowa who are exiting prison on parole status or at the end of sentence/discharge. Applying for Medicaid before release can mean the individual leaves the institution with a Medicaid card or one is waiting at their community residence.

This initiative connects individuals to needed health care, mental health services, and substance use disorder services to assist with reducing recidivism.

Corrections staff assist individuals with application materials and submitting them to Iowa Medicaid Enterprise (IME). Staff also assist with filling out medically exempt forms, which is a program that provides enhanced mental health and substance use disorder coverage for those with qualifying diagnoses.

## **Iowa Workforce Development (IWD) Offender Reentry Program**

The Offender Reentry Program is a partnership between IWD and DOC that places workforce advisors on-site at facilities in Mount Pleasant, Mitchellville, Newton, and Rockwell City. Advisors work with individuals on job readiness skills, resources, and preparing for employment upon release. The goal is to have program participants placed in jobs before release. Participants can test for the National Career Readiness Certificate, which measures skills in math, reading for information, and locating information. This is an opportunity for individuals to add a credential to their résumé. Advisors also work with employers to address barriers they may have to hiring individuals with criminal records.

For reentry specific questions or needs contact [reentry@iwd.iowa.gov](mailto:reentry@iwd.iowa.gov). Emails sent to this account are monitored and answered by IWD Reentry Representatives around the state.

## **Iowa DOC Registered Apprenticeship Program**

The Registered Apprenticeship Program is offered in all correctional facilities in Iowa. This program, through the US Department of Labor Office of Apprenticeship, assists individuals in completing career and educational programs to prepare them for high skill, high wage, and high demand jobs after incarceration. The program combines self-study and on the job training to individuals with at least a high school diploma. Upon completion individuals receive a certification from the US DOL. Current Apprenticeship Programs include but are not limited to:

- Computer Operator
- Cabinet Maker
- Welding Combination
- Cook
- Baker
- Electrician
- Refrigeration/Air Conditioning
- Maintenance
- Plumber
- Fabricator-Assembler Metal Production
- Electrostatic Power Coating
- Materials Coordinator
- Housekeeper (Commercial, Industrial, and Residential)
- Painter
- Upholster
- Silkscreen Printer

# Community Service Providers

# Medical Assistance

The Iowa Medicaid Enterprise is the division of the Department of Human Services that oversees Medicaid in Iowa.

## Medicaid Benefits and Inmate Status

Medicaid is not available to individuals who are inmates of public, non-medical institutions. Jails and prisons are considered public institutions, and individuals are not eligible for Medicaid while incarcerated.

- A person who is on probation or parole is not considered to be an inmate of a public institution and can be eligible for Medicaid if they meet all other eligibility requirements.
- A person who is on work-release is considered to be an inmate of a public institution and is not eligible for Medicaid.

## Medicaid Overview

To receive Iowa Medicaid services, a person must: be an Iowa resident and a U.S. citizen, qualify because of income, or meet the Social Security Administration's standards for disability. There can be additional eligibility requirements. It is helpful to understand that there are two Medicaid programs for adults between the ages of 19 and 64 in Iowa: those who qualify for "traditional" or "state plan" Medicaid and those who qualify for the "Iowa Health and Wellness Plan" or "Medicaid expansion." Both groups are part of the Iowa Health Link managed care program, but program requirements and the benefits they are eligible for can vary a little.

- **Traditional or State Plan Medicaid:** This coverage group is for people who are in a mandatory coverage group. It includes individuals with disabilities, and individuals who qualify because of their income and are a child, a parent living with a child under the age of 18 who receives Medicaid, a woman who is pregnant, or a person over the age of 65. People receiving this type of Medicaid received dental benefits through the Iowa Dental Wellness Plan listed below.
- **Iowa Health and Wellness Plan:** The Iowa Health and Wellness Plan began after the Affordable Care Act gave states the option of expanding Medicaid coverage to adults without dependent children between the ages of 19 and 64 who are at or below 133% of the Federal Poverty Level. Iowa Health and Wellness members are eligible to receive full dental coverage in their first year, and in order to keep coverage in subsequent years must complete certain "Healthy Behaviors" which include an oral self-assessment and a preventative dental visit.
  - **Iowa Health and Wellness Plan:**  
[dhs.iowa.gov/ime/members/medicaid-a-to-z/IHAWP/coverage-programs](https://dhs.iowa.gov/ime/members/medicaid-a-to-z/IHAWP/coverage-programs)
- **Iowa Dental Wellness Plan:** [dhs.iowa.gov/dental-wellness-plan](https://dhs.iowa.gov/dental-wellness-plan)
- Adult Medicaid members, age 19 and older, are enrolled in the Dental Wellness Plan. Excluded groups are listed here: <https://dhs.iowa.gov/dental-wellness-plan/who-qualifies>
  - **Dental Wellness Plan members have two dental carrier options to choose from:**  
Delta Dental or MCNA Dental.



## Iowa Medicaid has three main coverage groups:

- **Iowa Health Link:** Most people who receive Medicaid are enrolled in the Iowa Health Link managed care program. This includes people who are on “traditional” or “state plan” Medicaid and people who are eligible for Medicaid through Medicaid expansion. People enrolled in Iowa Health Link receive their services from a managed care organization.
- **Healthy and Well Kids in Iowa (hawk-i):** This is Iowa’s Children’s Health Insurance Program (CHIP) for children whose families meet certain income requirements. Children enrolled in hawk-i receive their services from a managed care organization.
- **Medicaid Fee-for-Service (FFS):** A small number of people receive their benefits from the Medicaid Fee-for-Service program that is administered by the Department of Human Services. This program includes people who are served by or qualify for the following: Health Insurance Premium Program, Medicare Savings Program, Specified Low-Income Medicare Beneficiary, Three Day Emergency, Medically Needy, Presumptive Eligibility, American Indian or Alaska Native program, Program of All-Inclusive Care for the Elderly, Medicaid for Employed Persons with Disabilities, and the Family Planning Program.
- **Coverage Group Comparison Chart:** [dhs.iowa.gov/sites/default/files/Comm519.pdf](https://dhs.iowa.gov/sites/default/files/Comm519.pdf)

## Iowa Health Link

Most Medicaid members are served by a managed care system. Currently, members can choose between two managed care organizations (MCOs): Amerigroup and Iowa Total Care.

When an individual enrolls in Medicaid, they are automatically assigned to an MCO. This is done randomly but also is set up to keep families assigned to the same MCO. A person has 90 days from the date their coverage begins to switch MCOs. Individuals may also change throughout the year for “good cause” and during the 60-day annual enrollment period. Things to consider when choosing an MCO is whether existing providers are part of their network, and by comparing the value-added services offered by each MCO. DHS has resources for helping individuals select an MCO that best fits their needs on their website.

- Iowa Health Link Member Resources: <https://dhs.iowa.gov/iahealthlink/resources/member-specific>
- MCO and Value Added Services Comparison Chart: <https://dhs.iowa.gov/sites/default/files/Comm504.pdf?100720201638>
- Find an Iowa Health Link Provider: Search for providers who have enrolled with each MCO. <http://dhs.iowa.gov/iahealthlink/find-a-provider>

## Managed Care Organizations Contact Information

### Amerigroup Iowa

MPSWeb@amerigroup.com

(800) 600-4441

<http://www.myamerigroup.com/IA>

### Iowa Total Care

(833) 404-1061

<https://www.iowatotalcare.com>

## Dental Wellness Plan Provider Contact Information

Delta Dental  
(888) 472-2793  
[www.deltadentalia.com/dwp/](http://www.deltadentalia.com/dwp/)

MCNA Dental  
(855) 247-6262  
[www.mcnaia.net/en/home/](http://www.mcnaia.net/en/home/)

## Additional Resources

**Check Eligibility and/or Apply for Medicaid**  
[dhsservices.iowa.gov/apsspssp/ssp.portal](http://dhsservices.iowa.gov/apsspssp/ssp.portal)

**Iowa Health Link Frequently Asked Questions**  
[dhs.iowa.gov/iahealthlink/faqs](http://dhs.iowa.gov/iahealthlink/faqs)

**Iowa Health Link Provider- Specific Resources**  
<https://dhs.iowa.gov/iahealthlink/resources/provider-specific>

**Iowa Department of Human Services' Medicaid Provider Search:** Search for Medicaid providers, including home and community-based services and State Plan providers, by county, metro area, type, specialty, or name. This is useful if searching for a provider who takes Medicaid fee-for-service members. Individuals enrolled with an MCO should search for a provider through the Find an Iowa Health Link Provider directory linked above. <http://tinyurl.com/DHS-Medicaid-Provider-Search>

# Community Mental Health Centers

Community Mental Health Centers (CMHC) operate across the state to provide a specified set of services to meet the mental health needs of individuals across the lifespan. The state requires CMHCs to serve all individuals with minimal or no service denials. In counties where a CMHC is not available, a Mental Health Service Provider (MHSP) is available to provide community mental health services. A list of Community Mental Health Centers and Mental Health Service providers organized by county begins on the next page.

## Services Provided

- Outpatient services, such as psychiatric evaluations, medication management, and individual, family, and group therapy
- 24-hour emergency services, such as evaluation and stabilization, medication evaluation, and referral to hospitalization
- Day treatment, or psychosocial rehabilitation services
- Community support services
- Education and consultation services to individuals, groups, and the greater community

## Who to Connect

- Individuals who are experiencing a mental health crisis
- Individuals who have a mental illness or serious mental illness
- Individuals with co-occurring disorders (mental illness co-occurring with substance use disorder, intellectual disability, developmental disability, brain injury, autism, etc.)

# List of Community Mental Health Centers

Note that Bremer and Green Counties do not have designated Community Mental Health Centers or a non-CMHC contracted agency. Residents in these counties should contact their Mental Health and Disability Services region for more information on local services (see page 42 for MHDS region contact information).

County	Community Mental Health Center	Phone Number	Website
<b>Adair</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="http://crossroadscreston.com/">http://crossroadscreston.com/</a>
<b>Adams</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="http://crossroadscreston.com//">http://crossroadscreston.com//</a>
<b>Allamakee</b>	Northeast Iowa Mental Health Center	(563) 382-3649	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Appanoose</b>	Community Health Centers of Southern IA	(641) 446-2383	<a href="http://chcsi.org/">http://chcsi.org/</a>
<b>Audubon</b>	Southwest Iowa Mental Health Center	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Benton</b>	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
<b>Black Hawk</b>	Black Hawk/Grundy Mental Health Center	(319) 234-2893	<a href="https://www.unitypoint.org/waterloo/mental-health.aspx">https://www.unitypoint.org/waterloo/mental-health.aspx</a>
<b>Boone</b>	Eyerly Ball Community Mental Health	(515) 243-5181	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
<b>Bremer</b>	N/A	N/A	N/A
<b>Buchanan</b>	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
<b>Buena Vista</b>	Plains Area Mental Health Center	(712) 546-4624	<a href="https://plainsareamentalhealth.org/">https://plainsareamentalhealth.org/</a>
<b>Butler</b>	Pathways Behavioral Services	(319) 352-2064	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Calhoun</b>	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/fortdodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/fortdodge/berryhill-center-of-mental-health.aspx</a>
<b>Carroll</b>	Plains Area Mental Health Center	(712) 546-4624	<a href="https://plainsareamentalhealth.org/">https://plainsareamentalhealth.org/</a>
<b>Cass</b>	Southwest Iowa Mental Health Center	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Cedar</b>	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
<b>Cerro Gordo</b>	Prairie Ridge Integrated Behavioral Health	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Cherokee</b>	Plains Area Mental Health Center	(712) 546-4624	<a href="https://plainsareamentalhealth.org/">https://plainsareamentalhealth.org/</a>
<b>Chickasaw</b>	Pathways Behavioral Services	(319) 352-2064	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Clarke</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="http://crossroadscreston.com//">http://crossroadscreston.com//</a>
<b>Clay</b>	Seasons Center for Community Mental Health	(800) 242-5101	<a href="https://seasonscenter.org/">https://seasonscenter.org/</a>
<b>Clayton</b>	Northeast Iowa Mental Health Center	(563) 382-3649	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Clinton</b>	Bridgeview Community Mental Health Center	(563) 243-5633	<a href="http://www.bridgeviewcmhc.com/">http://www.bridgeviewcmhc.com/</a>
<b>Crawford</b>	Plains Area Mental Health Center	(712) 546-4624	<a href="https://plainsareamentalhealth.org/">https://plainsareamentalhealth.org/</a>
<b>Dallas</b>	Eyerly Ball Community Mental Health	(515) 243-5181	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
<b>Davis</b>	Southern Iowa Mental Health Center	(641) 682-8772	<a href="https://www.simhcottumwa.org/">https://www.simhcottumwa.org/</a>
<b>Decatur</b>	Community Health Centers of Southern IA	(641) 446-2383	<a href="http://chcsi.org/">http://chcsi.org/</a>
<b>Delaware</b>	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
<b>Des Moines</b>	Optimae Life Services	(641) 472-1684	<a href="http://www.optimaelifeservices.com/">http://www.optimaelifeservices.com/</a>
<b>Dickinson</b>	Seasons Center for Community Mental Health	(800) 242-5101	<a href="https://seasonscenter.org/">https://seasonscenter.org/</a>
<b>Dubuque</b>	Hillcrest Family Services	(563) 583-7357	<a href="https://hillcrest-fs.org/">https://hillcrest-fs.org/</a>
<b>Emmet</b>	Seasons Center for Community Mental Health	(800) 242-5101	<a href="https://seasonscenter.org/">https://seasonscenter.org/</a>

County	Community Mental Health Center	Phone Number	Website
Fayette	Northeast Iowa Mental Health Center	(563) 382-3649	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
Floyd	Prairie Ridge Integrated Behavioral Health	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
Franklin	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx</a>
Fremont	Waubonsie Mental Health Center	(712) 542-2388	<a href="http://www.waubonsiemhc.com/">http://www.waubonsiemhc.com/</a>
Greene	N/A	N/A	N/A
Grundy	Black Hawk/Grundy Mental Health Center	(319) 234-2893	<a href="https://www.unitypoint.org/waterloo/mental-health.aspx">https://www.unitypoint.org/waterloo/mental-health.aspx</a>
Guthrie	Southwest Iowa Mental Health Center	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
Hamilton	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx</a>
Hancock	Prairie Ridge Integrated Behavioral Health	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
Hardin	Center Associates	(641) 752-1585	<a href="http://www.centerassoc.com/">http://www.centerassoc.com/</a>
Harrison	CHI Health	(402) 572-2576	<a href="https://www.chihealth.com/mental-health">https://www.chihealth.com/mental-health</a>
Henry	Hillcrest Family Services	(563) 583-7357	<a href="https://hillcrest-fs.org/">https://hillcrest-fs.org/</a>
Howard	Northeast Iowa Mental Health Center	(563) 382-3649	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
Humboldt	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx</a>
Ida	Plains Area Mental Health Center	(712) 546-4624	<a href="https://plainsareamentalhealth.org/">https://plainsareamentalhealth.org/</a>
Iowa	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
Jackson	Hillcrest Family Services	(563) 583-7357	<a href="https://hillcrest-fs.org/">https://hillcrest-fs.org/</a>
Jasper	Capstone Behavioral Healthcare, Inc.	(641) 792-4012	<a href="http://www.capstonebh.com/">http://www.capstonebh.com/</a>
Jefferson	Optimae Life Services	(641) 472-1684	<a href="http://www.optimaelifeservices.com/">http://www.optimaelifeservices.com/</a>
Johnson	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
Jones	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
Keokuk	Southern Iowa Mental Health Center	(641) 682-8772	<a href="https://www.simhcottumwa.org/">https://www.simhcottumwa.org/</a>
Kossuth	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx</a>
Lee	Counseling Associates	(319) 372-7689	<a href="https://www.counselingassociatesonline.com/">https://www.counselingassociatesonline.com/</a>
	Optimae Life Services	(641) 472-1684	<a href="http://www.optimaelifeservices.com/">http://www.optimaelifeservices.com/</a>
Linn	Abbe Center for Community Mental Health	(319) 398-3562	<a href="https://www.unitypoint.org/cedarrapids/abbehealth.aspx">https://www.unitypoint.org/cedarrapids/abbehealth.aspx</a>
Louisa	Hillcrest Family Services	(563) 583-7357	<a href="https://hillcrest-fs.org/">https://hillcrest-fs.org/</a>
Lucas	Community Health Centers of Southern IA	(641) 446-2383	<a href="http://chcsi.org/">http://chcsi.org/</a>
Lyon	Seasons Center for Community Mental Health	(800) 242-5101	<a href="https://seasonscenter.org/">https://seasonscenter.org/</a>
Madison	Crossroads Behavioral Health Services	(641) 782-8457	<a href="http://crossroadscreston.com//">http://crossroadscreston.com//</a>
Mahaska	Southern Iowa Mental Health Center	(641) 682-8772	<a href="https://www.simhcottumwa.org/">https://www.simhcottumwa.org/</a>
Marion	N/A	N/A	N/A
Marshall	Center Associates	(641) 752-1585	<a href="http://www.centerassoc.com/">http://www.centerassoc.com/</a>
Mills	CHI Health	(402) 572-2576	<a href="https://www.chihealth.com/mental-health">https://www.chihealth.com/mental-health</a>
Mitchell	Prairie Ridge Integrated Behavioral Health	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
Monona	Burgess Mental Health Center	(712) 423-9160	<a href="https://www.burgesshc.org/">https://www.burgesshc.org/</a>
Monroe	Community Health Centers of Southern IA	(641) 446-2383	<a href="http://chcsi.org/">http://chcsi.org/</a>
Montgomery	Waubonsie Mental Health Center	(712) 542-2388	<a href="http://www.waubonsiemhc.com/">http://www.waubonsiemhc.com/</a>

County	Community Mental Health Center	Phone Number	Website
<b>Muscatine</b>	Optimae Life Services* (adults)	(641) 472-1684	<a href="http://www.optimaelifeservices.com/">http://www.optimaelifeservices.com/</a>
<b>O'Brien</b>	Seasons Center for Community Mental Health	(800)242-5101	<a href="https://seasonscenter.org/">https://seasonscenter.org/</a>
<b>Osceola</b>	Seasons Center for Community Mental Health	(800) 242-5101	<a href="https://seasonscenter.org/">https://seasonscenter.org/</a>
<b>Page</b>	Waubonsie Mental Health Center	(712) 542-2388	<a href="http://www.waubonsiemhc.com/">http://www.waubonsiemhc.com/</a>
<b>Palo Alto</b>	Seasons Center for Community Mental Health	(800) 242-5101	<a href="https://seasonscenter.org/">https://seasonscenter.org/</a>
<b>Plymouth</b>	Plains Area Mental Health Center	(712) 546-4624	<a href="https://plainsareamentalhealth.org/">https://plainsareamentalhealth.org/</a>
<b>Pocahontas</b>	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx</a>
<b>Polk</b>	Broadlawns Medical Center	(515) 282-2200	<a href="https://www.broadlawns.org/">https://www.broadlawns.org/</a>
	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Child Guidance Center/ Orchard Place (Child)	(515) 244-2267	<a href="https://www.orchardplace.org/">https://www.orchardplace.org/</a>
<b>Pottawattamie</b>	CHI Health	(402) 572-2576	<a href="https://www.chihealth.com/mental-health">https://www.chihealth.com/mental-health</a>
<b>Poweshiek</b>	Capstone Behavioral Healthcare, Inc.	(641) 792-4012	<a href="http://www.capstonebh.com/">http://www.capstonebh.com/</a>
<b>Ringgold</b>	Community Health Centers of Southern IA	(641) 446-2383	<a href="http://chcsi.org/">http://chcsi.org/</a>
<b>Sac</b>	Counseling Services, LLC*	(712) 662-3222	NA
<b>Scott</b>	Vera French Community Mental Health Center	(563) 383-1900	<a href="https://www.verafrenchmhc.org/">https://www.verafrenchmhc.org/</a>
<b>Shelby</b>	Myrtue Medical Center	(712) 755-5056	<a href="http://myrtuemedical.org/our-services/behavioral-health/">myrtuemedical.org/our-services/behavioral-health/</a>
<b>Sioux</b>	Creative Living Center, PC*	(712) 476-5245	<a href="http://www.creativelivingcenterpc.com/site/">http://www.creativelivingcenterpc.com/site/</a>
<b>Story</b>	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
<b>Tama</b>	Center Associates	(641) 752-1585	<a href="http://www.centerassoc.com/">http://www.centerassoc.com/</a>
<b>Taylor</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="http://crossroadscreston.com//">http://crossroadscreston.com//</a>
<b>Union</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="http://crossroadscreston.com//">http://crossroadscreston.com//</a>
<b>Van Buren</b>	Southern Iowa Mental Health Center	(641) 682-8772	<a href="https://www.simhcottumwa.org/">https://www.simhcottumwa.org/</a>
<b>Wapello</b>	Southern Iowa Mental Health Center	(641) 682-8772	<a href="https://www.simhcottumwa.org/">https://www.simhcottumwa.org/</a>
<b>Warren</b>	Child Guidance Center/ Orchard Place (Child)	(515) 244-2267	<a href="https://www.orchardplace.org/">https://www.orchardplace.org/</a>
	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
<b>Washington</b>	Hillcrest Family Services	(319) 653-6161	<a href="https://hillcrest-fs.org/">https://hillcrest-fs.org/</a>
<b>Wayne</b>	Community Health Centers of Southern IA	(641) 446-2383	<a href="http://chcsi.org/">http://chcsi.org/</a>
<b>Webster</b>	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx</a>
<b>Winnebago</b>	Prairie Ridge Integrated Behavioral Health	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Winneshiek</b>	Northeast Iowa Mental Health Center	(563) 382-3649	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Woodbury</b>	Siouxland Mental Health Center	(712) 252-3871	<a href="https://siouxlandmentalhealth.com/">https://siouxlandmentalhealth.com/</a>
<b>Worth</b>	Prairie Ridge Integrated Behavioral Health	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Wright</b>	Berryhill Center for Mental Health	(515) 955-7171	<a href="https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx">https://www.unitypoint.org/forddodge/berryhill-center-of-mental-health.aspx</a>

# Integrated Health Homes

An integrated health home (IHH) is a team of professionals who work together to provide comprehensive, person-centered care coordination to adults with a serious mental illness and children with a serious emotional disturbance. In addition to coordinating physical, behavioral, and mental health services, IHH teams work with individuals to improve overall wellness, and connection to the community. This service is free for those who qualify.

The goal of the IHH program is to remove the silos that often exist across different systems of care, and coordinate an individual's mental and physical health care, and all of the other factors that contribute to recovery and stability at home and in the community. IHHs operate across the state, some serving only adults, only children, or both. While there is at least one IHH designated to serve every county, eligible individuals may choose to enroll with any IHH.

Care teams include nurses, care coordinators, and peer/family support specialists.

## Services Overview

- Comprehensive care management
- Care coordination
- Activities that promote health and wellness
- Comprehensive transitional care
- Support to individuals and their family members (when appropriate)
- Referral to community and social support services

## Clients to Connect

- Adults who are enrolled in Medicaid and have a diagnosis of a serious mental illness, which could include schizophrenia, schizoaffective disorder, bipolar disorder, major depression, or any other significant mental health diagnosis that causes impairments to daily functioning.
- Children who are enrolled in Medicaid and have a diagnosis of a serious emotional disturbance.

## How to Contact/Refer for Services

Contact information organized by county begins on the next page.

# List of Integrated Health Homes

County	Population Served	Integrated Health Home	Phone Number	Website
<b>Adair</b>	Adult/Child	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/ihh">https://www.crossroadsbhs.org/ihh</a>
<b>Adams</b>	Adult/Child	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/ihh">https://www.crossroadsbhs.org/ihh</a>
<b>Allamakee</b>	Adult	Northeast Iowa Behavioral Health	(563) 382-3649	<a href="https://www.neibh.org/integrated-health-home">https://www.neibh.org/integrated-health-home</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	CHSC Decorah Regional Center	(563) 382-1277 (877) 571-9797	<a href="https://chsciowa.org/regional-centers/decorah">https://chsciowa.org/regional-centers/decorah</a>
	Child	Families First Counseling Services	(844) 225-7444	<a href="https://www.families-first.net/services">https://www.families-first.net/services</a>
<b>Audubon</b>	Adult/Child	Southwest Iowa Mental Health Center	(712) 243-2606	<a href="https://zionrecovery.org/swimhc/">https://zionrecovery.org/swimhc/</a>
<b>Benton</b>	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
<b>Buena Vista</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Black Hawk</b>	Adult/Child	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/integrated-health-services/">https://www.pathwaysb.org/integrated-health-services/</a>
	Adult/Child	Black Hawk-Grundy Mental Health Center	(319) 234-2893 (800) 583-1526	<a href="https://www.unitypoint.org/waterloo/black-hawk-grundy-mental-health-center.aspx">https://www.unitypoint.org/waterloo/black-hawk-grundy-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Boone</b>	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Ages 14 and up	Community Support Advocates	(515) 883-1776	<a href="https://teamcsa.org/our-services/integrated-health-program/">https://teamcsa.org/our-services/integrated-health-program/</a>
	Child	Youth and Shelter Services (YSS)	(515) 233-2250	<a href="https://www.yss.org/program/yss-family-counseling-clinic/">https://www.yss.org/program/yss-family-counseling-clinic/</a>
<b>Bremer</b>	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Adult/Child	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/integrated-health-services/">https://www.pathwaysb.org/integrated-health-services/</a>
	Child	CHSC Oelwein Regional Center	(319) 283-4135 (866) 279-5023	<a href="https://chsciowa.org/regional-centers/oelwein">https://chsciowa.org/regional-centers/oelwein</a>
<b>Buchanan</b>	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 364-0259	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	CHSC Oelwein Regional Center	(319) 283-4135 (866) 279-5023	<a href="https://chsciowa.org/regional-centers/oelwein">https://chsciowa.org/regional-centers/oelwein</a>
	Child	Families First Counseling Services	(844) 225-7444	<a href="https://www.families-first.net/services">https://www.families-first.net/services</a>



County	Population Served	Integrated Health Home	Phone Number	Website
<b>Buena Vista</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx">https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx</a>
<b>Butler</b>	Adult/Child	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/integrated-health-services/">https://www.pathwaysb.org/integrated-health-services/</a>
<b>Calhoun</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx">https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx</a>
<b>Carroll</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Cass</b>	Adult/Child	Southwest Iowa Mental Health Center	(712) 243-2606	<a href="https://zionrecovery.org/swimhc/">https://zionrecovery.org/swimhc/</a>
<b>Cedar</b>	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
<b>Cerro Gordo</b>	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Cherokee</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Chickasaw</b>	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Adult/Child	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/integrated-health-services/">https://www.pathwaysb.org/integrated-health-services/</a>
	Child	CHSC Decorah Regional Center	(563) 382-1277 (877) 571-9798	<a href="https://chsciowa.org/regional-centers/decorah">https://chsciowa.org/regional-centers/decorah</a>
<b>Clarke</b>	Adult/Child	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/ihh">https://www.crossroadsbhs.org/ihh</a>
<b>Clayton</b>	Adult	Northeast Iowa Behavioral Health	(563) 382-3649	<a href="https://www.neibh.org/integrated-health-home">https://www.neibh.org/integrated-health-home</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	CHSC Decorah Regional Center	(563) 382-1277 (877) 571-9799	<a href="https://chsciowa.org/regional-centers/decorah">https://chsciowa.org/regional-centers/decorah</a>
	Child	CHSC Dubuque Regional Center	(563) 583-5545	<a href="https://chsciowa.org/regional-centers/dubuque">https://chsciowa.org/regional-centers/dubuque</a>
	Child	Families First Counseling Services	(844) 225-7444	<a href="https://www.families-firStreetnet/services">https://www.families-firStreetnet/services</a>
<b>Clinton</b>	Adult	Bridgeview Community Mental Health Center	(563) 243-5633	<a href="http://www.bridgeviewcmhc.com/">http://www.bridgeviewcmhc.com/</a>
	Adult	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Adult/Child	Vera French Community Mental Health Center	(563) 383-1900	<a href="https://www.verafrenchmhc.org/services-for-adults/integrated-healthcare/">https://www.verafrenchmhc.org/services-for-adults/integrated-healthcare/</a>
	Child	CHSC Clinton Regional Center	(563) 243-0292 (877) 243-0292	<a href="https://chsciowa.org/regional-centers/clinton">https://chsciowa.org/regional-centers/clinton</a>
<b>Crawford</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Dallas</b>	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Ages 14 and up	Community Support Advocates	(515) 883-1776	<a href="https://teamcsa.org/our-services/integrated-health-program/">https://teamcsa.org/our-services/integrated-health-program/</a>

County	Population Served	Integrated Health Home	Phone Number	Website
<b>Davis</b>	Adult/Child	Southern Iowa Mental Health Center	(641) 814-5111	<a href="https://www.simhcottumwa.org">https://www.simhcottumwa.org</a>
<b>Decatur</b>	Adult/Child	Crossroads Behavioral Health Services	(641) 782-8458	<a href="https://www.crossroadsbhs.org/ihh">https://www.crossroadsbhs.org/ihh</a>
<b>Delaware</b>	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	CHSC Dubuque Regional Center	(563) 583-5545	<a href="https://chsciowa.org/regional-centers/dubuque">https://chsciowa.org/regional-centers/dubuque</a>
	Child	CHSC Oelwein Regional Center	(319) 283-4135 (866) 279-5023	<a href="https://chsciowa.org/regional-centers/oelwein">https://chsciowa.org/regional-centers/oelwein</a>
	Child	Families First Counseling Services	(844) 225-7444	<a href="https://www.families-first.net/services">https://www.families-first.net/services</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
<b>Des Moines</b>	Adult	Counseling Associates Inc.	(319) 372-8045	<a href="https://www.counselingassociatesonline.com/integrated-health-home">https://www.counselingassociatesonline.com/integrated-health-home</a>
	Child	Young House Family Services	(319) 752-4000	<a href="http://www.younghouse.org/behavioral.html">http://www.younghouse.org/behavioral.html</a>
<b>Dubuque</b>	Adult	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Adult/Child	Hillcrest Family Services	(563) 557-4422	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Child	CHSC Dubuque Regional Center	(563) 583-5545	<a href="https://chsciowa.org/regional-centers/dubuque">https://chsciowa.org/regional-centers/dubuque</a>
<b>Fayette</b>	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult	Northeast Iowa Behavioral Health	(563) 382-3649	<a href="https://www.neibh.org/integrated-health-home">https://www.neibh.org/integrated-health-home</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	CHSC Oelwein Regional Center	(319) 283-4135 (866) 279-5023	<a href="https://chsciowa.org/regional-centers/oelwein">https://chsciowa.org/regional-centers/oelwein</a>
	Child	Families First Counseling Services	(844) 225-7444	<a href="https://www.families-first.net/services">https://www.families-first.net/services</a>
<b>Floyd</b>	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Franklin</b>	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx">https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Fremont</b>	Adult/Child	Waubonise Mental Health Center	(712) 542-2388	<a href="http://www.waubonsiemhc.com/services">http://www.waubonsiemhc.com/services</a>
<b>Greene</b>	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
	Child	Youth and Shelter Services (YSS)	(515) 233-2250	<a href="https://www.yss.org/program/yss-family-counseling-clinic/">https://www.yss.org/program/yss-family-counseling-clinic/</a>

County	Population Served	Integrated Health Home	Phone Number	Website
<b>Grundy</b>	Adult/Child	Black Hawk-Grundy Mental Health Center	(319) 234-2893 (800) 583-1526	<a href="https://www.unitypoint.org/waterloo/black-hawk-grundy-mental-health-center.aspx">https://www.unitypoint.org/waterloo/black-hawk-grundy-mental-health-center.aspx</a>
	Adult/Child	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/integrated-health-services/">https://www.pathwaysb.org/integrated-health-services/</a>
<b>Guthrie</b>	Adult/Child	Southwest Iowa Mental Health Center	(712) 243-2606	<a href="https://zionrecovery.org/swimhc/">https://zionrecovery.org/swimhc/</a>
<b>Hamilton</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/forddodge/parent-child-therapy.aspx">https://www.unitypoint.org/forddodge/parent-child-therapy.aspx</a>
<b>Hancock</b>	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Hardin</b>	Adult/Child	Center Associates	(641) 752-1585 (800) 896-2055	<a href="http://www.centerassoc.com/">http://www.centerassoc.com/</a>
<b>Harrison</b>	Adult	Heartland Family Services	(712) 256-4556	<a href="https://heartlandfamilyservice.org">https://heartlandfamilyservice.org</a>
	Child	Children's Square USA	(712) 256-8888	<a href="https://childrensquare.org/229791-2/integrated-health-service/">https://childrensquare.org/229791-2/integrated-health-service/</a>
<b>Henry</b>	Adult/Child	Hillcrest Family Services	(319) 527-4455	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Child	Young House Family Services	(319) 752-4000	<a href="http://www.younghouse.org/behavioral.html">http://www.younghouse.org/behavioral.html</a>
<b>Howard</b>	Adult	Northeast Iowa Behavioral Health	(563) 382-3649	<a href="https://www.neibh.org/integrated-health-home">https://www.neibh.org/integrated-health-home</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	CHSC Decorah Regional Center	(563) 382-1277 (877) 571-9800	<a href="https://chsciowa.org/regional-centers/decorah">https://chsciowa.org/regional-centers/decorah</a>
	Child	Families First Counseling Services	(844) 225-7444	<a href="https://www.families-first.net/services">https://www.families-first.net/services</a>
<b>Humboldt</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/forddodge/parent-child-therapy.aspx">https://www.unitypoint.org/forddodge/parent-child-therapy.aspx</a>
<b>Ida</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Iowa</b>	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedar-rapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedar-rapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
<b>Jackson</b>	Adult	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Adult/Child	Hillcrest Family Services	(563) 652-4958	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Child	CHSC Clinton Regional Center	(563) 243-0292 (877) 243-0292	<a href="https://chsciowa.org/regional-centers/clinton">https://chsciowa.org/regional-centers/clinton</a>
	Child	CHSC Dubuque Regional Center	(563) 583-5545	<a href="https://chsciowa.org/regional-centers/dubuque">https://chsciowa.org/regional-centers/dubuque</a>

County	Population Served	Integrated Health Home	Phone Number	Website
Jasper	Adult	Capstone Behavioral Healthcare	(641) 792-4012	<a href="http://www.capstonebh.com/pages/integrated-health-home.aspx">http://www.capstonebh.com/pages/integrated-health-home.aspx</a>
	Ages 14 and up	Community Support Advocates	(515) 883-1776	<a href="https://teamcsa.org/our-services/integrated-health-program/">https://teamcsa.org/our-services/integrated-health-program/</a>
	Child	Youth Emergency Services & Shelter of Iowa	(515) 557-2256	<a href="https://www.yessiowa.org/integratedcareconnections.aspx">https://www.yessiowa.org/integratedcareconnections.aspx</a>
Jefferson	Adult/Child	Hillcrest Family Services	(319) 527-4455	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Adult/Child	Southern Iowa Mental Health Center	(641) 814-5111	<a href="https://www.simhcottumwa.org">https://www.simhcottumwa.org</a>
Johnson	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
Jones	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
Keokuk	Adult/Child	Hillcrest Family Services	(319) 527-4455	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Adult/Child	Southern Iowa Mental Health Center	(641) 814-5111	<a href="https://www.simhcottumwa.org">https://www.simhcottumwa.org</a>
Kossuth	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx">https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx</a>
Lee	Adult	Counseling Associates Inc.	(319) 372-8045	<a href="https://www.counselingassociatesonline.com/integrated-health-home">https://www.counselingassociatesonline.com/integrated-health-home</a>
	Child	Young House Family Services	(319) 752-4000	<a href="http://www.younghouse.org/behavioral.html">http://www.younghouse.org/behavioral.html</a>
Linn	Adult	Abbe Center for Community Mental Health	(319) 261-0576	<a href="https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx">https://www.unitypoint.org/cedarrapids/abbe-mental-health-center.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
Louisa	Adult/Child	Hillcrest Family Services	(319) 527-4455	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Child	Young House Family Services	(319) 752-4000	<a href="http://www.younghouse.org/behavioral.html">http://www.younghouse.org/behavioral.html</a>
Madison	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Adult/Child	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/ihh">https://www.crossroadsbhs.org/ihh</a>
	Ages 14 and up	Community Support Advocates	(515) 883-1776	<a href="https://teamcsa.org/our-services/integrated-health-program/">https://teamcsa.org/our-services/integrated-health-program/</a>

County	Population Served	Integrated Health Home	Phone Number	Website
<b>Mahaska</b>	Adult/Child	Hillcrest Family Services	(319) 527-4455	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Adult/Child	Southern Iowa Mental Health Center	(641) 814-5111	<a href="https://www.simhcottumwa.org">https://www.simhcottumwa.org</a>
<b>Marion</b>	Adult	Capstone Behavioral Healthcare	(641) 792-4012	<a href="http://www.capstonebh.com/pages/integrated-health-home.aspx">http://www.capstonebh.com/pages/integrated-health-home.aspx</a>
	Child	Youth Emergency Services & Shelter of Iowa	(515) 557-2256	<a href="https://www.yessiowa.org/integratedcareconnections.aspx">https://www.yessiowa.org/integratedcareconnections.aspx</a>
<b>Marshall</b>	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Adult/Child	Center Associates	(641) 752-1585 (800) 896-2055	<a href="http://www.centerassoc.com/">http://www.centerassoc.com/</a>
<b>Mills</b>	Adult	Heartland Family Services	(712) 256-4556	<a href="https://heartlandfamilyservice.org">https://heartlandfamilyservice.org</a>
	Child	Children's Square USA	(712) 256-8888	<a href="https://childrenssquare.org/229791-2/integrated-health-service/">https://childrenssquare.org/229791-2/integrated-health-service/</a>
<b>Mitchell</b>	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Monona</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Montgomery</b>	Adult/Child	Waubonise Mental Health Center	(712) 542-2388	<a href="http://www.waubonsiemhc.com/services">http://www.waubonsiemhc.com/services</a>
<b>Muscatine</b>	Adult/Child	Family Resources	(855) 277-0430	<a href="http://www.famres.org/services/integrated-health-home">http://www.famres.org/services/integrated-health-home</a>
	Adult/Child	Robert Young Center	(309) 779-2100	<a href="https://www.unitypoint.org/quadcities/mental-health---inout-services.aspx">https://www.unitypoint.org/quadcities/mental-health---inout-services.aspx</a>
	Adult/Child	Vera French Community Mental Health Center	(563) 383-1900	<a href="https://www.verafrenchmhc.org/services-for-adults/integrated-healthcare/">https://www.verafrenchmhc.org/services-for-adults/integrated-healthcare/</a>
	Child	Tanager Place	(319) 286-4530	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
<b>Page</b>	Adult/Child	Waubonise Mental Health Center	(712) 542-2388	<a href="http://www.waubonsiemhc.com/services">http://www.waubonsiemhc.com/services</a>
<b>Plymouth</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Pocahontas</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/forddodge/parent-child-therapy.aspx">https://www.unitypoint.org/forddodge/parent-child-therapy.aspx</a>
<b>Polk</b>	Adult	Broadlawns Medical Center	(515) 282-6770	<a href="https://www.broadlawns.org/clinics-and-services/mental-health/community-based-services#IHH">https://www.broadlawns.org/clinics-and-services/mental-health/community-based-services#IHH</a>
	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Ages 14 and up	Community Support Advocates	(515) 883-1776	<a href="https://teamcsa.org/our-services/integrated-health-program/">https://teamcsa.org/our-services/integrated-health-program/</a>
	Child	Orchard Place	(515) 256-3450	<a href="https://www.orchardplace.org/services/pace-center/integrated-health-program">https://www.orchardplace.org/services/pace-center/integrated-health-program</a>
	Child	Youth Emergency Services & Shelter of Iowa	(515) 557-2256	<a href="https://www.yessiowa.org/integratedcareconnections.aspx">https://www.yessiowa.org/integratedcareconnections.aspx</a>
<b>Pottawattamie</b>	Adult	Heartland Family Services	(712) 256-4556	<a href="https://heartlandfamilyservice.org">https://heartlandfamilyservice.org</a>
	Child	Children's Square USA	(712) 256-8888	<a href="https://childrenssquare.org/229791-2/integrated-health-service/">https://childrenssquare.org/229791-2/integrated-health-service/</a>

County	Population Served	Integrated Health Home	Phone Number	Website
<b>Poweshiek</b>	Adult	Capstone Behavioral Healthcare	(641) 792-4012	<a href="http://www.capstonebh.com/pages/integrated-health-home.aspx">http://www.capstonebh.com/pages/integrated-health-home.aspx</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Youth Emergency Services & Shelter of Iowa	(515) 557-2256	<a href="https://www.yessiowa.org/integratedcareconnections.aspx">https://www.yessiowa.org/integratedcareconnections.aspx</a>
<b>Sac</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx">https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx</a>
	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Scott</b>	Adult/Child	Family Resources	(855) 277-0430	<a href="http://www.famres.org/services/integrated-health-home">http://www.famres.org/services/integrated-health-home</a>
	Adult/Child	Robert Young Center	(309) 779-2100	<a href="https://www.unitypoint.org/quadcities/mental-health---inout-services.aspx">https://www.unitypoint.org/quadcities/mental-health---inout-services.aspx</a>
	Adult/Child	Vera French Community Mental Health Center	(563) 383-1900	<a href="https://www.verafrenchmhc.org/services-for-adults/integrated-healthcare/">https://www.verafrenchmhc.org/services-for-adults/integrated-healthcare/</a>
<b>Shelby</b>	Adult/Child	Southwest Iowa Mental Health Center	(712) 243-2606	<a href="https://zionrecovery.org/swimhc/">https://zionrecovery.org/swimhc/</a>
<b>Sioux</b>	Adult/Child	Plains Area Mental Health Center	(712) 225-1490	<a href="https://plainsareamentalhealth.org/integrated-health-services/">https://plainsareamentalhealth.org/integrated-health-services/</a>
<b>Story</b>	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Ages 14 and up	Community Support Advocates	(515) 883-1776	<a href="https://teamcsa.org/our-services/integrated-health-program/">https://teamcsa.org/our-services/integrated-health-program/</a>
	Child	Youth and Shelter Services (YSS)	(515) 233-2250	<a href="https://www.yss.org/program/yss-family-counseling-clinic/">https://www.yss.org/program/yss-family-counseling-clinic/</a>
<b>Tama</b>	Adult/Child	Center Associates	(641) 752-1585 (800) 896-2055	<a href="http://www.centerassoc.com/">http://www.centerassoc.com/</a>
	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Child	Tanager Place	(319) 286-4562	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
<b>Taylor</b>	Adult/Child	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/ihh">https://www.crossroadsbhs.org/ihh</a>
<b>Union</b>	Adult/Child	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/ihh">https://www.crossroadsbhs.org/ihh</a>
<b>Van Buren</b>	Adult/Child	Hillcrest Family Services	(319) 527-4455	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Adult/Child	Southern Iowa Mental Health Center	(641) 814-5111	<a href="https://www.simhcottumwa.org">https://www.simhcottumwa.org</a>
<b>Wapello</b>	Adult/Child	Southern Iowa Mental Health Center	(641) 814-5111	<a href="https://www.simhcottumwa.org">https://www.simhcottumwa.org</a>
<b>Warren</b>	Adult	Eyerly Ball Community Mental Health	(515) 241-0982	<a href="http://www.eyerlyball.org/">http://www.eyerlyball.org/</a>
	Ages 14 and up	Community Support Advocates	(515) 883-1776	<a href="https://teamcsa.org/our-services/integrated-health-program/">https://teamcsa.org/our-services/integrated-health-program/</a>
	Child	Orchard Place	(515) 256-3450	<a href="https://www.orchardplace.org/services/pace-center/integrated-health-program">https://www.orchardplace.org/services/pace-center/integrated-health-program</a>
	Child	Youth Emergency Services & Shelter of Iowa	(515) 557-2256	<a href="https://www.yessiowa.org/integratedcareconnections.aspx">https://www.yessiowa.org/integratedcareconnections.aspx</a>

County	Population Served	Integrated Health Home	Phone Number	Website
<b>Washington</b>	Adult/Child	Four Oaks Family and Children Services	(319) 784-2250	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
	Adult/Child	Hillcrest Family Services	(319) 527-4455	<a href="https://hillcrest-fs.org/services/brain-health-community-services/">https://hillcrest-fs.org/services/brain-health-community-services/</a>
	Child	Tanager Place	(319) 286-4563	<a href="https://www.tanagerplace.org/treatment/outpatient/">https://www.tanagerplace.org/treatment/outpatient/</a>
<b>Webster</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx">https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx</a>
<b>Winnebago</b>	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Winneshiek</b>	Adult	Northeast Iowa Behavioral Health	(563) 382-3649	<a href="https://www.neibh.org/integrated-health-home">https://www.neibh.org/integrated-health-home</a>
	Child	CHSC Decorah Regional Center	(563) 382-1277	<a href="https://chsciowa.org/regional-centers/decorah">https://chsciowa.org/regional-centers/decorah</a>
	Child	Families First Counseling Services	(844) 225-7444	<a href="https://www.families-first.net/services">https://www.families-first.net/services</a>
<b>Woodbury</b>	Adult/Child	Siouxland Mental Health Center	(712) 202-0173	<a href="http://siouxlandmentalhealth.com">http://siouxlandmentalhealth.com</a>
<b>Worth</b>	Adult	Prairie Ridge Integrated Behavioral Healthcare	(641) 243-7264	<a href="https://prairieridge.net/integrated-health-home/">https://prairieridge.net/integrated-health-home/</a>
	Adult/Child	Four Oaks Family and Children Services	(641) 423-3222 Ext. 4804	<a href="https://www.fouroaks.org">https://www.fouroaks.org</a>
<b>Wright</b>	Adult/Child	Berryhill Center	(515) 955-7171 (800) 482-8305	<a href="https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx">https://www.unitypoint.org/fortdodge/parent-child-therapy.aspx</a>

# Mental Health and Disability Services Regions

Mental health and disability services (MHDS) regions provide access to an array of services that are locally delivered according to statewide standards. There are currently 14 approved MHDS Regions operating in Iowa. Regions are made up of three or more counties, except for Polk County which operates as a one county region.

MHDS regions serve individuals who are not eligible for Medicaid but have needs related to mental health or disability status, and individuals who are enrolled in Medicaid but need access to mental health or disability services not covered by Medicaid. All regions must provide a set of “core services” to individuals with a mental illness and/or an intellectual disability who are also at or below 150% of the federal poverty level (FPL). Many regions provide services to individuals with a developmental disability or brain injury, and individuals who earn between 150-200% of FPL. All regions fund services beyond the required core services.

## Individuals to Connect

- Those who are not Medicaid eligible but have needs related to their mental health or disability diagnosis
- Those who are enrolled in Medicaid but need access to services not covered by Medicaid

## Eligibility

Funding available to support individuals beyond the required “core population” (mental illness and intellectual disability) varies by region. Income guidelines and other eligibility criteria vary as well. Individuals should apply for services based on their county of residence. This is the county in which the person applying for services is living. For individuals experiencing homelessness, the county of residence is the county where they usually sleep. A person maintains residency in the county they last lived in if they are incarcerated, live in a nursing home or other facility, or attend college or university.

Contacting a regional office directly is the best way to get more information on eligibility (see page 42 for contact information).

## How to Contact/Refer for Services

- **Regional Offices:** Most regions have multiple offices located within the region where individuals seeking funding for mental health and/or disability services can fill out an application. Local regional offices are a good resource for anyone who has questions about services, eligibility, or the application process.
- **Access Points:** Regions are required to have additional access points around the region. These are usually housed within community service organizations, hospitals, or other places where individuals access mental health and/or disability services. Applications are available at designated access points, and staff have been trained to assist with the application process and forward completed applications to the region.

## Core Services

Core services are the services and supports regions are required to provide to eligible individuals.

- **Treatment Services:** This includes a wide variety of mental health treatment such as assessment and evaluation, mental health outpatient therapy, medication prescribing and management, and mental health inpatient treatment.



- **Support for Community Living:** Services designed to assist people to live healthy lives in the community include home health aides, home and vehicle modification, respite services, and supportive community living (SCL) services.
- **Recovery Services:** Peer and family support services designed to assist individuals who are experiencing mental health and/or substance use concerns, and their family members. Services are provided by people with lived experience and designed to provide peer-to-peer support in a holistic and non-judgmental way.
- **Crisis Services:** Comprehensive crisis services include 24-hour crisis response, crisis evaluation, mobile response, 23-hour holding and observation, crisis stabilization community-based services, crisis stabilization residential services, and funding of personal emergency response systems.
- **Employment Support:** Services include day habilitation, job development, supported employment, and prevocational services.
- **Service Coordination:** Services include coordinating physical and mental health services (referred to as “health homes”) and case management.
- **Access Centers:** These centers provide immediate, short-term assessments for persons with serious mental illness or substance use disorders who do not need inpatient psychiatric hospital treatment, but who do need significant amounts of supports and services not available in the home or community. Access centers accept and serve individuals who are court-ordered to participate in mental health or substance use disorder treatment and provide services on a no reject, no eject basis.
- **Assertive Community Treatment (ACT):** ACT is an evidence-based, best-practice model of service provided through an interdisciplinary team to ensure a recovery-oriented system of care. ACT is available 24 hours a day, seven days per week, and is prepared to carry out a full range of treatment functions in the participant’s chosen community. Team members work with individuals to: promote symptom stability, use medication appropriately, restore personal, community living and social skills, promote and maintain physical health, establish access to entitlements, housing, work and social opportunities, and help maintain the highest possible level of functioning in the community. A map of ACT teams can be found on page 47.
- **Sub-Acute Services:** This level-of-care is for individuals who are either experiencing or at a high risk of experiencing acute mental health distress that either prevent them from safely remaining in the community or put them at risk of being removed. Sub-acute services are intensive, recovery oriented, and designed to assist the individual to safely return to the community.
- **Intensive Residential Service Homes (IRSH):** IRSH is an intensive, residential service provided 24 hours a day, 7 days a week, 365 days a year to individuals with a severe and persistent mental illness or multi-occurring conditions.

**Other Services:** Regions provide additional services, including comprehensive crisis and jail diversion services. Contact the Region to determine additional services available.

### **Children’s Core Services**

- Assessment and evaluation
- Behavioral health treatment (inpatient and outpatient)
- Crisis stabilization (community-based and residential)
- Early identification and intervention
- Education services
- Medication prescribing and management
- Mobile response
- Prevention services

# MHDS Region Contact Information

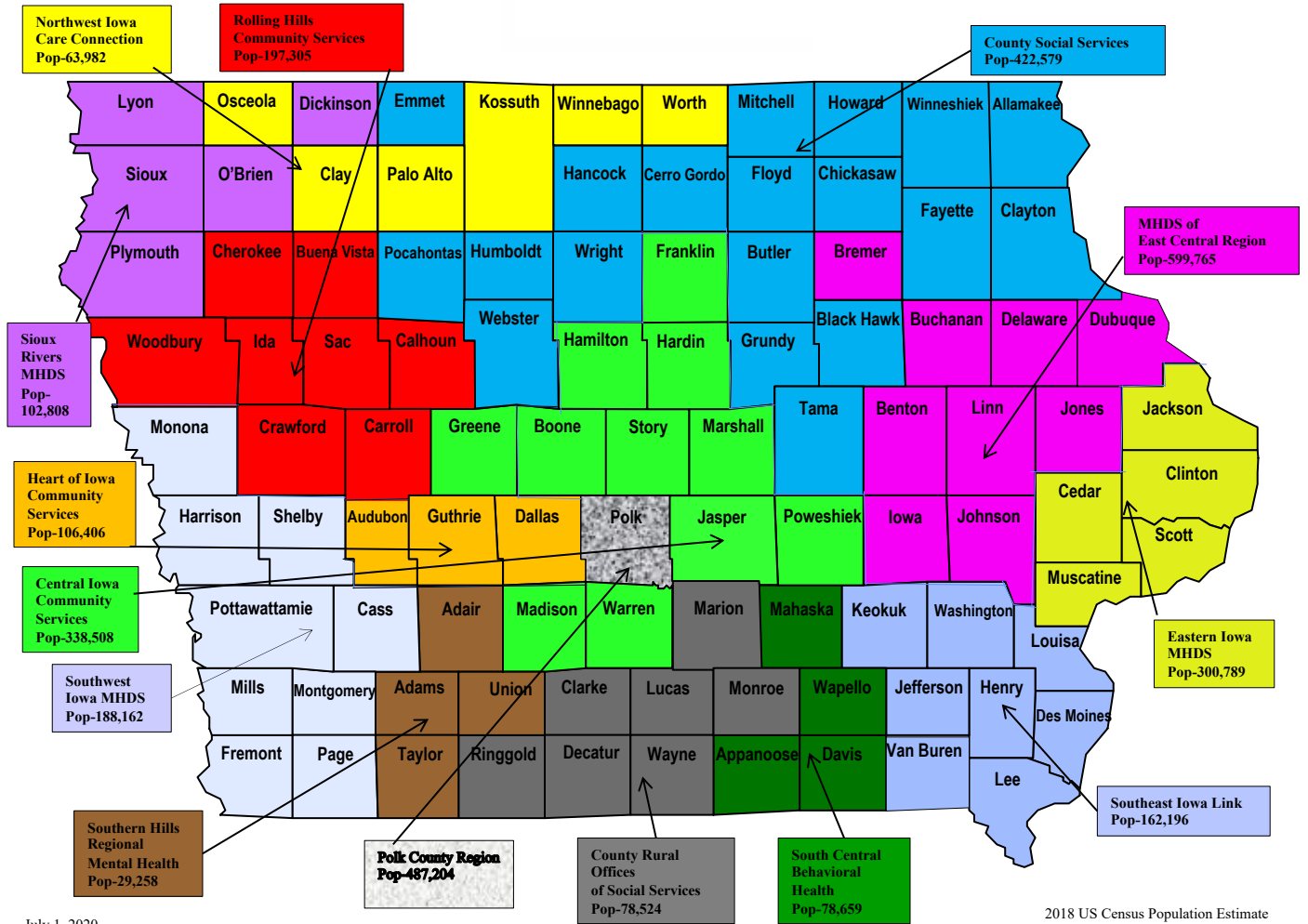
County	Region	Contact Number	Website
<b>Adair</b>	Southern Hills Mental Health Region	(712) 525-1337	No website
<b>Adams</b>	Southern Hills Mental Health Region	(712) 525-1337	No website
<b>Allamakee</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Appanoose</b>	South Central Behavioral Health Region	(641) 683-4576	<a href="http://scbhr.org/">http://scbhr.org/</a>
<b>Audubon</b>	Heart of Iowa Community Services (HICS)	(515) 468-9725	<a href="https://hicsiowa.org/">https://hicsiowa.org/</a>
<b>Benton</b>	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(319) 472-4743	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
<b>Black Hawk</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Boone</b>	Central Iowa Community Services (CICS)	(515) 433-0593	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
<b>Bremer</b>	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(319) 352-2993	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
<b>Buchanan</b>	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(319) 334-7450	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
<b>Buena Vista</b>	Rolling Hills Community Services Region	(712) 749-2556	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
<b>Butler</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Calhoun</b>	Rolling Hills Community Services Region	(712) 297-5292 Ext. 237	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
<b>Carroll</b>	Rolling Hills Community Services Region	(712) 792-1234	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
<b>Cass</b>	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
<b>Cedar</b>	Eastern Iowa MH/DS Region	(563) 326-8723	<a href="http://www.scottcountyiowa.com/easterniowamhds">http://www.scottcountyiowa.com/easterniowamhds</a>
<b>Cerro Gordo</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Cherokee</b>	Rolling Hills Community Services Region	(712) 749-2556	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
<b>Chickasaw</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Clarke</b>	County Rural Offices of Social Services (CROSS)	(641) 414-2968	<a href="https://crossmentalhealth.org/">https://crossmentalhealth.org/</a>
<b>Clay</b>	Northwest Iowa Care Connection	(712) 264-3945	<a href="https://nwiacareconnections.org/">https://nwiacareconnections.org/</a>
<b>Clayton</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Clinton</b>	Eastern Iowa MH/DS Region	(563) 326-8723	<a href="http://www.scottcountyiowa.com/easterniowamhds">http://www.scottcountyiowa.com/easterniowamhds</a>
<b>Crawford</b>	Rolling Hills Community Services Region	(712) 263-2720	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
<b>Dallas</b>	Heart of Iowa Community Services (HICS)	(515) 993-5869	<a href="https://hicsiowa.org/">https://hicsiowa.org/</a>
<b>Davis</b>	South Central Behavioral Health Region	(641) 683-4576	<a href="http://scbhr.org/">http://scbhr.org/</a>
<b>Decatur</b>	County Rural Offices of Social Services (CROSS)	(641) 446-7178	<a href="https://crossmentalhealth.org/">https://crossmentalhealth.org/</a>

County	Region	Contact Number	Website
Delaware	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(563) 927-5116	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
Des Moines	Southeast Iowa Link (SEIL)	(319) 754-8556	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>
Dickinson	Sioux Rivers Regional Mental Health and Disability Services	(712) 336-0775	<a href="https://www.siouxrivers.com/">https://www.siouxrivers.com/</a>
Dubuque	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(563) 589-7870	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
Emmet	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Fayette	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Floyd	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Franklin	Central Iowa Community Services (CICS)	(641) 456-2128	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Fremont	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Greene	Central Iowa Community Services (CICS)	(515) 386-5686	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Grundy	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Guthrie	Heart of Iowa Community Services (HICS)	(515) 494-8588	<a href="https://hicsiowa.org/">https://hicsiowa.org/</a>
Hamilton	Central Iowa Community Services (CICS)	(515) 832-9550	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Hancock	County Social Services	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Hardin	Central Iowa Community Services (CICS)	(641) 939-8167	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Harrison	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Henry	Southeast Iowa Link (SEIL)	(319) 385-4050	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>
Howard	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Humboldt	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Ida	Rolling Hills Community Services Region	(712) 364-2385	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
Iowa	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(319) 662-4245	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
Jackson	Eastern Iowa MH/DS Region	(563) 326-8723	<a href="http://www.scottcountyiowa.com/easterniowamhds">http://www.scottcountyiowa.com/easterniowamhds</a>
Jasper	Central Iowa Community Services (CICS)	(641) 791-2304	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Jefferson	Southeast Iowa Link (SEIL)	(641) 472-8637	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>
Johnson	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(319) 688-5824 (319) 339-6169	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
Jones	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(319) 462-4457	<a href="https://ecriowa.org/">https://ecriowa.org/</a>
Keokuk	Southeast Iowa Link (SEIL)	(641) 622-2383	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>
Kossuth	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Lee	Southeast Iowa Link (SEIL)	(319) 524-1052	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>
Linn	Mental Health/Disability Services of the East Central Region (MH/DS ECR)	(319) 892-5670	<a href="https://ecriowa.org/">https://ecriowa.org/</a>

County	Region	Contact Number	Website
Louisa	Southeast Iowa Link (SEIL)	(319) 523-5125	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>
Lucas	County Rural Offices of Social Services (CROSS)	(641) 774-0423	<a href="https://crossmentalhealth.org/">https://crossmentalhealth.org/</a>
Lyon	Sioux Rivers Regional Mental Health and Disability Services	(712) 472-8240	<a href="https://www.siouxrivers.com/">https://www.siouxrivers.com/</a>
Madison	Central Iowa Community Services (CICS)	(515) 493-1219	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Mahaska	South Central Behavioral Health Region	(641) 683-4576	<a href="http://scbhr.org/">http://scbhr.org/</a>
Marion	County Rural Offices of Social Services (CROSS)	(641) 828-3869	<a href="https://crossmentalhealth.org/">https://crossmentalhealth.org/</a>
Marshall	Central Iowa Community Services (CICS)	(641) 754-6390	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Mills	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Mitchell	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Monona	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Monroe	County Rural Offices of Social Services (CROSS)	(641) 932-2427	<a href="https://crossmentalhealth.org/">https://crossmentalhealth.org/</a>
Montgomery	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Muscatine	Eastern Iowa MH/DS Region	(563) 326-8723	<a href="http://www.scottcountyiowa.com/easterniowamhds">http://www.scottcountyiowa.com/easterniowamhds</a>
O'Brien	Sioux Rivers Regional Mental Health and Disability Services	(712) 336-0775	<a href="https://www.siouxrivers.com/">https://www.siouxrivers.com/</a>
Osceola	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Page	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Palo Alto	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Plymouth	Sioux Rivers Regional Mental Health and Disability Services	(712) 546-4352	<a href="https://www.siouxrivers.com/">https://www.siouxrivers.com/</a>
Pocahontas	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Polk	Polk County MHDS Region	(515) 243-4545	<a href="https://pchsia.org/">https://pchsia.org/</a>
Pottawattamie	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Poweshiek	Central Iowa Community Services (CICS)	(641) 236-9199	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Ringgold	County Rural Offices of Social Services (CROSS)	(641) 464-0691	<a href="https://crossmentalhealth.org/">https://crossmentalhealth.org/</a>
Sac	Rolling Hills Community Services Region	(712) 662-7998	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
Scott	Eastern Iowa MH/DS Region	(563) 326-8723	<a href="http://www.scottcountyiowa.com/easterniowamhds">http://www.scottcountyiowa.com/easterniowamhds</a>
Shelby	Southwest Iowa MHDS Region	(712) 328-5645	<a href="https://www.swiamhds.com/">https://www.swiamhds.com/</a>
Sioux	Sioux Rivers Regional Mental Health and Disability Services	(712) 737-2999	<a href="https://www.siouxrivers.com/">https://www.siouxrivers.com/</a>
Story	Central Iowa Community Services (CICS)	(515) 663-2930	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
Tama	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
Taylor	Southern Hills Mental Health Region	(712) 525-1337	No website
Union	Southern Hills Mental Health Region	(712) 525-1337	No website
Van Buren	Southeast Iowa Link (SEIL)	(641) 919-6776	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>

<b>County</b>	<b>Region</b>	<b>Contact Number</b>	<b>Website</b>
<b>Wapello</b>	South Central Behavioral Health Region	(641) 683-4576	<a href="http://scbhr.org/">http://scbhr.org/</a>
<b>Warren</b>	Central Iowa Community Services (CICS)	(515) 961-1068	<a href="https://www.cicsmhds.org/">https://www.cicsmhds.org/</a>
<b>Washington</b>	Southeast Iowa Link (SEIL)	(319) 653-7751	<a href="https://www.southeastiowalink.net/">https://www.southeastiowalink.net/</a>
<b>Wayne</b>	County Rural Offices of Social Services (CROSS)	(641) 872-1301	<a href="https://crossmentalhealth.org/">https://crossmentalhealth.org/</a>
<b>Webster</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Winnebago</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Winneshiek</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Woodbury</b>	Rolling Hills Community Services Region	(712) 279-6459	<a href="http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/">http://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/</a>
<b>Worth</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>
<b>Wright</b>	County Social Services (CSS)	(855) 266-1257	<a href="https://www.countysocialservices.org/">https://www.countysocialservices.org/</a>

# MHDS Regions





# Crisis Services

Below are services available to Iowans in crisis. They are listed in order from the least restrictive and lowest levels of care (call/chat/text services), to the highest levels of care (residential care).

**Iowa DHS Crisis Services Website:** <https://dhs.iowa.gov/mhds/crisis-services>

## **Warm Line:**

The Iowa Warm Line is staffed by individuals with lived experience of mental illness and/or substance use disorders who are in recovery and trained to provide nonjudgmental and nondirective support to callers. Hours of operation are daily from 8 am-2 pm.

- **Phone:** (844) 755-WARM (9276)

## **Your Life Iowa:**

Your Life Iowa is the statewide crisis line. It is the starting place for individuals and/or friends and family members when faced with a concern or problems related to alcohol, drugs, gambling, mental health or suicidal thoughts. Its purpose is to provide everyone with trusted information, resources, and the support to get their lives back on track. Trained professionals are available 24 hours a day, 7 days a week, 365 days a year to provide confidential support via phone, text, or online chat.

- **Website and Chat:** <https://yourlifeiowa.org/>
- **Phone:** (855) 581-8111
- **Text:** (855) 895-8398

## **Mobile Response:**

Mobile response is a service that offers on-site, face-to-face mental health services for individuals experiencing a crisis. Staff can come to the individual and assist wherever the crisis is occurring. A map of local mobile response providers can be found on page 49 of this guide.

## **Twenty-Three-Hour Observation Services:**

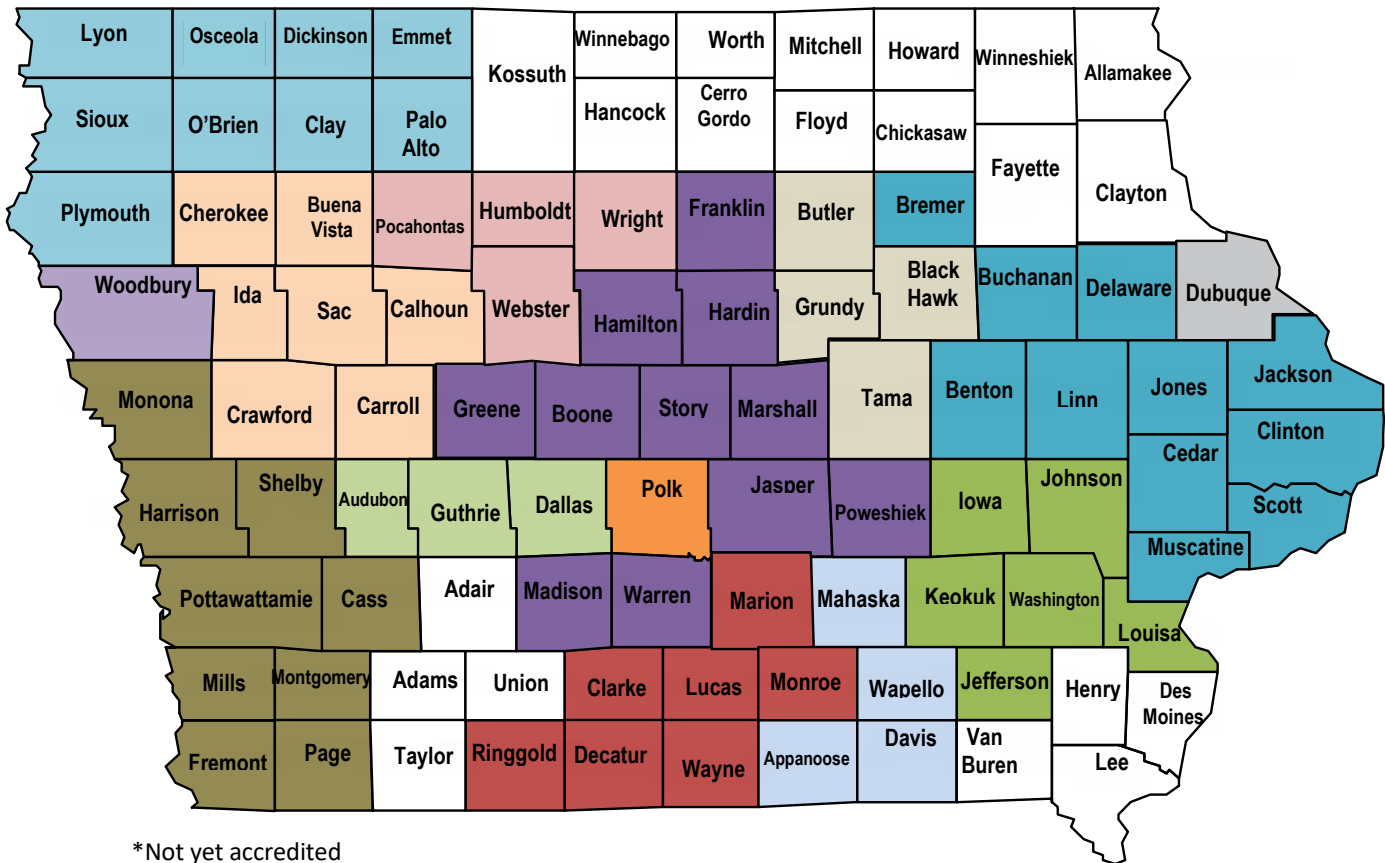
This is a therapeutic crisis service that provides up to 23-hours in a secure, medically staffed treatment environment. This service is appropriate for individuals who are having a mental health crisis but do not need an emergency room. Individuals will have the chance to talk with someone about what they are experiencing and make a plan for what comes next.

## **Crisis Stabilization Residential Services:**

This is a short-term living arrangement for individuals who need support while de-escalating from a crisis situation or stabilizing after a mental health crisis. Individuals appropriate for this level of care must not be in imminent danger or harm to self or others, be assessed to be safe in a community setting, not require medical care, and voluntarily consent to services.



# Mobile Crisis Response



\*Not yet accredited

	Mobile Crisis Provider	Counties Served	Contact Information
	Berryhill*	Humboldt, Pocahontas, Webster, Wright	855-581-8111
	Broadlawns*	Polk	911
	CommUnity	Jefferson, Keokuk, Louisa, Washington	833-854-7613
		Iowa, Johnson	855-800-1239
	Community Health Center of Southern Iowa	Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, Wayne	641-342-1742
	Elevate	Black Hawk, Butler, Grundy, Tama	855-581-8111
	Eyerly Ball	Boone, Franklin, Greene, Hamilton, Hardin, Jasper, Madison, Marshall, Poweshiek, Story, Warren	855-581-8111
	Foundation 2	Cedar, Clinton, Jackson, Muscatine, Scott	844-430-0375
		Benton, Bremer, Buchanan, Delaware, Jones, Linn	855-581-8111
	Heartland Family Service	Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, Shelby	911
	Hillcrest	Dubuque	563-583-7357
	Plains Area Mental Health Center	Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Ida, Sac	888-696-2896
	Zion	Audubon, Dallas, Guthrie	911
	Seasons Center	Buena Vista, Dickinson, Emmet, Plymouth, O'Brien, Sioux, Lyon, Clay, Osceola, Palo Alto	844-345-4569
	Siouxland Mental Health Center	Woodbury	888-696-2896
	Southern Iowa Mental Health Center	Appanoose, Davis, Mahaska, Wapello	844-430-8520

# Child Support Recovery

The Child Support Recovery Unit (CSRU) is part of the Department of Human Services. The CSRU helps families achieve and maintain economic self-sufficiency by establishing and enforcing child and medical support orders and processing support payments. They:

- Locate parents and their employers or other income sources
- Establish paternity
- Establish support orders
- Suspend and reinstate support orders
- Modify support orders
- Register other states' orders for enforcement or modification in Iowa
- Send and receive referrals for services to and from other states
- Enforce health insurance orders
- Receive and disburse child support and medical support payments
- Answer customers' questions and concerns

Enforcing support orders can be done through income withholding, offsets of federal and state tax refunds, offsets of payments owed to federal and state vendors who do business with government agencies, administrative levies of accounts at financial institutions, license sanctions, reporting to credit agencies, and initiating contempt of court and wage garnishment actions.

## Individuals Served

CSRU serves people who:

- Receive public assistance such as Family Investment Program (FIP) benefits, foster care services, and in some situations, Medicaid benefits.
- Received public assistance in the past. Unless the payee notifies CSRU not to, they continue to collect support for the children when a family stops getting public assistance.
- Apply for child support services. To apply for services, visit <http://childsupport.ia.gov/>.
- Live in other states but need services from CSRU because the other parent lives or works in Iowa.

## Child Support Resources

- CSRU Website: General information on the Unit as well as information specific to individual cases can be found online under the Forms, General FAQ, Modification FAQ, and Resources tabs.
- <http://childsupport.ia.gov/>
- Toll Free Information Line: An automated telephone information line is available 24 hours a day, seven days a week. You can get information by calling (888) 229-9223.

## Contacts for Prison Reentry/Correctional Facility Outreach

Individuals needing assistance can contact any of the 21 offices throughout the state or use the website or toll-free number above. Prison reentry staff and correctional staff are also welcome to contact any of the following child support workers for assistance.

Region	Phone Number
<b>Eastern Region:</b> Office Locations: Burlington, Cedar Rapids, Clinton, Davenport, Dubuque	(319) 896-3254
<b>Western Region:</b> Office Locations: Carroll, Council Bluffs, Fort Dodge, Mason City, Sioux City, Spencer	(712) 775-7892
<b>Des Moines Region:</b> Office Locations: Ankeny, Creston, Des Moines Metro North, Des Moines Metro South, Grimes, Indianola, Pleasant Hill	(515) 261-5862
<b>Central Region:</b> Office Locations: Decorah, Marshalltown, Ottumwa, Waterloo	(319) 292-1362

# Problem Gambling and Substance Use Disorder Services

The Iowa Department of Public Health (IDPH) Division of Behavioral Health oversees substance use disorder and problem gambling treatment, and substance misuse and problem gambling primary prevention programs. IDPH is responsible for regulating and licensing approximately one hundred substance use disorder evaluation and treatment programs. Twenty of those are part of the Integrated Provider Network (IPN) which provides problem gambling and substance use disorder services statewide.

## Iowa Department of Public Health Integrated Provider Network

The Iowa Department of Public Health (IDPH) Integrated Provider Network (IPN) is a statewide, community-based, resiliency and recovery-oriented system of care for substance use and problem gambling services (prevention, early intervention, treatment, and recovery support). Treatment services are intended to support Iowa residents who are not eligible for Medicaid, do not have insurance, and do not have access to other resources to pay for treatment.

Treatment services include Outpatient and Intensive Outpatient for problem gambling and substance use disorders, and Adult Residential, Juvenile Residential, Women and Children and Methadone Treatment Services for substance use disorders. Individuals with low incomes, who do not have health insurance, and/or have minimal benefit coverage can receive funding through the Iowa Department of Public Health for assessment and treatment by going directly to an IPN provider. The provider will review income and family size to determine eligibility for funding and any co-pay that may be required using a sliding fee scale system. IDPH uses a combination of state and federal funds and has funded providers distributed across the state. Individuals may seek services from any IDPH-funded program in the state, regardless of where they live.

The IPN assures primary prevention services, treatment and Recovery Support Services (RSS) are available to residents of all 99 Iowa counties. A directory of IPN providers can be found on page 53 of this guide.

Specialized treatment and recovery support services are provided through:

- **County Substance Abuse Program:** Funding is awarded to counties to support substance abuse programs such as education, prevention, referral or post-treatment services.
- **Emergency COVID-19:** The Substance Abuse Mental Health Services Administration (SAMHSA) grant provides crisis intervention services, mental health and substance use disorder treatment, and RSS services for adults impacted by the COVID pandemic.
- **Pregnant Women and Women with Dependent Children:** These are specialized treatment programs and programming for pregnant and parenting women. They are funded by the Substance Abuse Prevention and Treatment Block Grant Women's Set Aside funding.
- **Promoting the Integration of Primary and Behavioral Health Care:** This is a SAMHSA grant to promote the advancement of integrated substance use disorder treatment and primary health care services for individuals with substance use disorders. It is focused on partnerships between Federally Qualified Health Care Centers and Substance Use Disorder treatment programs.
- **State Opioid Response:** This is a SAMHSA grant that expands access to prevention, Medication Assisted Treatment and recovery supports for people with opioid and stimulant use disorders. Services are coordinated through the Integrate Provider Network.

- **Treatment for Individuals Experiencing Homelessness:** This SAMHSA grant supports the development and/or expansion of local implementation of an infrastructure that integrates behavioral health treatment and recovery support services for individuals with a serious mental illness, serious emotional disturbance, or co-occurring disorder (i.e., a serious mental illness [SMI] and substance use disorder [SUD] or a serious emotional disturbance [SED] and SUD) who are experiencing homelessness.
- **Your Life Iowa (YLI):** YLI provides 24/7 resources including a telephone helpline, mobile-friendly internet-based communications and online chat and texting for confidential help and information for alcohol, drugs, gambling, suicide and mental health. All services are free and confidential.
- **Zero Suicide:** This is a SAMHSA grant to promote suicide safe care, including screening and treatment, for individuals receiving substance use disorder and problem gambling treatment services.

## Treatment and Recovery Resources

Recovery Resources: This website has information about AA meetings held around the state including location, day of the week, and time. The directory also contains a listing of Spanish speaking meetings. Meetings listed under the two meeting tabs.

- <https://www.aa-iowa.org/>

## Your Life Iowa:

Your Life Iowa is the starting place for individuals and/or friends and family members when faced with a concerns or problems related to alcohol, drugs, gambling, mental health or suicidal thoughts. Its purpose is to provide everyone with trusted information, resources and the support to get their lives back on track.

- Website and Chat: <https://yourlifeiowa.org/>
- Helpline: (855) 581-8111
- Text: (855) 895-8398

**IDPH Bureau of Substance Abuse:** This site includes information about: treatment, prevention, and recovery programs, licensure, state and federal resources, information about the Department, factsheets, newsletter sign-ups and more. <https://idph.iowa.gov/substance-abuse/programs>

**Medication Assisted Treatment Providers:** For a full listing of Medication Assisted Treatment Providers in Iowa, visit [yourlifeiowa.org](https://yourlifeiowa.org):

- <https://iowa.maps.arcgis.com/apps/LocalPerspective/index.html?appid=924e0f99711b406dbf22a34cf46fc6e1>

# Integrated Provider Network Directory

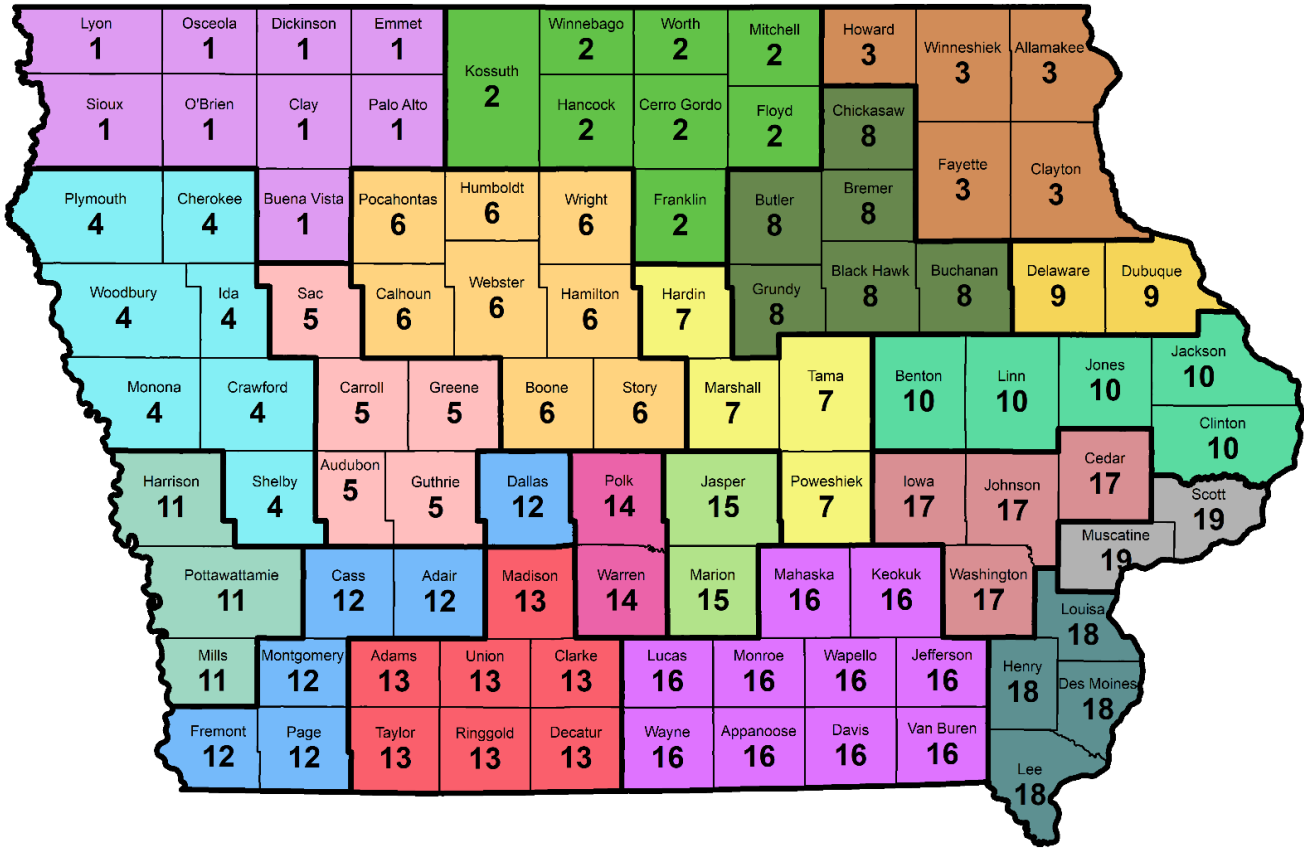
The following is a listing of substance use disorder and problem gambling programs funded by the Iowa Department of Public Health to offset the cost of treatment for people with financial barriers. Intake numbers are listed if available, check the website for additional locations, contact information, and program details. Many providers offer walk-in clinic hours throughout the week.

County	SUD Assessment and Treatment Center	Phone Number	Website
<b>Adair</b>	Zion Recovery Services	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Adams</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/">https://www.crossroadsbhs.org/</a>
<b>Allamakee</b>	Northeast Iowa Behavioral Health	(800) 400-8923	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Appanoose</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Audubon</b>	New Opportunities	(712) 563-2777	<a href="https://www.newopp.org/">https://www.newopp.org/</a>
<b>Benton</b>	Area Substance Abuse Council (ASAC)	(319) 390-4611	<a href="http://www.asac.us/">http://www.asac.us/</a>
<b>Black Hawk</b>	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Boone</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>
<b>Bremer</b>	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Buchanan</b>	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Buena Vista</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Butler</b>	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Calhoun</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>
<b>Carroll</b>	New Opportunities	(712) 792-9266	<a href="https://www.newopp.org/">https://www.newopp.org/</a>
<b>Cass</b>	Zion Recovery Services	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Cedar</b>	Prelude Behavioral Services	(319) 351-4357	<a href="https://www.preludeiowa.org/">https://www.preludeiowa.org/</a>
<b>Cerro Gordo</b>	Prairie Ridge Integrated Behavioral Healthcare	(641) 424-2391	<a href="http://www.prairieridge.net">http://www.prairieridge.net</a>
<b>Cherokee</b>	Jackson Recovery Centers	(800) 472-9018	<a href="http://www.jacksonrecovery.com">www.jacksonrecovery.com</a>
<b>Chickasaw</b>	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Clarke</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/">https://www.crossroadsbhs.org/</a>
<b>Clay</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Clayton</b>	Northeast Iowa Behavioral Health	(800) 400-8923	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Clinton</b>	Area Substance Abuse Council (ASAC)	(319) 390-4611	<a href="http://www.asac.us/">http://www.asac.us/</a>
<b>Crawford</b>	Jackson Recovery Centers	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Carroll</b>	Zion Recovery Services	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Davis</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Decatur</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/">https://www.crossroadsbhs.org/</a>
<b>Delaware</b>	Substance Abuse Service Center (SASC)	(563) 927-5112	<a href="http://www.sasc-dbq.org/">http://www.sasc-dbq.org/</a>
<b>Des Moines</b>	Alcohol & Drug Dependency Services of Southeast Iowa	(319) 753-6567	<a href="https://addsiowa.org/">https://addsiowa.org/</a>
<b>Dickenson</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Dubuque</b>	Substance Abuse Service Center (SASC)	(563) 582-3784	<a href="http://www.sasc-dbq.org/">http://www.sasc-dbq.org/</a>
<b>Emmet</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Fayette</b>	Northeast Iowa Behavioral Health	(800) 400-8923	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Floyd</b>	Prairie Ridge Integrated Behavioral Healthcare	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Franklin</b>	Prairie Ridge Integrated Behavioral Healthcare	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>

<b>Fremont</b>	Zion Recovery Services	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Greene</b>	New Opportunities	(515) 386-2719	<a href="https://www.newopp.org/">https://www.newopp.org/</a>
<b>Grundy</b>	Pathways Behavioral Services	(319) 235-6571	<a href="https://www.pathwaysb.org/">https://www.pathwaysb.org/</a>
<b>Guthrie</b>	New Opportunities	(641) 747-3845	<a href="https://www.newopp.org/">https://www.newopp.org/</a>
<b>Hamilton</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>
<b>Hancock</b>	Prairie Ridge Integrated Behavioral Healthcare	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Hardin</b>	Substance Abuse Treatment Unit of Central Iowa (SATUCI)	(641) 752-5421	<a href="https://www.satuci.com/">https://www.satuci.com/</a>
<b>Harrison</b>	Heartland Family Services	(402) 552-7400	<a href="https://www.heartlandfamilyservice.org/">https://www.heartlandfamilyservice.org/</a>
<b>Henry</b>	Alcohol & Drug Dependency Services of Southeast Iowa	(319) 385-2216	<a href="https://addsiowa.org/">https://addsiowa.org/</a>
<b>Howard</b>	Northeast Iowa Behavioral Health	(800) 400-8923	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Humboldt</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>
<b>Ida</b>	Jackson Recovery Center	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Iowa</b>	Prelude Behavioral Services	(319) 351-4357	<a href="https://www.preludeiowa.org/">https://www.preludeiowa.org/</a>
<b>Jackson</b>	Area Substance Abuse Council (ASAC)	(319) 390-4611	<a href="http://www.asac.us/">http://www.asac.us/</a>
<b>Jasper</b>	House of Mercy	(515) 643-6500	<a href="https://www.mercyone.org/desmoines/house-of-mercy/">https://www.mercyone.org/desmoines/house-of-mercy/</a>
<b>Jefferson</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Johnson</b>	Prelude Behavioral Services	(319) 351-4357	<a href="https://www.preludeiowa.org/">https://www.preludeiowa.org/</a>
<b>Jones</b>	Area Substance Abuse Council (ASAC)	(319) 390-4611	<a href="http://www.asac.us/">http://www.asac.us/</a>
<b>Keokuk</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Kossuth</b>	Prairie Ridge Integrated Behavioral Healthcare	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Lee</b>	Alcohol & Drug Dependency Services of Southeast Iowa	(319) 524-4397	<a href="https://addsiowa.org/">https://addsiowa.org/</a>
<b>Linn</b>	Area Substance Abuse Council (ASAC)	(319) 390-4611	<a href="http://www.asac.us/">http://www.asac.us/</a>
<b>Louisa</b>	Alcohol & Drug Dependency Services of Southeast Iowa	(319) 523-8436	<a href="https://addsiowa.org/">https://addsiowa.org/</a>
<b>Lucas</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Lyon</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Madison</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/">https://www.crossroadsbhs.org/</a>
<b>Mahaska</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Marion</b>	UCS Healthcare	(515) 280-3860	<a href="https://www.ucsonline.org/">https://www.ucsonline.org/</a>
<b>Marshall</b>	Substance Abuse Treatment Unit of Central Iowa (SATUCI)	(641) 752-5421	<a href="https://www.satuci.com/">https://www.satuci.com/</a>
<b>Mills</b>	Heartland Family Services	(402) 552-7400	<a href="https://www.heartlandfamilyservice.org/">https://www.heartlandfamilyservice.org/</a>
<b>Mitchell</b>	Prairie Ridge Integrated Behavioral Healthcare	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Monona</b>	Jackson Recovery Centers	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Monroe</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Montgomery</b>	Zion Recovery Services	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Muscatine</b>	Center for Alcohol and Drug Services (CADS)	(563) 326-1150	<a href="https://www.cads-ia.com/">https://www.cads-ia.com/</a>
	Robert Young Center	(309) 779-3000	<a href="https://www.unitypoint.org/quadcities/robert-young-center-home.aspx">https://www.unitypoint.org/quadcities/robert-young-center-home.aspx</a>
<b>O'Brien</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Osceola</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>

<b>Page</b>	Zion Recovery Services	(712) 243-5091	<a href="https://zionrecovery.org/">https://zionrecovery.org/</a>
<b>Palo Alto</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Plymouth</b>	Jackson Recovery Centers	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Pocahontas</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>
<b>Polk</b>	Broadlawns Medical Center	(515) 282-2200	<a href="https://www.broadlawns.org/">https://www.broadlawns.org/</a>
	House of Mercy	(515) 643-6500	<a href="https://www.mercyone.org/desmoines/house-of-mercy/">https://www.mercyone.org/desmoines/house-of-mercy/</a>
	Prelude Behavioral Services	(515) 262-0349	<a href="https://www.preludeiowa.org/">https://www.preludeiowa.org/</a>
	UCS Healthcare	(515) 280-3860	<a href="http://www.ucsonline.org">http://www.ucsonline.org</a>
<b>Pottawattamie</b>	Heartland Family Services	(402) 552-7400	<a href="https://www.heartlandfamilyservice.org/">https://www.heartlandfamilyservice.org/</a>
<b>Poweshiek</b>	Substance Abuse Treatment Unit of Central Iowa (SATUCI)	(641) 752-5421	<a href="https://www.satuci.com/">https://www.satuci.com/</a>
<b>Ringgold</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/">https://www.crossroadsbhs.org/</a>
<b>Sac</b>	New Opportunities	(712) 662-3236	<a href="https://www.newopp.org/">https://www.newopp.org/</a>
<b>Scott</b>	Center for Alcohol and Drug Services (CADS)	(563) 326-1150	<a href="https://www.cads-ia.com/">https://www.cads-ia.com/</a>
	Robert Young Center	(309) 779-3000	<a href="https://www.unitypoint.org/quadcities/robert-young-center-home.aspx">https://www.unitypoint.org/quadcities/robert-young-center-home.aspx</a>
<b>Shelby</b>	Jackson Recovery Centers	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Sioux</b>	Jackson Recovery Services	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Story</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>
<b>Tama</b>	Substance Abuse Treatment Unit of Central Iowa (SATUCI)	(641) 752-5421	<a href="https://www.satuci.com/">https://www.satuci.com/</a>
<b>Taylor</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/">https://www.crossroadsbhs.org/</a>
<b>Union</b>	Crossroads Behavioral Health Services	(641) 782-8457	<a href="https://www.crossroadsbhs.org/">https://www.crossroadsbhs.org/</a>
<b>Van Buren</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Wapello</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Warren</b>	Broadlawns Medical Center	(515) 282-2200	<a href="https://www.broadlawns.org/">https://www.broadlawns.org/</a>
	House of Mercy	(515) 643-6500	<a href="https://www.mercyone.org/desmoines/house-of-mercy/">https://www.mercyone.org/desmoines/house-of-mercy/</a>
	Prelude Behavioral Services	(515) 262-0349	<a href="https://www.preludeiowa.org/">https://www.preludeiowa.org/</a>
	UCS Healthcare	(515) 280-3860	<a href="http://www.ucsonline.org">http://www.ucsonline.org</a>
<b>Washington</b>	Prelude Behavioral Services	(319) 351-4357	<a href="https://www.preludeiowa.org/">https://www.preludeiowa.org/</a>
<b>Wayne</b>	Sieda Community Action	(641) 682-8741	<a href="https://www.sieda.org/">https://www.sieda.org/</a>
<b>Webster</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>
<b>Winnebago</b>	Prairie Ridge Integrated Behavioral Healthcare	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Winneshiek</b>	Northeast Iowa Behavioral Health	(800) 400-8923	<a href="https://www.neibh.org/">https://www.neibh.org/</a>
<b>Woodbury</b>	Jackson Recovery Centers	(800) 472-9018	<a href="https://rosecrancejackson.org/">https://rosecrancejackson.org/</a>
<b>Worth</b>	Prairie Ridge Addiction Treatment Services	(641) 424-2391	<a href="https://prairieridge.net/">https://prairieridge.net/</a>
<b>Wright</b>	Community and Family Resources (CFR)	(515) 576-7261	<a href="https://www.cfrhelps.org/">https://www.cfrhelps.org/</a>

**Integrated Provider Network (IPN) Service Area Map and Contractors  
Substance Use and Problem Gambling Services\***



Service Area	Contractor	Service Area	Contractor	
1	<a href="#">Jackson Recovery Centers, Inc.</a> , Spencer Phone: 800-472-9018	13	<a href="#">Crossroads Behavioral Health Services</a> , Creston (4) Phone: 641-782-8457	
2	<a href="#">Prairie Ridge Integrated Behavioral Healthcare</a> , Mason City (1) Phone: 866-429-2391	14	<a href="#">Broadlawns Medical Center</a> , Des Moines Phone: 515-282-6610	
3	<a href="#">Northeast Iowa Behavioral Health</a> , Decorah (4) Phone: 800-400-8923		House of Mercy, Des Moines (1,3) Phone: 515-643-6500	
4	<a href="#">Jackson Recovery Centers, Inc.</a> , Sioux City (1, 2, 3) Phone: 800-472-9018		<a href="#">Prelude Behavioral Services</a> , Des Moines (1) Phone: 515-262-0349	
5	<a href="#">Community Opportunities DBA New Opportunities</a> , Carroll Phone: 712-792-9266		<a href="#">UCS Healthcare</a> , Des Moines (4) Phone: 515-280-3860	
6	<a href="#">Community and Family Resources (CFR)</a> , Fort Dodge (1, 2, 4) Phone: 866-801-0085	15	House of Mercy, Newton Phone: 641-792-0717	
7	<a href="#">Substance Abuse Treatment Unit of Central Iowa</a> , Marshalltown Phone: 641-752-5421		<a href="#">UCS Healthcare</a> , Knoxville Phone: 515-280-3860	
8	<a href="#">Pathways Behavioral Services, Inc.</a> , Waterloo (1, 4) Phone: 319-235-6571	16	<a href="#">Southern Iowa Economic Development Association (SIEDA)</a> , Ottumwa (4) Phone: 800-622-8340	
9	<a href="#">Substance Abuse Services Center (SASC)</a> , Dubuque Phone: 563-582-3784	17	<a href="#">Prelude Behavioral Services</a> , Iowa City (1) Phone: 319-351-4357	
10	<a href="#">Area Substance Abuse Council, Inc. (ASAC)</a> , Cedar Rapids (1, 2, 3, 4) Phone: 319-390-4611	18	<a href="#">Alcohol &amp; Drug Dependency Services (ADDS)</a> , Burlington (1, 4) Phone: 319-753-6567	
11	<a href="#">Heartland Family Service</a> , Council Bluffs (1, 3) Phone: 712-322-1407		19	<a href="#">Center for Alcohol &amp; Drug Services, Inc. (CADS)</a> , Davenport (1) Phone: 563-322-2667
12	<a href="#">Zion Recovery Services, Inc.</a> , Atlantic (1), Phone: 712-243-5091			<a href="#">Robert Young Center</a> , Muscatine, Phone: 563-264-9409 (4)
<b>Additional Specialized Treatment Statewide Services</b> (1) Adult Residential Treatment (2) Juvenile Residential Treatment (3) Women and Children Treatment (4) Methadone Treatment				

\*The IPN contractors (providers) are funded by IDPH to provide substance use and problem gambling services to eligible Iowans. For more information about the providers listed, click on the provider name or call the phone numbers listed. For more information about other treatment and prevention programs, visit <http://www.yourlifeiowa.org/finder>. January 2020



# Iowa Workforce Development (IWD)

## IowaWorks One-Stop Centers

IWD operates 16 regional one-stop centers that provide information and workforce development services to job seekers, businesses, employees, students, schools, and the general public.

### Services include:

- Career counseling
- Job search skills development
- Locating employment opportunities
- Academic skill testing
- Hands-on computer classes
- High School Equivalency Certificate (HiSET) preparation
- College research
- Creating resumes and cover letters
- Preparing for interviews
- 6 Steps to a Successful Career Transition
- Assistance with managing Unemployment Insurance claims
- Job fairs and other special events
- Skill upgrades and training
- Career and skill assessments

**Workshop for Individuals with a Criminal History:** Most of the offices also offer a workshop that prepares individuals who have criminal histories for employment. The workshop is designed to help address how to make the right first impression and includes verbal and non-verbal communication, and strategies for answering questions about their criminal history in an interview and cover letter, and how to properly indicate information about criminal charges on job applications. Attendees receive information on how to add their work history while incarcerated to their resume to avoid gaps in employment. Participants learn about tax incentives/credits and strategies for identifying skills they gained while incarcerated.

## Resources for Businesses/Employers

**Federal Bonding Incentives:** Employers who hire formerly incarcerated individuals may be eligible for the Federal Bonding Program, which benefits the employer by offering bond coverage provided at no cost. The bond coverage is in effect the day the new employee begins working and continues for a six-month period. The employer profits from the worker's skills and abilities without the risk of potential theft or dishonesty. There are no documents to sign or paperwork to complete. The bond is available at no cost to employers and is offered in \$5,000 increments up to a maximum of \$25,000. The purpose is to protect the employer against crimes of mistrust and covers the employer for loss due to employee theft. It could be theft of items, money, misuse of customer credit card, etc., and is valid for the specified six-month period issued. Employers can also request to extend the six months to a year by asking for another bond when the six months is up.

**Work Opportunity Tax Credit (WOTC):** Both the federal and state governments offer tax credits for hiring ex-felons. The Work Opportunity Tax Credit (WOTC) offers a federal tax credit up to \$2,400.00 for each new hire. In addition, the state of Iowa offers a state tax credit of 65% of the wages paid to an ex-felon in the first 12 months of employment. The maximum deduction is \$20,000.00 per employee. IowaWORKS staff profiles an employer to understand their specific hiring needs, which helps them determine the knowledge, skills, abilities and aptitude to look for when matching an employee successfully with a job seeker.

A list of IowaWORKS Centers organized by county begins on the next page.

# List of IowaWORKS One Stop Centers

County	IowaWORKS Center and Address	Phone Number	Email Contact
<b>Adair</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>
<b>Adams</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>
<b>Allamakee</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A
<b>Appanoose</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>
<b>Audubon</b>	IowaWORKS Center – Carroll 619 North Carroll Street / Carroll, IA 51401	(712) 792-2685	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Denison 11 North 35th Street / Denison, IA 51442	(712) 267-3654	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
<b>Benton</b>	IowaWORKS Center – Cedar Rapids 4444 1st Avenue Northeast / Cedar Rapids, IA 52402	(319) 365-9474	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 1700 South 1st Avenue / Iowa City, IA 52240-6036	(319) 351-1035	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office Monticello Public Library / 205 East Grand Street / Monticello, IA 52310	(319) 423-0333	N/A
	IowaWORKS Extension Office Community Action of Eastern Iowa / 1903 Park Avenue #18 / Muscatine, IA 52761	(319) 423-0333	N/A
	IowaWORKS Extension Office Clinton Library – Lyons Branch / 105 Main Avenue / Clinton, IA 52732	(319) 423-0333	N/A
	<b>Black Hawk</b>	IowaWORKS Center – Waterloo 3420 University Avenue / Waterloo, IA 50701	(319) 235-2123
<b>Boone</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A

County	IowaWORKS Center and Address	Phone Number	Email Contact
<b>Bremer</b>	IowaWORKS Center – Waterloo 3420 University Avenue / Waterloo, IA 50701	(319) 235-2123	<a href="mailto:WaterlooIowaWORKS@iwd.iowa.gov">WaterlooIowaWORKS@iwd.iowa.gov</a>
<b>Buchanan</b>	IowaWORKS Center – Waterloo 3420 University Avenue / Waterloo, IA 50701	(319) 235-2123	<a href="mailto:WaterlooIowaWORKS@iwd.iowa.gov">WaterlooIowaWORKS@iwd.iowa.gov</a>
<b>Buena Vista</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Butler</b>	IowaWORKS Center – Waterloo 3420 University Avenue / Waterloo, IA 50701	(319) 235-2123	<a href="mailto:WaterlooIowaWORKS@iwd.iowa.gov">WaterlooIowaWORKS@iwd.iowa.gov</a>
<b>Calhoun</b>	IowaWORKS Center – Fort Dodge 3 Triton Circle / Fort Dodge, IA 50501	(515) 576-3131	<a href="mailto:FortDodgeIowaWORKS@iwd.iowa.gov">FortDodgeIowaWORKS@iwd.iowa.gov</a>
<b>Carroll</b>	IowaWORKS Center – Carroll 619 North Carroll Street / Carroll, IA 51401	(712) 792-2685	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Denison 11 North 35th Street / Denison, IA 51442	(712) 267-3654	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
<b>Cass</b>	IowaWORKS Center – Council Bluffs 300 West Broadway / Council Bluffs, IA 51503	(712) 352-3480	<a href="mailto:CouncilBluffsIowaWORKS@iwd.iowa.gov">CouncilBluffsIowaWORKS@iwd.iowa.gov</a>
<b>Cedar</b>	IowaWORKS Center – Cedar Rapids 4444 1st Avenue Northeast / Cedar Rapids, IA 52402	(319) 365-9474	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 1700 South 1st Avenue / Iowa City, IA 52240-6036	(319) 351-1035	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office Monticello Public Library / 205 East Grand Street / Monticello, IA 52310	(319) 423-0333	N/A
	IowaWORKS Extension Office Community Action of Eastern Iowa / 1903 Park Avenue #18 / Muscatine, IA 52761	(319) 423-0333	N/A
	IowaWORKS Extension Office Clinton Library – Lyons Branch / 105 Main Avenue / Clinton, IA 52732	(319) 423-0333	N/A
	<b>Cerro Gordo</b>	IowaWORKS Center – Mason City 600 South Pierce Avenue / Mason City, IA 50401	(641) 422-1524
<b>Cherokee</b>	IowaWORKS Center – Sioux City 2508 4th Street / Sioux City, IA 51101	(712) 233-9030	<a href="mailto:SiouxCityIowaWORKS@iwd.iowa.gov">SiouxCityIowaWORKS@iwd.iowa.gov</a>
<b>Chickasaw</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A

<b>County</b>	<b>IowaWORKS Center and Address</b>	<b>Phone Number</b>	<b>Email Contact</b>
<b>Clarke</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>
<b>Clay</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Clayton</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A
<b>Clinton</b>	IowaWORKS Center – Davenport 902 West Kimberly Road, Suite A / Davenport, IA 52807	(563) 445-3200	<a href="mailto:DavenportIowaWORKS@iwd.iowa.gov">DavenportIowaWORKS@iwd.iowa.gov</a>
<b>Crawford</b>	IowaWORKS Center – Carroll 619 North Carroll Street / Carroll, IA 51401	(712) 792-2685	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Denison 11 North 35th Street / Denison, IA 51442	(712) 267-3654	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
<b>Dallas</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A
<b>Davis</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>
<b>Decatur</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>
<b>Delaware</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A
<b>Des Moines</b>	IowaWORKS Center – Burlington 550 South Gear Avenue, Suite 35 / Burlington, IA 52655	(319) 753-1671	<a href="mailto:BurlingtonIowaWORKS@iwd.iowa.gov">BurlingtonIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Fort Madison #3 John Bennett Drive / Fort Madison, IA 52627	(319) 753-1671	<a href="mailto:Burlington.WFC@iwd.iowa.gov">Burlington.WFC@iwd.iowa.gov</a>
<b>Dickenson</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>

<b>County</b>	<b>IowaWORKS Center and Address</b>	<b>Phone Number</b>	<b>Email Contact</b>
<b>Dubuque</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuquelowaWORKS@iwd.iowa.gov">DubuquelowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuquelowaWORKS@iwd.iowa.gov">DubuquelowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A
<b>Emmet</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Fayette</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuquelowaWORKS@iwd.iowa.gov">DubuquelowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuquelowaWORKS@iwd.iowa.gov">DubuquelowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A
<b>Floyd</b>	IowaWORKS Center – Mason City 600 South Pierce Avenue / Mason City, IA 50401	(641) 422-1524	<a href="mailto:MasonCityIowaWORKS@iwd.iowa.gov">MasonCityIowaWORKS@iwd.iowa.gov</a>
<b>Franklin</b>	IowaWORKS Center – Mason City 600 South Pierce Avenue / Mason City, IA 50401	(641) 422-1524	<a href="mailto:MasonCityIowaWORKS@iwd.iowa.gov">MasonCityIowaWORKS@iwd.iowa.gov</a>
<b>Fremont</b>	IowaWORKS Center – Council Bluffs 300 West Broadway / Council Bluffs, IA 51503	(712) 352-3480	<a href="mailto:CouncilBluffsIowaWORKS@iwd.iowa.gov">CouncilBluffsIowaWORKS@iwd.iowa.gov</a>
<b>Greene</b>	IowaWORKS Center – Carroll 619 North Carroll Street / Carroll, IA 51401	(712) 792-2685	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Denison 11 North 35th Street / Denison, IA 51442	(712) 267-3654	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
<b>Grundy</b>	IowaWORKS Center – Waterloo 3420 University Avenue / Waterloo, IA 50701	(319) 235-2123	<a href="mailto:WaterlooIowaWORKS@iwd.iowa.gov">WaterlooIowaWORKS@iwd.iowa.gov</a>
<b>Guthrie</b>	IowaWORKS Center – Carroll 619 North Carroll Street / Carroll, IA 51401	(712) 792-2685	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Denison 11 North 35th Street / Denison, IA 51442	(712) 267-3654	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
<b>Hamilton</b>	IowaWORKS Center – Fort Dodge 3 Triton Circle / Fort Dodge, IA 50501	(515) 576-3131	<a href="mailto:FortDodgeIowaWORKS@iwd.iowa.gov">FortDodgeIowaWORKS@iwd.iowa.gov</a>
<b>Hancock</b>	IowaWORKS Center – Mason City 600 South Pierce Avenue / Mason City, IA 50401	(641) 422-1524	<a href="mailto:MasonCityIowaWORKS@iwd.iowa.gov">MasonCityIowaWORKS@iwd.iowa.gov</a>
<b>Hardin</b>	IowaWORKS Center – Marshalltown 101 Iowa Avenue West, Suite 200 / Marshalltown, IA 50158	(641) 754-1400	<a href="mailto:MarshalltownIowaWORKS@iwd.iowa.gov">MarshalltownIowaWORKS@iwd.iowa.gov</a>
<b>Harrison</b>	IowaWORKS Center – Council Bluffs 300 West Broadway / Council Bluffs, IA 51503	(712) 352-3480	<a href="mailto:CouncilBluffsIowaWORKS@iwd.iowa.gov">CouncilBluffsIowaWORKS@iwd.iowa.gov</a>

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<b>Henry</b>	IowaWORKS Center – Burlington 550 South Gear Avenue, Suite 35 / Burlington, IA 52655	(319) 753-1671	<a href="mailto:BurlingtonIowaWORKS@iwd.iowa.gov">BurlingtonIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Fort Madison #3 John Bennett Drive / Fort Madison, IA 52627	(319) 372-4412	<a href="mailto:Burlington.WFC@iwd.iowa.gov">Burlington.WFC@iwd.iowa.gov</a>
<b>Howard</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A
<b>Humboldt</b>	IowaWORKS Center – Fort Dodge 3 Triton Circle / Fort Dodge, IA 50501	(515) 576-3131	<a href="mailto:FortDodgeIowaWORKS@iwd.iowa.gov">FortDodgeIowaWORKS@iwd.iowa.gov</a>
<b>Ida</b>	IowaWORKS Center – Sioux City 2508 4th Street / Sioux City, IA 51101	(712) 233-9030	<a href="mailto:SiouxCityIowaWORKS@iwd.iowa.gov">SiouxCityIowaWORKS@iwd.iowa.gov</a>
<b>Iowa</b>	IowaWORKS Center – Cedar Rapids 4444 1st Avenue Northeast / Cedar Rapids, IA 52402	(319) 365-9474	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 1700 South 1st Avenue / Iowa City, IA 52240-6036	(319) 351-1035	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office Monticello Public Library / 205 East Grand Street / Monticello, IA 52310	(319) 423-0333	N/A
	IowaWORKS Extension Office Community Action of Eastern Iowa / 1903 Park Avenue #18 / Muscatine, IA 52761	(319) 423-0333	N/A
	IowaWORKS Extension Office Clinton Library – Lyons Branch / 105 Main Avenue / Clinton, IA 52732	(319) 423-0333	N/A
	IowaWORKS Center – Davenport 902 West Kimberly Road, Suite A / Davenport, IA 52807	(563) 445-3200	<a href="mailto:DavenportIowaWORKS@iwd.iowa.gov">DavenportIowaWORKS@iwd.iowa.gov</a>
<b>Jasper</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A
<b>Jefferson</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>

<b>County</b>	<b>IowaWORKS Center and Address</b>	<b>Phone Number</b>	<b>Email Contact</b>
<b>Johnson</b>	IowaWORKS Center – Cedar Rapids 4444 1st Avenue Northeast / Cedar Rapids, IA 52402	(319) 365-9474	<a href="mailto:CedarRapidslowaWORKS@iwd.iowa.gov">CedarRapidslowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Center 1700 South 1st Avenue Iowa City, IA 52240-6036	(319) 351-1035	<a href="mailto:CedarRapidslowaWORKS@iwd.iowa.gov">CedarRapidslowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office Monticello Public Library 205 East Grand Street / Monticello, IA 52310	(319) 423-0333	N/A
	IowaWORKS Extension Office Community Action of Eastern Iowa 1903 Park Avenue #18 / Muscatine, IA 52761	(319) 423-0333	N/A
	IowaWORKS Extension Office Clinton Library – Lyons Branch 105 Main Avenue / Clinton, IA 52732	(319) 423-0333	N/A
	IowaWORKS Center – Cedar Rapids 4444 1st Avenue Northeast Cedar Rapids, IA 52402	(319) 365-9474	<a href="mailto:CedarRapidslowaWORKS@iwd.iowa.gov">CedarRapidslowaWORKS@iwd.iowa.gov</a>
<b>Jones</b>	IowaWORKS Satellite Office 1700 South 1st Avenue / Iowa City, IA 52240	(319) 351-1035	<a href="mailto:CedarRapidslowaWORKS@iwd.iowa.gov">CedarRapidslowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office Monticello Public Library 205 East Grand Street / Monticello, IA 52310	(319) 423-0333	N/A
	IowaWORKS Extension Office Community Action of Eastern Iowa 1903 Park Avenue #18 / Muscatine, IA 52761	(319) 423-0333	N/A
	IowaWORKS Extension Office Clinton Library – Lyons Branch 105 Main Avenue / Clinton, IA 52732	(319) 423-0333	N/A
	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwalowaWORKS@iwd.iowa.gov">OttumwalowaWORKS@iwd.iowa.gov</a>
<b>Keokuk</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Lee</b>	IowaWORKS Center – Burlington 550 South Gear Avenue, Suite 35 Burlington, IA 52655	(319) 753-1671	<a href="mailto:BurlingtonIowaWORKS@iwd.iowa.gov">BurlingtonIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Fort Madison #3 John Bennett Drive / Fort Madison, IA 52627	(319) 372-4412	<a href="mailto:Burlington.WFC@iwd.iowa.gov">Burlington.WFC@iwd.iowa.gov</a>

<b>County</b>	<b>IowaWORKS Center and Address</b>	<b>Phone Number</b>	<b>Email Contact</b>
<b>Linn</b>	IowaWORKS Center – Cedar Rapids 4444 1st Avenue Northeast / Cedar Rapids, IA 52402	(319) 365-9474	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 1700 South 1st Avenue / Iowa City, IA 52240	(319) 351-1035	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office Monticello Public Library 205 East Grand Street / Monticello, IA 52310	(319) 423-0333	N/A
	IowaWORKS Extension Office Community Action of Eastern Iowa 1903 Park Avenue #18 / Muscatine, IA 52761	(319) 423-0333	N/A
	IowaWORKS Extension Office Clinton Library – Lyons Branch 105 Main Avenue / Clinton, IA 52732	(319) 423-0333	N/A
	<b>Louisa</b>	IowaWORKS Center – Burlington 550 South Gear Avenue, Suite 35 Burlington, IA 52655	(319) 753-1671
IowaWORKS Center – Fort Madison #3 John Bennett Drive / Fort Madison, IA 52627		(319) 372-4412	<a href="mailto:Burlington.WFC@iwd.iowa.gov">Burlington.WFC@iwd.iowa.gov</a>
<b>Lucas</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>
<b>Lyon</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Madison</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A
<b>Mahaska</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>
<b>Marion</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A
	<b>Marshall</b>	IowaWORKS Center – Marshalltown 101 Iowa Avenue West, Suite 200 Marshalltown, IA 50158	(641) 754-1400

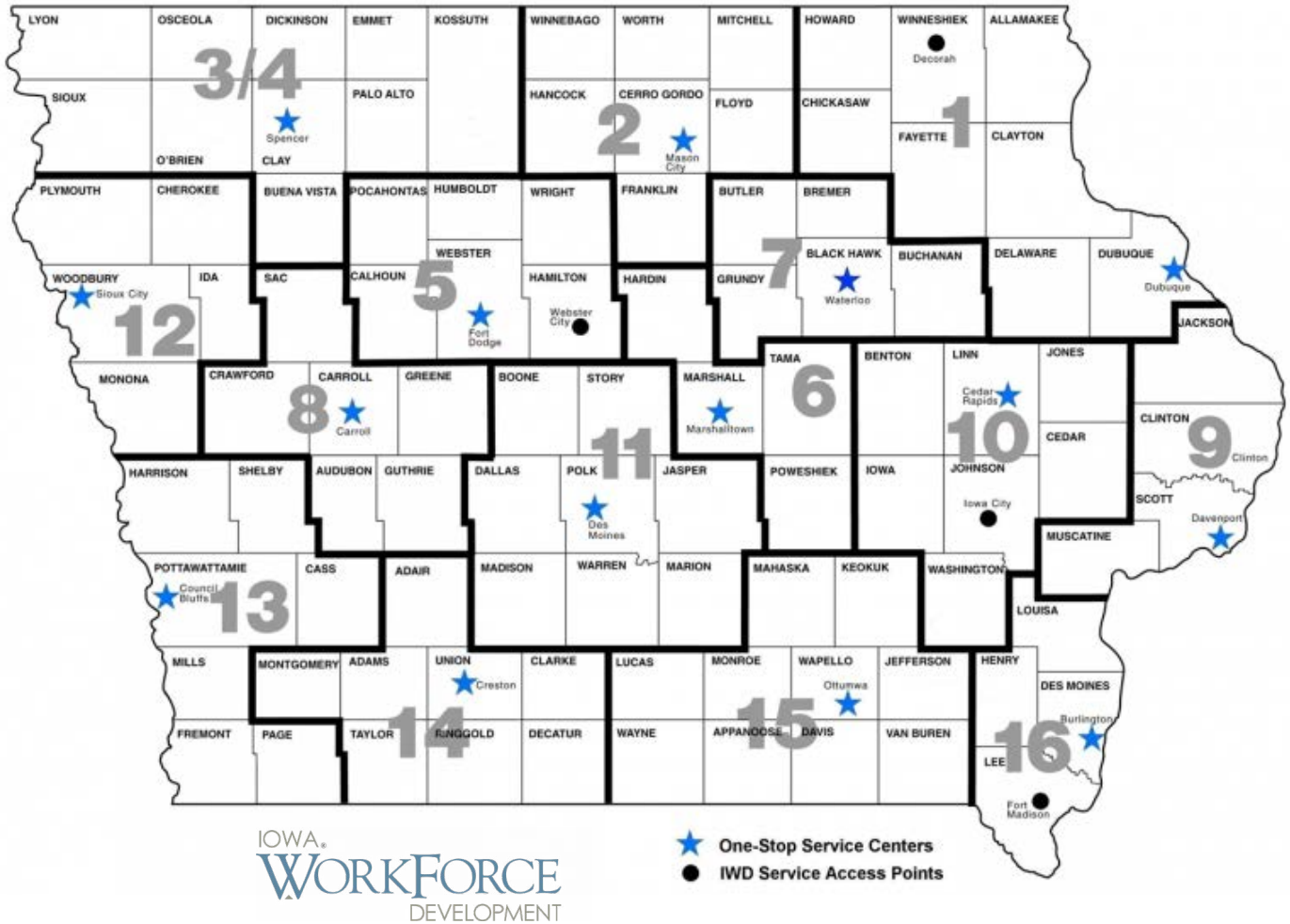


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<b>Mills</b>	IowaWORKS Center – Council Bluffs 300 West Broadway / Council Bluffs, IA 51503	(712) 352-3480	<a href="mailto:CouncilBluffsIowaWORKS@iwd.iowa.gov">CouncilBluffsIowaWORKS@iwd.iowa.gov</a>
<b>Mitchell</b>	IowaWORKS Center – Mason City 600 South Pierce Avenue / Mason City, IA 50401	(641) 422-1524	<a href="mailto:MasonCityIowaWORKS@iwd.iowa.gov">MasonCityIowaWORKS@iwd.iowa.gov</a>
<b>Monona</b>	IowaWORKS Center – Sioux City 2508 4th Street / Sioux City, IA 51101	(712) 233-9030	<a href="mailto:SiouxCityIowaWORKS@iwd.iowa.gov">SiouxCityIowaWORKS@iwd.iowa.gov</a>
<b>Monroe</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>
<b>Montgomery</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>
<b>Muscatine</b>	IowaWORKS Center – Davenport 902 West Kimberly Road, Suite A Davenport, IA 52807	(563) 445-3200	<a href="mailto:DavenportIowaWORKS@iwd.iowa.gov">DavenportIowaWORKS@iwd.iowa.gov</a>
<b>O'Brien</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Osceola</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Page</b>	IowaWORKS Center – Council Bluffs 300 West Broadway / Council Bluffs, IA 51503	(712) 352-3480	<a href="mailto:CouncilBluffsIowaWORKS@iwd.iowa.gov">CouncilBluffsIowaWORKS@iwd.iowa.gov</a>
<b>Palo Alto</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Plymouth</b>	IowaWORKS Center – Sioux City 2508 4th Street / Sioux City, IA 51101	(712) 233-9030	<a href="mailto:SiouxCityIowaWORKS@iwd.iowa.gov">SiouxCityIowaWORKS@iwd.iowa.gov</a>
<b>Pocahontas</b>	IowaWORKS Center – Fort Dodge 3 Triton Circle / Fort Dodge, IA 50501	(515) 576-3131	<a href="mailto:FortDodgeIowaWORKS@iwd.iowa.gov">FortDodgeIowaWORKS@iwd.iowa.gov</a>
<b>Polk</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A
<b>Pottawattamie</b>	IowaWORKS Center – Council Bluffs 300 West Broadway / Council Bluffs, IA 51503	(712) 352-3480	<a href="mailto:CouncilBluffsIowaWORKS@iwd.iowa.gov">CouncilBluffsIowaWORKS@iwd.iowa.gov</a>
<b>Poweshiek</b>	IowaWORKS Center – Marshalltown 101 Iowa Avenue West, Suite 200 Marshalltown, IA 50158	(641) 754-1400	<a href="mailto:MarshalltownIowaWORKS@iwd.iowa.gov">MarshalltownIowaWORKS@iwd.iowa.gov</a>
<b>Ringgold</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>

<b>County</b>	<b>IowaWORKS Center and Address</b>	<b>Phone Number</b>	<b>Email Contact</b>
<b>Sac</b>	IowaWORKS Center – Carroll 619 North Carroll Street / Carroll, IA 51401	(712) 792-2685	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Center – Denison 11 North 35th Street / Denison, IA 51442	(712) 267-3654	<a href="mailto:CarrollIowaWORKS@iwd.iowa.gov">CarrollIowaWORKS@iwd.iowa.gov</a>
<b>Scott</b>	IowaWORKS Center – Davenport 902 West Kimberly Road, Suite A Davenport, IA 52807	(563) 445-3200	<a href="mailto:DavenportIowaWORKS@iwd.iowa.gov">DavenportIowaWORKS@iwd.iowa.gov</a>
<b>Shelby</b>	IowaWORKS Center – Council Bluffs 300 West Broadway / Council Bluffs, IA 51503	(712) 352-3480	<a href="mailto:CouncilBluffsIowaWORKS@iwd.iowa.gov">CouncilBluffsIowaWORKS@iwd.iowa.gov</a>
<b>Sioux</b>	IowaWORKS Center – Spencer 217 West Fifth Street / Spencer, IA 51301	(712) 262-1971	<a href="mailto:SpencerIowaWORKS@iwd.iowa.gov">SpencerIowaWORKS@iwd.iowa.gov</a>
<b>Story</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A
<b>Tama</b>	IowaWORKS Center – Marshalltown 101 Iowa Avenue West, Suite 200 Marshalltown, IA 50158	(641) 754-1400	<a href="mailto:MarshalltownIowaWORKS@iwd.iowa.gov">MarshalltownIowaWORKS@iwd.iowa.gov</a>
<b>Taylor</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>
<b>Union</b>	IowaWORKS Center – Creston 215 North Elm Street / Creston, IA 50801	(641) 782-2119	<a href="mailto:CrestonIowaWORKS@iwd.iowa.gov">CrestonIowaWORKS@iwd.iowa.gov</a>
<b>Van Buren</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>
<b>Wapello</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401	<a href="mailto:OttumwaIowaWORKS@iwd.iowa.gov">OttumwaIowaWORKS@iwd.iowa.gov</a>
<b>Warren</b>	IowaWORKS Center – Des Moines 200 Army Post Road / Des Moines, IA 50315	(515) 281-9619	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 100 East Euclid Suite A / Des Moines, IA 50313	(515) 725-3601	<a href="mailto:DesMoinesIowaWORKS@iwd.iowa.gov">DesMoinesIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 903 Lincoln Way / Ames, IA 50010	(515) 725-5495	N/A

<b>County</b>	<b>IowaWORKS Center and Address</b>	<b>Phone Number</b>	<b>Email Contact</b>
<b>Washington</b>	IowaWORKS Center – Cedar Rapids 4444 1st Avenue Northeast Cedar Rapids, IA 52402	(319) 365-9474	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Center 1700 South 1st Avenue Iowa City, IA 52240-6036	(319) 351-1035	<a href="mailto:CedarRapidsIowaWORKS@iwd.iowa.gov">CedarRapidsIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office Monticello Public Library 205 East Grand Street / Monticello, IA 52310	(319) 423-0333	N/A
	IowaWORKS Extension Office Community Action of Eastern Iowa 1903 Park Avenue #18 / Muscatine, IA 52761	(319) 423-0333	N/A
	IowaWORKS Extension Office Clinton Library – Lyons Branch 105 Main Avenue / Clinton, IA 52732	(319) 423-0333	N/A
	<b>Wayne</b>	IowaWORKS Center – Ottumwa 15260 Truman Street / Ottumwa, IA 52501	(641) 684-5401
<b>Webster</b>	IowaWORKS Center – Fort Dodge 3 Triton Circle / Fort Dodge, IA 50501	(515) 576-3131	<a href="mailto:FortDodgeIowaWORKS@iwd.iowa.gov">FortDodgeIowaWORKS@iwd.iowa.gov</a>
<b>Winnebago</b>	IowaWORKS Center – Mason City 600 South Pierce Avenue / Mason City, IA 50401	(641) 422-1524	<a href="mailto:MasonCityIowaWORKS@iwd.iowa.gov">MasonCityIowaWORKS@iwd.iowa.gov</a>
<b>Winneshiek</b>	IowaWORKS Center – Dubuque 680 Main Street, 2nd Floor / Dubuque, IA 52001	(563) 556-5800 (866) 227-9874	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Satellite Office 312 Winnebago / Decorah, IA 52101	(563) 382-0457	<a href="mailto:DubuqueIowaWORKS@iwd.iowa.gov">DubuqueIowaWORKS@iwd.iowa.gov</a>
	IowaWORKS Extension Office 134 Greene Street / Postville, IA 52162	(563) 382-0457	N/A
<b>Woodbury</b>	IowaWORKS Center – Sioux City 2508 4th Street / Sioux City, IA 51101	(712) 233-9030	<a href="mailto:SiouxCityIowaWORKS@iwd.iowa.gov">SiouxCityIowaWORKS@iwd.iowa.gov</a>
<b>Worth</b>	IowaWORKS Center – Mason City 600 South Pierce Avenue / Mason City, IA 50401	(641) 422-1524	<a href="mailto:MasonCityIowaWORKS@iwd.iowa.gov">MasonCityIowaWORKS@iwd.iowa.gov</a>
<b>Wright</b>	IowaWORKS Center – Fort Dodge 3 Triton Circle / Fort Dodge, IA 50501	(515) 576-3131	<a href="mailto:FortDodgeIowaWORKS@iwd.iowa.gov">FortDodgeIowaWORKS@iwd.iowa.gov</a>

# Iowa Workforce Development Delivery System



# Housing Resources

## Reentry Specific Issues/Resources

**MYTH:** Individuals who have been convicted of a crime are “banned” from public housing.

**FACT:** Public Housing Authorities have great discretion in determining admissions and occupancy policies for individuals with criminal records. While Public Housing Authorities can choose to ban individuals with certain offenses from participating in public housing and Section 8 programs, it is not HUD policy to do so. In fact, in many circumstances, formerly incarcerated people should not be denied access.

There are only two convictions that automatically exclude an individual from being eligible for public housing assistance:

- A member of the household is subject to a lifetime registration requirement under a state sex offender registry program
- A member of the household has been convicted of drug-related criminal activity for manufacturing or producing methamphetamine on the premises of federally assisted housing

**Iowa Legal Aid’s Finding Housing with a Criminal Record:** This resource provides a brief overview of what individuals with criminal records might expect when applying for rental housing, and includes information on applicant rights, Fair Housing Act requirements, what to do if denied housing because of an error in a criminal background screening, and resources for further assistance.

- Issue Brief: [www.iowalegalaid.org/resource/finding-housing-with-a-criminal-record?ref=ljLSI](http://www.iowalegalaid.org/resource/finding-housing-with-a-criminal-record?ref=ljLSI)

## Public Housing Authorities

Public Housing Authorities administer and oversee federal housing assistance programs that can support qualified individuals by subsidizing part of their rent. In Iowa these housing assistance programs are organized by city, county, or regionally. A list organized by county can be found on page 73.

- **Housing Choice Voucher (HCV)/Section 8:** The Housing Choice Voucher, also known as Section 8, is a tenant-based assistance program, which means the funding is tied to the individual, not to the specific rental property. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments. The participant is free to choose any housing that meets the requirements of the program and is not limited to units located in subsidized housing projects.
- **Public Housing:** Public housing provides decent and safe rental housing for eligible low-income families, the elderly, and persons with disabilities. Public housing comes in all sizes and types, from scattered single-family houses to high-rise apartments for elderly families. Public housing is limited to low-income families and individuals. A housing authority determines eligibility based on: 1) annual gross income; 2) whether the applicant qualifies as elderly, a person with a disability, or as a family; and 3) U.S. citizenship or eligible immigration status.
  - Directory of PHAs in Iowa:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/pha/contacts](https://www.hud.gov/program_offices/public_indian_housing/pha/contacts)

## Services to Help Find and Maintain Housing

**Iowa Housing Search** ([www.iowahousingsearch.org](http://www.iowahousingsearch.org)): Iowa Housing Search is a free online resource that allows individuals to search available rental properties in Iowa that fit their specific needs and budget. Results can be filtered based on cost, amenities, number of bedrooms, proximity to public transportation, whether the landlord requires a criminal background check, rental assistance accepted, accessibility features, and more. Individuals seeking housing and service providers can call a toll-free, multilingual call center for assistance with housing searches at (877) 428-8844. Information can be provided by phone, email, mail, and fax. The site also features a service provider portal, which allows approved agencies to search for listings that serve individuals experiencing certain barriers to housing. Providers can design and save search criteria so notifications are sent to them when an available listing matches their saved criteria. Information on how to set up an agency account can be found on the website.

**County General Assistance:** Iowa law requires counties to administer general assistance funds to individuals in extreme financial need for expenses such as rent, utilities, and burial costs. Eligible expenses and program requirements vary by county. Individuals are typically only eligible to receive funds a certain number of times in a twelve-month period. County boards of supervisors establish the rules and eligible expenses. Visit county websites for information specific to that county for more information on eligibility and how to apply.

**Community Action Agencies:** Community Action Agencies provide case management and other supportive services to help individuals and families experiencing poverty meet their basic needs and develop long-term economic security and self-sufficiency. Services cover a wide array of needs caused by poverty and by barriers to ending the cycle of poverty for individuals, families, and communities. Community Action Agencies are located across the state and provide services in all 99 counties. Specific programs and services vary, but most often include housing assistance, home energy efficiency and weatherization, financial planning and counseling, food assistance, health and behavioral health services, and early childhood education.

- **Find an Agency:** This tool is searchable by county and contains links to the Community Action Agency's website as well as county office locations, contact information, and hours.  
<http://iowacommunityaction.org/get-help/find-an-agency>

**HUD Approved Housing Counseling Agencies:** The Housing Counseling Assistance Program provides services to individuals, families, or groups who are tenants, homeowners, homeless, or homebuyers. Services are available to anyone, including those who receive any type of rental service whether through HUD, Veterans Affairs or any other local, state, or federal program. Counseling services focus on helping people meet their housing goals including: financial analysis and budget planning, fair housing, landlord/tenant, and fair lending laws and requirements, information on rental assistance programs and other services, and understanding lease terms and rent delinquency. Services are available through HUD approved agencies throughout the state.

- **Find a Program in Iowa:** [www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?webListAction=search&searchstate=IA](http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?webListAction=search&searchstate=IA)

## Population Specific Resources

**Home and Community Based Services (HCBS) Rent Subsidy Program:** The Iowa Finance Authority administers the HCBS Rent Subsidy Program to assist eligible applicants who receive services under a federal Medicaid home and community-based services waiver or the Money Follows the Person program. The program provides temporary monthly rental assistance to individuals while they are waiting to be

eligible for a local, state, or federal rental assistance program like Section 8. The program maintains a waitlist and accepts applications on an on-going basis.

- **Program Overview, Eligibility, & Application:** <https://www.iowafinance.com/renter-programs/home-and-community-based-services-rent-subsidy-program/>

Housing Opportunities for Persons with AIDS (HOPWA): This federal program assists individuals who have been diagnosed with HIV/AIDS and their families who are homeless or at risk of homelessness. HOPWA is a need-based program, which means there are several eligibility requirements and individuals must demonstrate need in addition to their diagnosis. Currently the Iowa Finance Authority allocates funding to five project sponsors around the state that cover all 99 counties among them. The link below contains a service area map with organizations that serve as project sponsors who can be contacted for more information on the program, eligibility, and how to apply.

- **Service Area Map and Contact Information:** <https://www.iowafinance.com/content/uploads/documents/HOPWASponsorMap.pdf>

## Housing Resources for Veterans:

- **U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH):** This program provides rental assistance vouchers to Veterans who are eligible for VA health care services, have a serious mental illness, history of substance use disorder, and/or physical disability, and are experiencing or at risk of homelessness. This supportive housing program is a partnership between HUD and the Veterans Administration that is focused on helping veterans and their families experiencing or at risk of homelessness. The program provides participants with a HUD Housing Choice Voucher (also called Section 8) and case management focused on recovery and connecting veterans with supportive services like health care, mental health care, and substance use disorder treatment services to help them effectively function in the community and maintain permanent housing. Individuals who are required to maintain Lifetime Sexual Offender Registry status are not eligible to participate in the program. [www.va.gov/homeless/hud-vash.asp](http://www.va.gov/homeless/hud-vash.asp)
- **Supportive Services for Veteran Families:** This program serves very low-income Veterans by providing case management and supportive services to those at risk of losing their housing, assistance identifying new, more suitable housing, and to rapidly re-house Veterans experiencing homelessness. [www.va.gov/homeless/SSVF/](http://www.va.gov/homeless/SSVF/)
- **Community Resource and Referral Centers (CRRC):** Both the VA Central Iowa Healthcare System in Des Moines and the Iowa City VA Health Care System serve as one-stop centers for Veterans who are experiencing or at risk of homelessness, and/or experiencing a serious mental illness. CRRCs can help by assisting in securing and maintaining housing, employment, and other services that promote increased community integration. CRRC staff can provide information on the programs described above and additional housing, employment, health and mental health services both within and outside of the VA system.
  - **Central Iowa Health Care System CRRC:** 1223 Center Street, Des Moines, IA 50309, (515) 699-5637 [www.centraliowa.va.gov/services/Community\\_Resource\\_and\\_Referral\\_Center\\_CRRC.asp](http://www.centraliowa.va.gov/services/Community_Resource_and_Referral_Center_CRRC.asp)
  - Iowa City VA Health Care System CRRC: 1535 First Avenue Southeast, Cedar Rapids, IA 52402, (319) 365-0898

## Coordinated Entry

Coordinated entry is the process used to assess and assist individuals experiencing homelessness and those at risk of homelessness. Coordinated entry triages individuals and prioritizes serving those who have the most barriers to housing. These services are operated by 14 regions in Iowa. To find out more information about services contact the region that serves the community in which you or the person seeking services is either experiencing homelessness or is at risk of homelessness.

- **Coordinated Entry Regional Map and Contact information:** <https://iaboscoc.org/regions#regions>
- **Housing Recovery Helpline:** (833) 739-0065

## Education and Outreach

Many housing professionals at the local, state, and national level say when it comes to addressing barriers to finding housing, including for individuals with a criminal record, relationship building is one of the most successful tools. There are several resources on the internet with strategies for developing relationships with property owners and marketing the benefits of housing people who often have difficulty finding housing, which includes people with criminal records. A few resources are listed below, and many more can be found online.

**HUDs Landlord Outreach and Recruitment Resources:** This extensive toolkit includes tips for working with property owners, a sample Landlord-Tenant-Case Manager Communication Agreement, marketing letters, and more. The “Landlord Benefit Checklist” includes several examples of advantages to working with community service agencies and individuals who experience barriers to finding housing.  
<https://www.hudexchange.info/resources/housingsearchtool/?housingsearchtoolaction=public:main.landlord-outreach-and-recruitment>

**United States Interagency Council on Homelessness Toolkit:** This page has many resources for working with landlords, including tips for housing veterans, case studies, and several toolkits.  
<https://www.usich.gov/tools-for-action/engaging-landlords-tips-for-housing-veterans>



# List of Public Housing Authorities

In some cases, there are multiple housing authorities listed for one county, usually because additional authorities exist to serve specific cities or areas within the county. In the directory below the city or area covered by additional agencies are noted (e.g. “Municipal Housing Agency of Centerville” or “Albia Housing Agency”), and you can assume the first housing authority listed serves the remainder of the county.

County	Name	Phone Number	Website
<b>Adair</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Adams</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Allamakee</b>	Upper Explorerland Regional Housing Authority	(563) 864-7551	<a href="http://www.uerpc.org/regional-housing-authority.html">http://www.uerpc.org/regional-housing-authority.html</a>
<b>Appanoose</b>	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
	Municipal Housing Agency of Centerville	(641) 856-8742	<a href="https://www.centervilleia.com/directory-members/listing/municipal-housing-agency-of-centerville/">https://www.centervilleia.com/directory-members/listing/municipal-housing-agency-of-centerville/</a>
<b>Audubon</b>	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
<b>Benton</b>	City of Cedar Rapids Housing Services	(219) 286-5872	<a href="http://www.cedar-rapids.org/local_government/departments_a_-_f/community_development/section_8_rent_assistance.php">http://www.cedar-rapids.org/local_government/departments_a_-_f/community_development/section_8_rent_assistance.php</a>
<b>Black Hawk</b>	Iowa Northland Regional Housing Authority	(319) 483-5079	N/A
	Evansdale Municipal Housing Authority	(319) 234-0385	N/A
	Cedar Falls Housing Authority	(319) 273-8669	<a href="http://www.cedarfalls.com/1063/Section-8-Housing-Assistance">http://www.cedarfalls.com/1063/Section-8-Housing-Assistance</a>
	Waterloo Housing Authority	(319) 233-0201	<a href="https://www.cityofwaterlooia.com/departments/housing_authority/index.php">https://www.cityofwaterlooia.com/departments/housing_authority/index.php</a>
<b>Boone</b>	Central Iowa Regional Housing Authority	(515) 986-1882	<a href="http://cirhahome.org/">http://cirhahome.org/</a>
<b>Bremer</b>	Iowa Northland Regional Housing Authority	(319) 483-5079	N/A
<b>Buchanan</b>	Iowa Northland Regional Housing Authority	(319) 483-5079	N/A
<b>Buena Vista</b>	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
<b>Butler</b>	Iowa Northland Regional Housing Authority	(319) 483-5079	N/A
<b>Calhoun</b>	Fort Dodge Housing Agency	(515) 573-7751	<a href="http://www.fd-housing.org/section_8_housing">http://www.fd-housing.org/section_8_housing</a>
<b>Carroll</b>	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
<b>Cass</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Cedar</b>	Eastern Iowa Regional Housing Authority	(563) 556-4166	<a href="https://eirha.org/">https://eirha.org/</a>
<b>Cerro Gordo</b>	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
	Mason City Housing Authority	(641) 421-2711	<a href="https://www.masoncity.net/pview.aspx?id=17928&amp;catid=0">https://www.masoncity.net/pview.aspx?id=17928&amp;catid=0</a>
<b>Cherokee</b>	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
<b>Chickasaw</b>	Iowa Northland Regional Housing Authority	(319) 483-5079	N/A
<b>Clarke</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Clay</b>	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
<b>Clayton</b>	Upper Explorerland Regional Housing Authority	(563) 864-7551	<a href="http://www.uerpc.org/regional-housing-authority.html">http://www.uerpc.org/regional-housing-authority.html</a>
<b>Clinton</b>	Eastern Iowa Regional Housing Authority	(563) 556-4166	<a href="https://eirha.org/">https://eirha.org/</a>
	Clinton Housing Authority (serves Clinton and Camanche)	(563) 243-1280	N/A
<b>Crawford</b>	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
<b>Dallas</b>	Central Iowa Regional Housing Authority	(515) 986-1882	<a href="http://cirhahome.org/">http://cirhahome.org/</a>

County	Name	Phone Number	Website
<b>Davis</b>	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
<b>Decatur</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Delaware</b>	Eastern Iowa Regional Housing Authority	(563) 556-4166	<a href="https://eirha.org/">https://eirha.org/</a>
<b>Des Moines</b>	Southeast Iowa Regional Housing Authority	(319) 753-5109	<a href="http://www.seirha.com/">http://www.seirha.com/</a>
<b>Dickenson</b>	(Lake Park only) Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
<b>Dubuque</b>	Eastern Iowa Regional Housing Authority	(563) 556-4166	<a href="https://eirha.org/">https://eirha.org/</a>
	Dubuque Housing and Community Development	(563) 589-4230	<a href="https://www.cityofdubuque.org/618/Housing-Community-Development">https://www.cityofdubuque.org/618/Housing-Community-Development</a>
<b>Emmet</b>	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
<b>Fayette</b>	Upper Explorerland Regional Housing Authority	(563) 864-7551	<a href="http://www.uerpc.org/regional-housing-authority.html">http://www.uerpc.org/regional-housing-authority.html</a>
<b>Floyd</b>	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
	Charles City Housing and Redevelopment Authority	(641) 228-6661	<a href="https://www.cityofcharlescity.org/125/Housing">https://www.cityofcharlescity.org/125/Housing</a>
<b>Franklin</b>	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
<b>Fremont</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Greene</b>	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
<b>Grundy</b>	Iowa Northland Regional Housing Authority	(319) 483-5079	N/A
<b>Guthrie</b>	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
<b>Hamilton</b>	Fort Dodge Housing Agency	(515) 573-7751	<a href="http://www.fd-housing.org/section_8_housing">http://www.fd-housing.org/section_8_housing</a>
<b>Hancock</b>	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
<b>Hardin</b>	City of Marshalltown Housing Office	(641) 754-5756	<a href="https://www.marshalltown-ia.gov/187/HUD-Section-8-Programs">https://www.marshalltown-ia.gov/187/HUD-Section-8-Programs</a>
<b>Harrison</b>	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
<b>Henry</b>	Southeast Iowa Regional Housing Authority	(319) 753-5109	<a href="http://www.seirha.com/">http://www.seirha.com/</a>
<b>Howard</b>	Upper Explorerland Regional Housing Authority	(563) 864-7551	<a href="http://www.uerpc.org/regional-housing-authority.html">http://www.uerpc.org/regional-housing-authority.html</a>
<b>Humboldt</b>	Fort Dodge Housing Agency	(515) 573-7751	<a href="http://www.fd-housing.org/section_8_housing">http://www.fd-housing.org/section_8_housing</a>
<b>Ida</b>	(eastern half) Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
	(Western half of county) Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
<b>Iowa (western half)</b>	Iowa City Housing Authority	(319) 356-5400	<a href="https://www.icgov.org/city-government/departments-and-divisions/housing-authority">https://www.icgov.org/city-government/departments-and-divisions/housing-authority</a>
<b>Jackson</b>	Eastern Iowa Regional Housing Authority	(563) 556-4166	<a href="https://eirha.org/">https://eirha.org/</a>
<b>Jasper</b>	Central Iowa Regional Housing Authority	(515) 986-1882	<a href="http://cirhahome.org/">http://cirhahome.org/</a>
<b>Jefferson</b>	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
<b>Johnson</b>	Iowa City Housing Authority	(319) 356-5400	<a href="https://www.icgov.org/city-government/departments-and-divisions/housing-authority">https://www.icgov.org/city-government/departments-and-divisions/housing-authority</a>
<b>Jones</b>	Eastern Iowa Regional Housing Authority	(563) 556-4166	<a href="https://eirha.org/">https://eirha.org/</a>
<b>Keokuk</b>	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
<b>Kossuth</b>	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
<b>Lee</b>	Southeast Iowa Regional Housing Authority	(319) 753-5109	<a href="http://www.seirha.com/">http://www.seirha.com/</a>
	Fort Madison Housing Authority	(319) 372-6083	N/A
	Keokuk Housing Authority	(319) 524-4386	N/A

County	Name	Phone Number	Website
Linn	City of Cedar Rapids Housing Services	(219) 286-5872	<a href="http://www.cedar-rapids.org/local_government/departments_a_-_f/community_development/section_8_rent_assistance.php">http://www.cedar-rapids.org/local_government/departments_a_-_f/community_development/section_8_rent_assistance.php</a>
Louisa	Southeast Iowa Regional Housing Authority	(319) 753-5109	<a href="http://www.seirha.com/">http://www.seirha.com/</a>
Lucas	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
	Chariton Housing Authority	(641) 774-2725	N/A
Lyon	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
	Rock Rapids Municipal Housing Agency	(712) 472-3896	<a href="http://rockrapidshousing.com">rockrapidshousing.com</a>
Madison	Central Iowa Regional Housing Authority	(515) 986-1882	<a href="http://cirhahome.org/">http://cirhahome.org/</a>
Mahaska	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
	Oskaloosa Municipal Housing Authority	(641) 673-8361	<a href="https://www.oskaloosaiowa.org/166/Municipal-Housing-Agency">https://www.oskaloosaiowa.org/166/Municipal-Housing-Agency</a>
Marion	Central Iowa Regional Housing Authority	(515) 986-1882	<a href="http://cirhahome.org/">http://cirhahome.org/</a>
	Low Rent Housing Agency of Knoxville (also serves Pella)	(641) 828-7371	<a href="http://www.knoxvilleia.gov/175/Low-Rent-Housing-Agency-of-Knoxville">http://www.knoxvilleia.gov/175/Low-Rent-Housing-Agency-of-Knoxville</a>
Marshall	City of Marshalltown Housing Office	(641) 754-5756	<a href="https://www.marshalltown-ia.gov/187/HUD-Section-8-Programs">https://www.marshalltown-ia.gov/187/HUD-Section-8-Programs</a>
Mills	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
Mitchell	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
Monona	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
Monroe	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
	Albia Housing Agency	(641) 932-7859	N/A
Montgomery	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
Muscatine	Muscatine Municipal Housing Agency	(563) 264-1554	<a href="http://www.muscatineiowa.gov/1436/Muscatine-Municipal-Housing-Agency">http://www.muscatineiowa.gov/1436/Muscatine-Municipal-Housing-Agency</a>
O'Brien	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
Osceola	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
Page	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
Palo Alto	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
Plymouth	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
Pocahontas	Fort Dodge Housing Agency	(515) 573-7751	<a href="http://www.fd-housing.org/section_8_housing">http://www.fd-housing.org/section_8_housing</a>
Polk	Des Moines Municipal Housing Agency	(515) 323-8950	<a href="https://www.dsm.city/departments/housing_services/index.php">https://www.dsm.city/departments/housing_services/index.php</a>
Pottawattamie	The Municipal Housing Agency of Council Bluffs	(712) 322-6931	<a href="http://mhacb.org/contact-us/">http://mhacb.org/contact-us/</a>
	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
Poweshiek	Grinnell Low-Rent Housing Authority	(641) 236-2611	<a href="https://www.grinnelliowa.gov/300/Low-Rent-Housing">https://www.grinnelliowa.gov/300/Low-Rent-Housing</a>
Ringgold	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
Sac	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
Scott	Davenport Office of Assisted Housing	(563) 326-7899	<a href="https://cityofdavenportiowa.com/government/departments/community_economic_development/office_of_assisted_housing">https://cityofdavenportiowa.com/government/departments/community_economic_development/office_of_assisted_housing</a>
	Eastern Iowa Regional Housing Authority	(563) 556-4166	<a href="https://eirha.org/">https://eirha.org/</a>
Shelby	Region XII Regional Housing Authority	(712) 792-5560	<a href="https://www.regionxiiha.org/">https://www.regionxiiha.org/</a>
Sioux	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
Story	Central Iowa Regional Housing Authority	(515) 986-1882	<a href="http://cirhahome.org/">http://cirhahome.org/</a>

County	Name	Phone Number	Website
<b>Tama</b>	City of Marshalltown Housing Office	(641) 754-5756	<a href="https://www.marshalltown-ia.gov/187/HUD-Section-8-Programs">https://www.marshalltown-ia.gov/187/HUD-Section-8-Programs</a>
<b>Taylor</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Union</b>	Southern Iowa Regional Housing Authority	(641) 782-8585	<a href="http://www.sirha-ia.org/">http://www.sirha-ia.org/</a>
<b>Van Buren</b>	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
<b>Wapello</b>	Ottumwa Housing Authority	(319) 682-8369	<a href="https://www.ohatowers.org/">https://www.ohatowers.org/</a>
<b>Warren</b>	Warren County Housing Authority	(515) 961-1073	N/A
<b>Washington (northern half)</b>	Iowa City Housing Authority	(319) 356-5400	<a href="https://www.icgov.org/city-government/departments-and-divisions/housing-authority">https://www.icgov.org/city-government/departments-and-divisions/housing-authority</a>
<b>Wayne</b>	Area XV Multi-County Housing Agency	(641) 937-5222	<a href="http://www.areaxvhousing.org/">http://www.areaxvhousing.org/</a>
<b>Webster</b>	Fort Dodge Housing Agency	(515) 573-7751	<a href="http://www.fd-housing.org/section_8_housing">http://www.fd-housing.org/section_8_housing</a>
	Fort Dodge Housing Agency (City of Fort Dodge)	(515) 573-7751	<a href="http://www.fd-housing.org/public_housing">http://www.fd-housing.org/public_housing</a>
<b>Winnebago</b>	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
<b>Winneshiek</b>	Upper Explorerland Regional Housing Authority	(563) 864-7551	<a href="http://www.uerpc.org/regional-housing-authority.html">http://www.uerpc.org/regional-housing-authority.html</a>
	Decorah Low-Rent Housing Agency	(563) 864-7551	<a href="https://www.decorahia.org/commission-and-boards">https://www.decorahia.org/commission-and-boards</a>
<b>Woodbury</b>	Northwest Iowa Regional Housing Authority	(712) 262-7460	<a href="https://www.nwirha.org">https://www.nwirha.org</a>
	Sioux City Housing Authority	(712) 279-6348	<a href="https://www.sioux-city.org/government/departments-a-f/community-development/housing-assistance">https://www.sioux-city.org/government/departments-a-f/community-development/housing-assistance</a>
<b>Worth</b>	North Iowa Regional Housing Authority	(641) 423-0897	<a href="http://www.nirha.com/">http://www.nirha.com/</a>
<b>Wright</b>	Fort Dodge Housing Agency	(515) 573-7751	<a href="http://www.fd-housing.org/section_8_housing">http://www.fd-housing.org/section_8_housing</a>

# Public Transportation

Public transportation in Iowa is served by 12 large urban, seven small urban, 16 regional, and four intercity transportation bus services. Public transit systems vary on how they are organized and how they operate, but one common element is that their services must be open to the public. Costs vary based on services provided and other factors and can be found online or by calling your local providers. Contact information for each transit system begins on page 79.

## Transit Systems

**Urban Transit Systems:** Iowa has 19 urban public transit systems. Each must serve at least one community with a population of at least 20,000. Urban public transit systems generally operate buses along fixed routes designed to serve a majority of neighborhoods and major activity centers, like large employers, government offices, medical clinics, grocery stores, senior centers, shopping malls, etc. All fixed-route buses in Iowa are accessible to persons with disabilities, and urban systems are also required to provide Americans with Disabilities Act (ADA) paratransit services for persons with disabilities who may not be able to physically ride or navigate the fixed route system. ADA paratransit services typically operate on a reservation basis, with ride requests made the day before the planned trip. Paratransit services are specifically designed to serve persons qualifying under the ADA eligibility guidelines, plus their aides or companions, but a few offer the service to the elderly and/or the general public as well. Individual public transit systems should be contacted for their specific qualification requirements.

**Rural Transit Systems:** Iowa has 16 public transit regions that cover all of the state's 99 counties. Most public transit services by Iowa's regional public transit systems are provided on a demand-response basis, rather than on a fixed route. This means that a passenger must call to request each ride. Most also allow "standing reservations" or "subscriptions" that allow a person to request the same ride every weekday or on a certain day every week or every other week. All regional public transit services are required to be accessible to persons with disabilities. In many rural areas, depending on funding levels and demand, public transit services may only be available on certain days of the week, and certain connections may only be available a couple of times per month.

**Intercity Bus Program:** A certain portion of the state's transportation funding must be used to support intercity bus services, and routes must include stops in non-urban locations. A map of current routes can be found at <http://www.iowadot.gov/transit/pdf/icb.pdf>.

- **Iowa Intercity Bus Program Website:**  
<https://iowadot.gov/transit/iowa-transit-services/intercity-bus-companies>
- **Iowa Intercity Bus Program Information:** (800) 451-5333

## Mobility Management

Mobility coordinators (sometimes called mobility managers) help individuals navigate to where they need to go, no matter the number of modes of transportation required. Referrals are made to both public and private transportation providers. Mobility coordinators may offer travel training courses to help persons learn to ride the bus, and they know various funding sources that can help pay for transportation for eligible riders. Mobility coordinators are also available to speak to interested groups including human service agencies, businesses, and other organizations on transportation resources, options, and coordination opportunities in the area. The Statewide Mobility Manager acts as a contact for persons in areas not served by a regional or urban mobility coordinator, assisting with travel navigation and providing referrals to local transportation providers.

- **Mobility Management Resources**

- <https://iowadot.gov/iowamobilitymanagement/Mobility-resources>

- **Mobility Coordinator Contact Information**

- [https://iowadot.gov/iowamobilitymanagement/pdf/mobilitymanagers\\_map.pdf](https://iowadot.gov/iowamobilitymanagement/pdf/mobilitymanagers_map.pdf)

## **Transportation Resources**

### **Iowa Ride Share:** [www.iowarideshare.org](http://www.iowarideshare.org)

Iowa has a ride matching system that can help people find viable commute options such as carpool partners, vanpool routes, transit routes, and more. Once registered, individuals can log their commute route and find options based on origin and destination to match with nearby commuters with similar schedules. There is also an option to search for one-time transportation needs. There is an option to indicate passenger only for individuals without a car or driver's license.

## **Local Planning, Coordination, and Resources**

Passenger Transportation Plans: Iowa has nine Metropolitan Planning Organizations (MPO) which operate in urban areas with populations over 50,000, and 18 Regional Planning Affiliations (RPA). These groups are made up of associations of local governments that work together to promote local and regional coordination related to transportation planning, economic development, operation of transit systems, zoning, human services, housing, and environmental concerns. One of their charges is to create and update a Passenger Transportation Plan (PTP) focused on coordination between transit providers and health and human service agencies. The passenger transportation planning process must include input from human service agencies, private transportation providers, and transit systems. They must consider all passenger transportation needs and services. Plans must be updated every five years at a minimum and include opportunities for public input. MPOs and RPAs often use Transportation Advisory Groups as a primary source of input for their Passenger Transportation Plans.

Transportation Advisory Groups (TAGs) are made up of volunteers from the human services and transportation sectors, including representatives of transit or passenger transportation industries, human service agencies, the non-emergency medical transportation industry, the aging population, individuals with disabilities, low-income populations, and others. The primary purpose of a TAG is to provide a forum to discuss transportation issues and identify opportunities to create a more coordinated transportation system that is affordable and accessible to all individuals in the community. TAGs vary in size and function, some are formal decision-making bodies, while others act as less formal advisory groups.

- **Map/Contact Information of Metropolitan Planning Organizations and Regional Planning Affiliations**

- [https://iowadot.gov/systems\\_planning/district-transportation-planners-area-of-responsibility](https://iowadot.gov/systems_planning/district-transportation-planners-area-of-responsibility)

- This interactive map has contact information and links to websites for each MPO and RPA, as well as the contact information for the Department of Transportation District Transportation Planners that provide support to the groups. Contacting local or district planners is a good place to start for getting more information on how to be involved in transportation planning and coordination efforts in your area.

- **Find your Local Transportation Advisory Group**

- Map and list of contacts for Transportation Advisory Groups for each MPO and RPA

- [http://www.iowadot.gov/systems\\_planning/pr\\_guide/Passenger%20Transportation%20Plan/Find%20your%20local%20TAG.pdf](http://www.iowadot.gov/systems_planning/pr_guide/Passenger%20Transportation%20Plan/Find%20your%20local%20TAG.pdf)

# Iowa Public Transit Systems by County

County	Rural/ Urban	Transit System	Service Area	Routes & Schedule	Website
<b>Adair</b>	Rural	Region 14: Southern Iowa Trolley/SIT	Adair, Adams, Clarke, Decatur, Ringgold, Taylor, Union	(866) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
<b>Adams</b>	Rural	Region 14: Southern Iowa Trolley/SIT	Adair, Adams, Clarke, Decatur, Ringgold, Taylor, Union	(866) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
<b>Allamakee</b>	Rural	Region 1: Northeast Iowa Community Action Corporation – Transit/EARL Public Transit	Allamakee, Clayton, Fayette, Howard, Winneshiek	(866) 382-4259	<a href="https://www.neicac.org/programs/transit/">https://www.neicac.org/programs/transit/</a>
<b>Appanoose</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Audubon</b>	Rural	Region 12: Western Iowa Transit/WIT	Audubon, Carroll, Crawford, Greene, Guthrie, Sac	(712) 792-9914	<a href="http://www.region12cog.org/public-transit/">http://www.region12cog.org/public-transit/</a>
<b>Benton</b>	Rural	Region 10: CorridorRides - Benton County Transportation	Benton County	(319) 472-2413	<a href="https://www.bentoncountya.gov/departments/community-services/transportation/">https://www.bentoncountya.gov/departments/community-services/transportation/</a>
<b>Black Hawk</b>	Urban	Metropolitan Transit Authority of Black Hawk County (MET)	Cities of Cedar Falls and Waterloo	(319) 234-5714	<a href="http://www.mettransit.org/">http://www.mettransit.org/</a>
	Rural	Region 7: OnBoard Public Transit	Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Grundy	(800) 369-3022 (319) 233-5213	<a href="http://onboardpublictransit.com/">http://onboardpublictransit.com/</a>
<b>Boone</b>	Rural	Region 11: Heart of Iowa Regional Transit Agency (HIRTA)/Boone County Transit	Boone, Dallas, Jasper, Madison, Marion, Story, Warren	(877) 686-0029	<a href="https://www.ridehirta.com/">https://www.ridehirta.com/</a>
<b>Bremer</b>	Rural	Region 7: OnBoard Public Transit	Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Grundy	(800) 369-3022 (319) 233-5213	<a href="http://onboardpublictransit.com/">http://onboardpublictransit.com/</a>
<b>Buchanan</b>	Rural	OnBoard Public Transit	Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Grundy	(800) 369-3022 (319) 233-5213	<a href="http://onboardpublictransit.com/">http://onboardpublictransit.com/</a>
<b>Buena Vista</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Butler</b>	Rural	OnBoard Public Transit	Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Grundy	(800) 369-3022 (319) 233-5213	<a href="http://onboardpublictransit.com/">http://onboardpublictransit.com/</a>
<b>Calhoun</b>	Rural	Region 5: Pathfinders	Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright	(515) 573-8145	<a href="https://sites.google.com/a/midascog.net/www/transit/region-v">https://sites.google.com/a/midascog.net/www/transit/region-v</a>
<b>Carroll</b>	Rural	Region 12: Western Iowa Transit/WIT	Audubon, Carroll, Crawford, Greene, Guthrie, Sac	(712) 792-9914	<a href="http://www.region12cog.org/public-transit/">http://www.region12cog.org/public-transit/</a>
<b>Cass</b>	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="http://www.swipco.org/transit-swita/">http://www.swipco.org/transit-swita/</a>
<b>Cedar</b>	Rural	Region 9: River Bend Transit (RBT)	Cedar, Clinton, Muscatine, Scott, and Illinois-Quad City Area	(800) 292-8959 (563) 386-1350	<a href="https://riverbendtransit.org/">https://riverbendtransit.org/</a>
<b>Cerro Gordo</b>	Urban	Mason City Transit	City of Mason City	(641) 421-3616	<a href="http://www.masoncity.net/pview.aspx?id=18070&amp;catid=477">http://www.masoncity.net/pview.aspx?id=18070&amp;catid=477</a>
	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 423-2262	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>

County	Rural/ Urban	Transit System	Service Area	Routes & Schedule	Website
<b>Cherokee</b>	Rural	Region 4: Siouxland Regional Transit System/SRTS	Cherokee, Ida, Monona, Plymouth, Woodbury	(800) 881-2076 (712) 279-6919	<a href="https://simpco.org/divisions/siouxland-regional-transit-system/">https://simpco.org/divisions/siouxland-regional-transit-system/</a>
<b>Chickasaw</b>	Rural	OnBoard Public Transit	Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Grundy	(800) 369-3022 (319) 233-5213	<a href="http://onboardpublictransit.com/">http://onboardpublictransit.com/</a>
<b>Clarke</b>	Rural	Region 14: Southern Iowa Trolley/SIT	Adair, Adams, Clarke, Decatur, Ringgold, Taylor, Union	(866) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
<b>Clay</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Clayton</b>	Rural	Region 1: Northeast Iowa Community Action Corporation – Transit/EARL Public Transit	Allamakee, Clayton, Fayette, Howard, Winneshiek	(866) 382-4259	<a href="https://www.neicac.org/programs/transit/">https://www.neicac.org/programs/transit/</a>
<b>Clinton</b>	Urban	Municipal Transit Administration (MTA)	City of Clinton	(563) 242-3721	<a href="http://www.cityofclintoniowa.us/departments/transit_and_fleet_maintenance/">http://www.cityofclintoniowa.us/departments/transit_and_fleet_maintenance/</a>
	Rural	Region 9: River Bend Transit (RBT)	Cedar, Clinton, Muscatine, Scott, and Illinois-Quad City Area	(800) 292-8959 (563) 386-1350	<a href="https://riverbendtransit.org/">https://riverbendtransit.org/</a>
<b>Crawford</b>	Rural	Region 12: Western Iowa Transit/WIT	Audubon, Carroll, Crawford, Greene, Guthrie, Sac	(712) 792-9914	<a href="http://www.region12cog.org/public-transit/">http://www.region12cog.org/public-transit/</a>
<b>Dallas</b>	Rural	Region 11: Heart of Iowa Regional Transit Agency (HIRTA)/Home Care Services	Boone, Dallas, Jasper, Madison, Marion, Story, Warren	(877) 686-0029	<a href="https://www.ridehirta.com/">https://www.ridehirta.com/</a>
<b>Davis</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Decatur</b>	Rural	Region 14: Southern Iowa Trolley/SIT	Adair, Adams, Clarke, Decatur, Ringgold, Taylor, Union	(866) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
<b>Delaware</b>	Rural	Region 8: Delaware, Dubuque and Jackson County Regional Transit Authority /RTA	Delaware, Dubuque, Jackson	(800) 839-5005 (563) 588-4592	<a href="http://www.rta8.org/">http://www.rta8.org/</a>
<b>Des Moines</b>	Urban	Burlington Urban Services (BUS)	Cities of Burlington and West Burlington	(319) 753-8162	<a href="http://www.burlingtoniowa.org/2265/Burlington-Urban-Service-BUS">http://www.burlingtoniowa.org/2265/Burlington-Urban-Service-BUS</a>
	Rural	Region 16: Southeast Iowa Bus (SEIBUS)	Des Moines, Henry, Lee, Louisa	(866) 753-5107	<a href="http://www.seirpc.com/seibus/route.html">http://www.seirpc.com/seibus/route.html</a>
<b>Dickinson</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Dubuque</b>	Urban	The Jule	City of Dubuque	(563) 589-4196	<a href="http://www.cityofdubuque.org/274/Transit">http://www.cityofdubuque.org/274/Transit</a>
	Rural	Region 8: Delaware, Dubuque and Jackson County Regional Transit Authority /RTA	Delaware, Dubuque, Jackson	(800) 839-5005 (563) 588-4592	<a href="http://www.rta8.org/">http://www.rta8.org/</a>
<b>Emmet</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Fayette</b>	Rural	Region 1: Northeast Iowa Community Action Corporation – Transit/EARL Public Transit	Allamakee, Clayton, Fayette, Howard, Winneshiek	(866) 382-4259	<a href="https://www.neicac.org/programs/transit/">https://www.neicac.org/programs/transit/</a>



County	Rural/Urban	Transit System	Service Area	Routes & Schedule	Website
<b>Floyd</b>	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 715-1314	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>
<b>Franklin</b>	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 456-5191	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>
<b>Fremont</b>	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="http://www.swipco.org/transit-swita/">http://www.swipco.org/transit-swita/</a>
<b>Greene</b>	Rural	Region 12: Western Iowa Transit/WIT	Audubon, Carroll, Crawford, Greene, Guthrie, Sac	(712) 792-9914	<a href="http://www.region12cog.org/public-transit/">http://www.region12cog.org/public-transit/</a>
<b>Grundy</b>	Rural	OnBoard Public Transit	Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Grundy	(800) 369-3022 (319) 233-5213	<a href="http://onboardpublictransit.com/">http://onboardpublictransit.com/</a>
<b>Guthrie</b>	Rural	Region 12: Western Iowa Transit/WIT	Audubon, Carroll, Crawford, Greene, Guthrie, Sac	(712) 792-9914	<a href="http://www.region12cog.org/public-transit/">http://www.region12cog.org/public-transit/</a>
<b>Hamilton</b>	Rural	Region 5: Pathfinders	Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright	(515) 573-8145	<a href="https://sites.google.com/a/midascog.net/www/transit/region-v">https://sites.google.com/a/midascog.net/www/transit/region-v</a>
<b>Hancock</b>	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 923-3333	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>
<b>Hardin</b>	Rural	Region 6: Region 6 Planning Commission/Peoplerides	Hardin, Marshall, Poweshiek, Tama	(641) 752-6202 (888) 616-4298	<a href="https://www.region6resources.org/peoplerides/">https://www.region6resources.org/peoplerides/</a>
<b>Harrison</b>	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="http://www.swipco.org/transit-swita/">http://www.swipco.org/transit-swita/</a>
<b>Henry</b>	Rural	Region 16: Southeast Iowa Bus (SEIBUS)	Des Moines, Henry, Lee, Louisa	(866) 753-5107	<a href="http://www.seirpc.com/seibus/route.html">http://www.seirpc.com/seibus/route.html</a>
<b>Howard</b>	Rural	Region 1: Northeast Iowa Community Action Corporation – Transit/EARL Public Transit	Allamakee, Clayton, Fayette, Howard, Winneshiek	(866) 382-4259	<a href="https://www.neiacac.org/programs/transit/">https://www.neiacac.org/programs/transit/</a>
<b>Humboldt</b>	Rural	Region 5: Pathfinders	Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright	(515)573-8145	<a href="https://sites.google.com/a/midascog.net/www/transit/region-v">https://sites.google.com/a/midascog.net/www/transit/region-v</a>
<b>Ida</b>	Rural	Region 4: Siouxland Regional Transit System/SRTS	Cherokee, Ida, Monona, Plymouth, Woodbury	(800) 881-2076 (712) 279-6919	<a href="https://simpco.org/divisions/siouxland-regional-transit-system/">https://simpco.org/divisions/siouxland-regional-transit-system/</a>
<b>Iowa</b>	Rural	Region 10: CorridorRides - Iowa County Transportation	Iowa County	(319) 642-7615	<a href="https://iowacounty.iowa.gov/transportation/">https://iowacounty.iowa.gov/transportation/</a>
<b>Jackson</b>	Rural	Region 8: Delaware, Dubuque and Jackson County Regional Transit Authority /RTA	Delaware, Dubuque, Jackson	(800) 839-5005 (563) 588-4592	<a href="http://www.rta8.org/">http://www.rta8.org/</a>
<b>Jasper</b>	Rural	Region 11: Heart of Iowa Regional Transit Agency (HIRTA)	Boone, Dallas, Jasper, Madison, Marion, Story, Warren	(877) 686-0029	<a href="https://www.ridehirta.com/">https://www.ridehirta.com/</a>
<b>Jefferson</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>

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<b>Johnson</b>	Urban	Coralville Transit	Cities of Coralville and North Liberty	(319) 248-1790	<a href="http://www.coralville.org/80/Transit-Parking">http://www.coralville.org/80/Transit-Parking</a>
	Urban	Iowa City Transit	Cities of Iowa City and University Heights	(319) 356-5151	<a href="https://www.icgov.org/city-government/departments-and-divisions/transit">https://www.icgov.org/city-government/departments-and-divisions/transit</a>
	Urban	University of Iowa Cambus	University of Iowa campus and facilities, UI Hospitals and Clinics, Oakdale Campus	(319) 335-8633	<a href="https://transportation.uiowa.edu/cambus">https://transportation.uiowa.edu/cambus</a>
	Rural	Region 10: CorridorRides - SEATS	Rural Johnson County; Paratransit services for Iowa City and Coralville	(319) 339-6128	<a href="https://www.johnsoncountyiowa.gov/dept_seats.aspx?id=581">https://www.johnsoncountyiowa.gov/dept_seats.aspx?id=581</a>
<b>Jones</b>	Rural	Region 10: CorridorRides - Jones County Jets	Jones County	(319) 462-2143	<a href="https://www.jonescountyiowa.gov/jets/">https://www.jonescountyiowa.gov/jets/</a>
<b>Keokuk</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Kossuth</b>	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 423-2262	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>
<b>Lee</b>	Rural	Region 16: Southeast Iowa Bus (SEIBUS)	Des Moines, Henry, Lee, Louisa	(866) 753-5107	<a href="http://www.seirpc.com/seibus/route.html">http://www.seirpc.com/seibus/route.html</a>
<b>Linn</b>	Urban	Cedar Rapids Transit	Cities of Cedar Rapids, Marion, and Hiawatha	(319) 286-5573	<a href="http://www.cedar-rapids.org/residents/city_buses/index.php">http://www.cedar-rapids.org/residents/city_buses/index.php</a>
	Rural	Region 10: CorridorRides - Benton County Transportation	Rural Linn County; Paratransit services for Cedar Rapids, Marion, and Hiawatha	(319) 892-5170	<a href="http://www.linncounty.org/142/LIFTS">http://www.linncounty.org/142/LIFTS</a>
<b>Louisa</b>	Rural	Region 16: Southeast Iowa Bus (SEIBUS)	Des Moines, Henry, Lee, Louisa	(866) 753-5107	<a href="http://www.seirpc.com/seibus/route.html">http://www.seirpc.com/seibus/route.html</a>
<b>Lucas</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Lyon</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Madison</b>	Rural	Region 11: Heart of Iowa Regional Transit Agency (HIRTA)/Madison Co. Elder Svcs	Madison County	(515) 462-1334	<a href="https://www.ridehirta.com/">https://www.ridehirta.com/</a>
<b>Mahaska</b>	Urban	City of Oskaloosa: 10-15 Transit	City of Oskaloosa	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Marion</b>	Rural	Region 11: Heart of Iowa Regional Transit Agency (HIRTA)	Boone, Dallas, Jasper, Madison, Marion, Story, Warren	(877) 686-0029	<a href="https://www.ridehirta.com/">https://www.ridehirta.com/</a>
<b>Marshall</b>	Urban	Marshalltown Municipal Transit (MMT)	City of Marshalltown	(641) 754-5719	<a href="https://www.marshalltown-ia.gov/368/Marshalltown-Municipal-Transit">https://www.marshalltown-ia.gov/368/Marshalltown-Municipal-Transit</a>
	Rural	Region 6: Region 6 Planning Commission/ Peoplerides	Hardin, Marshall, Poweshiek, Tama	(641) 752-6202 (888) 616-4298	<a href="https://www.region6resources.org/peoplerides/">https://www.region6resources.org/peoplerides/</a>
<b>Mills</b>	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="http://www.swipco.org/transit-swita/">http://www.swipco.org/transit-swita/</a>
<b>Mitchell</b>	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 423-2262	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>
<b>Monona</b>	Rural	Region 4: Siouxland Regional Transit System/SRTS	Cherokee, Ida, Monona, Plymouth, Woodbury	(800) 881-2076 (712) 279-6919	<a href="https://simpco.org/divisions/siouxland-regional-transit-system/">https://simpco.org/divisions/siouxland-regional-transit-system/</a>

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<b>Monroe</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Montgomery</b>	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Muscatine</b>	Urban	Muscatine City Transit System (MuscaBus)	City of Muscatine	(563) 263-8152	<a href="http://www.muscatineiowa.gov/75/Public-Transit">http://www.muscatineiowa.gov/75/Public-Transit</a>
	Rural	Region 9: River Bend Transit (RBT)	Cedar, Clinton, Muscatine, Scott, and Illinois-Quad City Area	(800) 292-8959 (563) 386-1350	<a href="https://riverbendtransit.org/">https://riverbendtransit.org/</a>
<b>O'Brien</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Osceola</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Page</b>	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="http://www.swipco.org/transit-swita/">http://www.swipco.org/transit-swita/</a>
<b>Palo Alto</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Plymouth</b>	Rural	Region 4: Siouland Regional Transit System/SRTS	Cherokee, Ida, Monona, Plymouth, Woodbury	(800) 881-2076 (712) 279-6919	<a href="https://simpco.org/divisions/siouland-regional-transit-system/">https://simpco.org/divisions/siouland-regional-transit-system/</a>
<b>Pocahontas</b>	Rural	Region 5: Pathfinders	Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright	(515) 573-8145	<a href="https://sites.google.com/a/midascog.net/www/transit/region-v">https://sites.google.com/a/midascog.net/www/transit/region-v</a>
<b>Polk</b>	Urban	Des Moines Area Regional Transit Authority (DART)	Polk County	(515) 283-8100	<a href="https://ridedart.com/">https://ridedart.com/</a>
<b>Pottawattamie</b>	Urban	City of Council Bluffs	City of Council Bluffs with connections to Omaha	(402) 341-0800	<a href="http://www.councilbluffs-ia.gov/354/Public-Transportation">http://www.councilbluffs-ia.gov/354/Public-Transportation</a>
	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="http://www.swipco.org/transit-swita/">http://www.swipco.org/transit-swita/</a>
<b>Poweshiek</b>	Rural	Region 6: Region 6 Planning Commission/ Peoplerides	Hardin, Marshall, Poweshiek, Tama	(641) 752-6202 (888) 616-4298	<a href="https://www.region6resources.org/peoplerides/">https://www.region6resources.org/peoplerides/</a>
<b>Ringgold</b>	Rural	Region 14: Southern Iowa Trolley/SIT	Adair, Adams, Clarke, Decatur, Ringgold, Taylor, Union	(866) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
<b>Sac</b>	Rural	Region 12: Western Iowa Transit/WIT	Audubon, Carroll, Crawford, Greene, Guthrie, Sac	(712) 792-9914	<a href="http://www.region12cog.org/public-transit/">http://www.region12cog.org/public-transit/</a>
<b>Scott</b>	Urban	Bettendorf Transit System	Cities of Bettendorf and Riverdale, IA and downtown Moline, IL.	(563) 344-4085	<a href="http://www.bettendorf.org/department/index.php?structureid=17">http://www.bettendorf.org/department/index.php?structureid=17</a>
	Urban	Davenport Public Transit (Citibus)	Cities of Davenport, IA and downtown Rock Island, IL	(563) 888-2151	<a href="https://www.cityofdavenportiowa.com/services/citibus_transit">https://www.cityofdavenportiowa.com/services/citibus_transit</a>
	Rural	Region 9: River Bend Transit (RBT)	Cedar, Clinton, Muscatine, Scott, and Illinois-Quad City Area	(800) 292-8959 (563) 386-1350	<a href="https://riverbendtransit.org/">https://riverbendtransit.org/</a>
<b>Shelby</b>	Rural	Region 13: Southwest Iowa Transit Agency (SWITA)	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby	(800) 842-8065	<a href="http://www.swipco.org/transit-swita/">http://www.swipco.org/transit-swita/</a>

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<b>Sioux</b>	Rural	Region 3: Regional Transit Authority/ RIDES	Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux	(800) 358-5037	<a href="http://nwiarides.org/">http://nwiarides.org/</a>
<b>Story</b>	Urban	Ames Transit Agency/CyRide	City of Ames	(515) 292-1100	<a href="https://www.cyride.com/">https://www.cyride.com/</a>
	Rural	Region 11: Heart of Iowa Regional Transit Agency (HIRTA)	Boone, Dallas, Jasper, Madison, Marion, Story, Warren	(877) 686-0029	<a href="https://www.ridehirta.com/">https://www.ridehirta.com/</a>
<b>Tama</b>	Rural	Region 6: Region 6 Planning Commission/ Peoplerides	Hardin, Marshall, Poweshiek, Tama	(641) 752-6202 (888) 616-4298	<a href="https://www.region6resources.org/peoplerides/">https://www.region6resources.org/peoplerides/</a>
<b>Taylor</b>	Rural	Region 14: Southern Iowa Trolley/SIT	Adair, Adams, Clarke, Decatur, Ringgold, Taylor, Union	(866) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
<b>Union</b>	Rural	Region 14: Southern Iowa Trolley/SIT	Adair, Adams, Clarke, Decatur, Ringgold, Taylor, Union	(866) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
	Rural	Region 14: Southern Iowa Trolley/SIT	Town of Creston	(641) 782-6571	<a href="http://www.southerniowatrolley.org/">http://www.southerniowatrolley.org/</a>
<b>Van Buren</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Wapello</b>	Urban	City of Ottumwa: 10-15 Transit	City of Ottumwa	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Warren</b>	Rural	Region 11: Heart of Iowa Regional Transit Agency (HIRTA)	Boone, Dallas, Jasper, Madison, Marion, Story, Warren	(877) 686-0029	<a href="https://www.ridehirta.com/">https://www.ridehirta.com/</a>
<b>Washington</b>	Rural	Region 10: CorridorRides - Benton County Transportation	Washington County	(319) 653-2853	<a href="http://washingtoncountyminibus.squarespace.com">http://washingtoncountyminibus.squarespace.com</a>
<b>Wayne</b>	Rural	Region 15: 10-15 Transit	Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Wayne	(800) 227-6390 (641) 683-2024	<a href="https://www.1015transit.com/">https://www.1015transit.com/</a>
<b>Webster</b>	Rural	Region 5: Pathfinders	Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright	(515) 573-8145	<a href="https://sites.google.com/a/midascog.net/www/transit/region-v">https://sites.google.com/a/midascog.net/www/transit/region-v</a>
<b>Winnebago</b>	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 423-2262	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>
<b>Winneshiek</b>	Rural	Region 1: Northeast Iowa Community Action Corporation – Transit/EARL Public Transit	Allamakee, Clayton, Fayette, Howard, Winneshiek	(866) 382-4259	<a href="https://www.neicac.org/programs/transit/">https://www.neicac.org/programs/transit/</a>
<b>Woodbury</b>	Urban	Sioux City Transit	Cities of Sioux City, IA; South Sioux City, NE; and North Sioux City, SD	(712) 279-6404	<a href="https://www.sioux-city.org/government/departments-q-to-z/transit">https://www.sioux-city.org/government/departments-q-to-z/transit</a>
	Rural	Region 4: Siouxland Regional Transit System/SRTS	Cherokee, Ida, Monona, Plymouth, Woodbury	(800) 881-2076 (712) 279-6919	<a href="https://simpco.org/divisions/siouxland-regional-transit-system/">https://simpco.org/divisions/siouxland-regional-transit-system/</a>
<b>Worth</b>	Rural	Region 2: North Iowa Area Regional Transit System /Region 2 Transit System	Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth	(641) 423-2262	<a href="http://www.niacog.org/niacog_transit.html">http://www.niacog.org/niacog_transit.html</a>
<b>Wright</b>	Rural	Region 5: Pathfinders	Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright	(515) 573-8145	<a href="https://sites.google.com/a/midascog.net/www/transit/region-v">https://sites.google.com/a/midascog.net/www/transit/region-v</a>

# Veterans Services

The Department of Veterans Affairs (VA) is composed of three branches: Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), and the National Cemetery Administration (NCA).

## County Veterans Offices

Each of Iowa's 99 counties has a County Commission on Veterans Affairs, also called County Veterans Offices. The VA recommends that veterans visit their county office as their first point of contact when seeking assistance. County staff can help individuals apply for health benefits, compensation and pension programs, obtain military records, connect with VA health services and other local social service programs, and provide further assistance understanding and navigating the various state and federal resources for veterans. Some county offices have funds for providing emergency assistance for qualifying veterans for things like food, rent, utilities, and other needs. Contact the county office for more information.

A list of the County Veterans Offices begins on page 87.

## Healthcare Services

Veteran health care services are organized and administered at multiple regional levels in order to provide integrated, coordinated care close to where veterans live. There are four VA Healthcare Systems that include services areas in Iowa. Each is headquartered at a Veterans Administration Medical Center (VAMC) and includes several Community Based Outpatient Clinics (CBOCs) that provide various outpatient health care and mental health care services.

Listed below are the four VA Health Care Systems, main contact information, and a web link. Websites include information on services, locations, and other information for each of the community-based clinics.

Iowa City VA Healthcare System  
601 Highway 6 West  
Iowa City, IA 52246  
(319) 338-0581 | (800) 637-0128  
[www.iowacity.va.gov](http://www.iowacity.va.gov)

Nebraska-Western Iowa VA Healthcare System  
4101 Woolworth Avenue  
Omaha, NE 68105  
(800) 451-5796  
[www.nebraska.va.gov/index.asp](http://www.nebraska.va.gov/index.asp)

Central Iowa VA Healthcare System  
3600 30th Street  
Des Moines, IA 50310  
(515) 699-5999 | (800) 294-8387  
[www.centraliowa.va.gov](http://www.centraliowa.va.gov)

Sioux Falls VA Healthcare System  
2501 West 22nd Street  
Sioux Falls, SD 57105  
(605) 336-3230  
[www.siouxfalls.va.gov](http://www.siouxfalls.va.gov)

## Services for Justice Involved Veterans

**Veterans Justice Outreach (VJO):** Provides outreach to veterans in contact with the justice system through encounters with police, jails, and courts. The goal of the program is to provide timely access to VA services for eligible veterans to prevent homelessness and avoid the unnecessary incarceration because of mental health and other clinical issues among Veterans. Each VA medical center has a VJO Specialist who serves as a liaison between VA and the local criminal justice system.

VJO Specialists services include:

- Direct outreach, assessment, and case management for justice-involved veterans in local courts and jails
- Assisting with eligibility determination, enrollment, and referral to both VA and non-VA services upon release
- Providing training to local law enforcement on veterans' issues and offer strategies to help work with veterans
- Providing information and education to courts and attorneys about veterans' issues and available services
- Collaborating with judges and specialty courts to connect veterans to VA treatment services and homeless programs

More information can be found at: <http://www.va.gov/homeless/vjo.asp>

**Health Care for Reentry Veterans (HCRV):** This program is designed to promote success and prevent homelessness among veterans returning home after incarceration. A major component of the program is providing information to veterans while they are incarcerated so they can begin preparing for reentry as soon as possible. Services include outreach and pre-release assessment services for veterans in prison, referrals and linkages to medical, mental health, and social services on release, employment support, and short-term case management assistance upon release.

More information can be found at: <http://www.va.gov/homeless/reentry.asp>

## Additional Resources

### **Incarcerated Veterans and Benefit Eligibility:**

<http://www.benefits.va.gov/persona/veteran-incarcerated.asp>

Provides information specific to veteran benefit eligibility during and after incarceration.

### **Health Care Benefits Overview:** <http://www.va.gov/healthbenefits/resources/epublications.asp>

This guide provides a simple, comprehensive overview of the information needed to understand the VA's health care system including eligibility requirements, available health benefits and services, travel and transportation support, the Veterans Choice Program, and much more. The page has PDF and online versions of the guide in both English and Spanish.

### **Health Benefits Explorer:** <https://www.va.gov/healthbenefits/apps/explorer>

This tool allows an individual to answer a few questions to quickly determine whether they might be eligible for VA benefits, as well as further instructions on how to apply for benefits online, by mail, or in person.

### **Veterans Service Records:** [www.archives.gov/veterans/military-service-records/](http://www.archives.gov/veterans/military-service-records/)

Request military service records online, by mail, or by fax. Includes DD 214/separation documents, personnel records, replacement medals, and medical records.

# List of County Veterans Offices

County	Phone Number	Website
<b>Adair</b>	(641) 743-2656	<a href="http://www.adaircountyiowa.org/departments/veterans-affairs">http://www.adaircountyiowa.org/departments/veterans-affairs</a>
<b>Adams</b>	(641) 322-4455	<a href="https://www.adamscountya.com/departments/adams-county-veterans-affairs">https://www.adamscountya.com/departments/adams-county-veterans-affairs</a>
<b>Allamakee</b>	(563) 568-6135	<a href="https://allamakeecounty.iowa.gov/veteranaffairs">https://allamakeecounty.iowa.gov/veteranaffairs</a>
<b>Appanoose</b>	(641) 856-6597	<a href="https://va.iowa.gov/counties/appanoose">https://va.iowa.gov/counties/appanoose</a>
<b>Audubon</b>	(712) 563-3508	<a href="https://www.auduboncounty.com/county-information/veterans-affairs.aspx">https://www.auduboncounty.com/county-information/veterans-affairs.aspx</a>
<b>Benton</b>	(319) 472-3150	<a href="https://va.iowa.gov/counties/benton">https://va.iowa.gov/counties/benton</a>
<b>Black Hawk</b>	(319) 291-2512	<a href="http://www.co.black-hawk.ia.us/347/Veterans-Affairs">www.co.black-hawk.ia.us/347/Veterans-Affairs</a>
<b>Boone</b>	(515) 433-4904	<a href="https://www.boonecounty.iowa.gov/government/veteran-s-affairs">https://www.boonecounty.iowa.gov/government/veteran-s-affairs</a>
<b>Bremer</b>	(319) 352-4209	<a href="http://www.bremercountyva.org">http://www.bremercountyva.org</a>
<b>Buchanan</b>	(319) 334-7450	<a href="https://www.buchanancounty.iowa.gov/services/veterans_affairs/contact_veterans_affairs.php">https://www.buchanancounty.iowa.gov/services/veterans_affairs/contact_veterans_affairs.php</a>
<b>Buena Vista</b>	(712) 749-2562	<a href="https://buenavistacounty.iowa.gov/index.php/veterans_affairs">https://buenavistacounty.iowa.gov/index.php/veterans_affairs</a>
<b>Butler</b>	(319) 267-9967	<a href="https://butlercounty.iowa.gov/departments/veteran">https://butlercounty.iowa.gov/departments/veteran</a>
<b>Calhoun</b>	(712) 297-8632 Ext. 227	<a href="https://www.calhouncounty.iowa.gov/residents/veteran_s_affairs.php">https://www.calhouncounty.iowa.gov/residents/veteran_s_affairs.php</a>
<b>Carroll</b>	(712) 794-6780	<a href="https://www.carrollcountyiowa.gov/pview.aspx?id=20972&amp;catid=563">https://www.carrollcountyiowa.gov/pview.aspx?id=20972&amp;catid=563</a>
<b>Cass</b>	(712) 243-6662	<a href="http://www.atlanticiowa.com/county/county-departments/veteran-affairs-office">www.atlanticiowa.com/county/county-departments/veteran-affairs-office</a>
<b>Cedar</b>	(563) 886-2170	<a href="https://cedarcounty.iowa.gov/offices/veterans/index.htm">https://cedarcounty.iowa.gov/offices/veterans/index.htm</a>
<b>Cerro Gordo</b>	(641) 421-3085	<a href="https://www.cgcounty.org/departments/veterans-affairs-2">https://www.cgcounty.org/departments/veterans-affairs-2</a>
<b>Cherokee</b>	(712) 225-6319	<a href="https://cherokeecounty.iowa.gov/offices/veterans/index.htm">https://cherokeecounty.iowa.gov/offices/veterans/index.htm</a>
<b>Chickasaw</b>	(641) 394-3232	<a href="https://chickasawcoia.org/veteran-affairs">https://chickasawcoia.org/veteran-affairs</a>
<b>Clarke</b>	(641) 342-2933	<a href="https://clarkecounty.iowa.gov/departments/veterans-affairs">https://clarkecounty.iowa.gov/departments/veterans-affairs</a>
<b>Clay</b>	(712) 262-5547	<a href="https://claycounty.iowa.gov/offices/veterans">https://claycounty.iowa.gov/offices/veterans</a>
<b>Clayton</b>	(563) 245-1865	<a href="https://www.claytoncountya.gov/251/Veteran-Affairs-Office">https://www.claytoncountya.gov/251/Veteran-Affairs-Office</a>
<b>Clinton</b>	(563) 242-1151	<a href="http://www.clintoncounty-ia.gov/Page/Veterans_Affairs.aspx?nt=498">www.clintoncounty-ia.gov/Page/Veterans_Affairs.aspx?nt=498</a>
<b>Crawford</b>	(712) 263-2720	<a href="https://www.crawfordcounty.iowa.gov/veteran_affairs">https://www.crawfordcounty.iowa.gov/veteran_affairs</a>
<b>Dallas</b>	(515) 993-5809	<a href="https://www.dallascountyiowa.gov/government/county-government/veterans-affairs">https://www.dallascountyiowa.gov/government/county-government/veterans-affairs</a>
<b>Davis</b>	(641) 664-2170	<a href="https://www.daviscountyiowa.org/veterans-affairs">https://www.daviscountyiowa.org/veterans-affairs</a>
<b>Decatur</b>	(641) 446-7494	<a href="https://decatur.municipalcms.com/pview.aspx?id=7320&amp;catid=589">https://decatur.municipalcms.com/pview.aspx?id=7320&amp;catid=589</a>
<b>Delaware</b>	(563) 927-5116	<a href="https://delawarecounty.iowa.gov/offices/veterans/index.htm">https://delawarecounty.iowa.gov/offices/veterans/index.htm</a>
<b>Des Moines</b>	(319) 752-7171	<a href="http://www.dmcounty.com/index.aspx?nid=124">www.dmcounty.com/index.aspx?nid=124</a>
<b>Dickenson</b>	(712) 336-0883	<a href="https://dickinsoncountyiowa.gov/veterans-affairs">https://dickinsoncountyiowa.gov/veterans-affairs</a>
<b>Dubuque</b>	(563) 589-7840	<a href="https://www.dubuquecountyiowa.gov/250/Veterans-Affairs">https://www.dubuquecountyiowa.gov/250/Veterans-Affairs</a>
<b>Emmet</b>	(712) 362-7431	<a href="https://www.emmetcountya.com/veterans.html">https://www.emmetcountya.com/veterans.html</a>
<b>Fayette</b>	(319) 283-3329	<a href="https://fayettecounty.iowa.gov/VETERANS.html">https://fayettecounty.iowa.gov/VETERANS.html</a>
<b>Floyd</b>	(641) 228-1850	<a href="https://www.floydcoia.org/153/Veterans-Affairs">https://www.floydcoia.org/153/Veterans-Affairs</a>

County	Phone Number	Website
Franklin	(641) 456-5670	<a href="https://co.franklin.ia.us/pages/va">https://co.franklin.ia.us/pages/va</a>
Fremont	(712) 374-2275	<a href="https://www.co.fremont.ia.us/vets.htm">https://www.co.fremont.ia.us/vets.htm</a>
Greene	(515) 386-5673	<a href="https://greenecounty.municipalcms.com/pview.aspx?id=15573&amp;catID=659">https://greenecounty.municipalcms.com/pview.aspx?id=15573&amp;catID=659</a>
Grundy	(319) 825-4952	<a href="https://www.grundycountyiowa.gov/departments/veteran-affairs">https://www.grundycountyiowa.gov/departments/veteran-affairs</a>
Guthrie	(641) 747-2546	<a href="https://guthriecounty.gov/government/county-offices/veterans-affairs">https://guthriecounty.gov/government/county-offices/veterans-affairs</a>
Hamilton	(515) 832-9595	<a href="http://www.hamiltoncounty.org/departments/veteran_s_affairs/index.php">www.hamiltoncounty.org/departments/veteran_s_affairs/index.php</a>
Hancock	(641) 923-4427	<a href="http://www.hancockcountyia.org/veteransaffairs.htm">www.hancockcountyia.org/veteransaffairs.htm</a>
Hardin	(641) 373-0349	<a href="https://www.hardincountyia.gov/156/Veterans-Affairs">https://www.hardincountyia.gov/156/Veterans-Affairs</a>
Harrison	(712) 644-2760	<a href="http://harrisoncountyia.org/veterans-affairs.html">http://harrisoncountyia.org/veterans-affairs.html</a>
Henry	(319) 385-0792	<a href="https://henrycounty.iowa.gov/offices/veterans/index.htm">https://henrycounty.iowa.gov/offices/veterans/index.htm</a>
Howard	(563) 547-9212	<a href="https://howardcounty.iowa.gov/veterans">https://howardcounty.iowa.gov/veterans</a>
Humboldt	(515) 604-6256	<a href="https://www.humboldtcounty.iowa.gov/offices/services/veterans_affairs/index.php">https://www.humboldtcounty.iowa.gov/offices/services/veterans_affairs/index.php</a>
Ida	(712) 364-4176	<a href="https://idacounty.iowa.gov/detail/ida-county-veteran-affairs-director">https://idacounty.iowa.gov/detail/ida-county-veteran-affairs-director</a>
Iowa	(319) 642-3925	<a href="https://iowacounty.iowa.gov/veterans">https://iowacounty.iowa.gov/veterans</a>
Jackson	(563) 652-0070	<a href="https://jacksoncounty.iowa.gov/veterans-affairs">https://jacksoncounty.iowa.gov/veterans-affairs</a>
Jasper	(641) 792-7993	<a href="https://www.co.jasper.ia.us/258/Veterans-Affairs">https://www.co.jasper.ia.us/258/Veterans-Affairs</a>
Jefferson	(641) 472-3013	<a href="http://www.jeffersoncountyiowa.com/vets.htm">www.jeffersoncountyiowa.com/vets.htm</a>
Johnson	(319) 356-6049	<a href="http://www.johnson-county.com/dept_vets.aspx?id=115">www.johnson-county.com/dept_vets.aspx?id=115</a>
Jones	(319) 462-5311	<a href="https://www.jonescountyiowa.gov/veteran_affairs">https://www.jonescountyiowa.gov/veteran_affairs</a>
Keokuk	(641) 622-2761	<a href="https://keokukcounty.iowa.gov/business/veterans-affairs">https://keokukcounty.iowa.gov/business/veterans-affairs</a>
Kossuth	(515) 295-9036	<a href="http://www.co.kossuth.ia.us/veteran-affairs.php">www.co.kossuth.ia.us/veteran-affairs.php</a>
Lee	(319) 372-5853	<a href="https://www.leecounty.org/pview.aspx?id=20855&amp;catid=25">https://www.leecounty.org/pview.aspx?id=20855&amp;catid=25</a>
Linn	(319) 892-5160	<a href="https://www.linncounty.org/154/Veterans-Affairs">https://www.linncounty.org/154/Veterans-Affairs</a>
Louisa	(319) 527-6513	<a href="http://www.louisacountyiowa.org/veterans/veterans.html">www.louisacountyiowa.org/veterans/veterans.html</a>
Lucas	(641) 774-4611	<a href="https://va.iowa.gov/counties/lucas">https://va.iowa.gov/counties/lucas</a>
Lyon	(712) 472-3405	<a href="https://lyoncounty.iowa.gov/veterans-affairs/">https://lyoncounty.iowa.gov/veterans-affairs/</a>
Madison	(515) 462-4680	<a href="https://madisoncounty.iowa.gov/offices/veterans-affairs">https://madisoncounty.iowa.gov/offices/veterans-affairs</a>
Mahaska	(641) 673-7727	<a href="http://www.mahaskacounty.org/veterans_affairs">www.mahaskacounty.org/veterans_affairs</a>
Marion	(641) 828-2201	<a href="https://www.marioncountyiowa.gov/offices/veterans/index.htm">https://www.marioncountyiowa.gov/offices/veterans/index.htm</a>
Marshall	(641) 754-6335	<a href="http://www.co.marshall.ia.us/departments/va">www.co.marshall.ia.us/departments/va</a>
Mills	(712) 527-5621	<a href="http://www.millscoia.us/index.php/depts/va">www.millscoia.us/index.php/depts/va</a>
Mitchell	(641) 832-2920	<a href="https://www.mitchellcoia.us/departments/veterans-affairs-director">https://www.mitchellcoia.us/departments/veterans-affairs-director</a>
Monona	(712) 433-3710	<a href="http://www.mononacounty.org/VA.html">www.mononacounty.org/VA.html</a>
Monroe	(641) 932-5622	<a href="https://monroecounty.iowa.gov/offices/veterans-affairs">https://monroecounty.iowa.gov/offices/veterans-affairs</a>
Montgomery	(712) 623-3180	<a href="https://montgomerycountyia.gov/veterans-affairs">https://montgomerycountyia.gov/veterans-affairs</a>
Muscatine	(563) 262-4162	<a href="http://www.co.muscatine.ia.us/429/Veterans-Affairs">www.co.muscatine.ia.us/429/Veterans-Affairs</a>



County	Phone Number	Website
<b>O'Brien</b>	(712) 957-0031	<a href="http://www.obriencounty.org/departments/veterans-affairs">www.obriencounty.org/departments/veterans-affairs</a>
<b>Osceola</b>	(712) 754-2514	<a href="https://osceolacountyia.gov/departments/veterans-affairs">https://osceolacountyia.gov/departments/veterans-affairs</a>
<b>Page</b>	(712) 246-4254	<a href="https://pagecounty.iowa.gov/offices/veterans-affairs">https://pagecounty.iowa.gov/offices/veterans-affairs</a>
<b>Palo Alto</b>	(712) 852-2066	<a href="http://www.paloaltova.com">www.paloaltova.com</a>
<b>Plymouth</b>	(712) 546-7090	<a href="http://www.co.plymouth.ia.us/Departments/Vereranaffairs.aspx">www.co.plymouth.ia.us/Departments/Vereranaffairs.aspx</a>
<b>Pocahontas</b>	(712) 335-3270	<a href="https://pocahontascounty.iowa.gov/veterans-affairs">https://pocahontascounty.iowa.gov/veterans-affairs</a>
<b>Polk</b>	(515) 286-3670	<a href="https://www.polkcountyiowa.gov/veteran-affairs">https://www.polkcountyiowa.gov/veteran-affairs</a>
<b>Pottawattamie</b>	(712) 328-5797	<a href="https://www.pottcounty-ia.gov/departments/veteran_affairs">https://www.pottcounty-ia.gov/departments/veteran_affairs</a>
<b>Poweshiek</b>	(641) 236-5722	<a href="http://poweshiekcounty.org/veterans-affairs">http://poweshiekcounty.org/veterans-affairs</a>
<b>Ringgold</b>	(641) 464-2397	<a href="https://www.ringgoldcounty.us/departments/veterans_affairs/index.php">https://www.ringgoldcounty.us/departments/veterans_affairs/index.php</a>
<b>Sac</b>	(712) 662-4552	<a href="http://www.saccounty.org/veteran-affairs.html">www.saccounty.org/veteran-affairs.html</a>
<b>Scott</b>	(563) 326-8723	<a href="http://www.scottcountyiowa.com/community/veteran-affairs-commission">www.scottcountyiowa.com/community/veteran-affairs-commission</a>
<b>Shelby</b>	(712) 755-3907	<a href="https://shelbycounty.iowa.gov/Departments/VeteranAffairs.aspx">https://shelbycounty.iowa.gov/Departments/VeteranAffairs.aspx</a>
<b>Sioux</b>	(712) 737-1775	<a href="https://siouxcountyia.gov/departments/veterans-affairs">https://siouxcountyia.gov/departments/veterans-affairs</a>
<b>Story</b>	(515) 956-2626	<a href="http://www.storycountyiowa.gov/index.aspx?NID=114">www.storycountyiowa.gov/index.aspx?NID=114</a>
<b>Tama</b>	(641) 484-3160	<a href="http://www.tamacounty.org/vets.html">www.tamacounty.org/vets.html</a>
<b>Taylor</b>	(712) 523-2766	<a href="https://va.iowa.gov/counties/taylor">https://va.iowa.gov/counties/taylor</a>
<b>Union</b>	(641) 782-1723	<a href="https://unioncountyiowa.org/departments/veterans-affairs">https://unioncountyiowa.org/departments/veterans-affairs</a>
<b>Van Buren</b>	(319) 293-3793	<a href="https://www.vanburencounty.iowa.gov/offices/services/veterans_affairs.php">https://www.vanburencounty.iowa.gov/offices/services/veterans_affairs.php</a>
<b>Wapello</b>	(641) 684-8079	<a href="http://wapellocounty.org/departments/veteran-affairs">http://wapellocounty.org/departments/veteran-affairs</a>
<b>Warren</b>	(515) 961-1045	<a href="https://www.warrencountyia.org/va">https://www.warrencountyia.org/va</a>
<b>Washington</b>	(319) 653-7768	<a href="https://washingtoncounty.iowa.gov/181/Veterans-Affairs">https://washingtoncounty.iowa.gov/181/Veterans-Affairs</a>
<b>Wayne</b>	(641) 223-2121	<a href="https://va.iowa.gov/counties/wayne">https://va.iowa.gov/counties/wayne</a>
<b>Webster</b>	(515) 573-1479	<a href="https://www.webstercountyia.gov/departments/veteran_affairs.php">https://www.webstercountyia.gov/departments/veteran_affairs.php</a>
<b>Winnebago</b>	(641) 585-5736	<a href="http://www.winnebagocountyiowa.gov/veterans-affairs">www.winnebagocountyiowa.gov/veterans-affairs</a>
<b>Winneshiek</b>	(563) 382-5786	<a href="http://www.winneshiekcounty.org/site/veterans.html">www.winneshiekcounty.org/site/veterans.html</a>
<b>Woodbury</b>	(712) 279-6605	<a href="http://www.woodburycountyiowa.gov/departments/veteran-affairs">www.woodburycountyiowa.gov/departments/veteran-affairs</a>
<b>Worth</b>	(641) 324-0480	<a href="https://worthcounty.municipalcms.com/pView.aspx?id=2124&amp;catid=25">https://worthcounty.municipalcms.com/pView.aspx?id=2124&amp;catid=25</a>
<b>Wright</b>	(515) 602-6208	<a href="https://www.wrightcounty.org/departments/veterans_affairs.php">https://www.wrightcounty.org/departments/veterans_affairs.php</a>

# Iowa Department on Aging

Iowa Department on Aging (IDA) supports accessible, integrated services to older adults, adults with disabilities, and caregivers to assist them in maintaining their independence, dignity, autonomy, health, safety, and economic well-being. IDA's "aging network" is designed to serve all Iowans who are 60 and older, with particular emphasis on populations demonstrating the greatest social or economic need.

## Area Agencies on Aging

IDA has designated six Area Agencies on Aging (AAAs) that provide information and referrals to older adults, adults with disabilities, veterans and their caregivers. They coordinate a wide range of long-term living and community support services, such as case management, congregate and home-delivered meals, health and wellness services, employment services, family caregiver services, options counseling, respite care and transportation services. <https://iowaaging.gov/#area-agency-on-aging-map>

## Employment Services

- The Senior Community Service Employment Program (SCSEP) assists low-income, unemployed individuals over the age of 55 who have limited employment prospects due to a lack of experience, outdated skills or long-term unemployment. IDA contracts with the AARP Foundation to place participants at government or non-profit organizations, where they receive paid training for community service work. The objective is to equip individuals with the job skills they need to obtain and maintain unsubsidized employment. <https://iowaaging.gov/programs-services/senior-employment>
- The Older Worker Employment Program (OWEP) is a collaborative effort of IDA, the AAAs, and Iowa Vocational Rehabilitation Services. The program uses federal funds to house older worker employment specialists at each of the state's six Area Agencies on Aging, where they provide employment services to Iowans aged 55 or older with disabilities. Services include assisting job candidates with career exploration, completing job applications, writing resumes, practicing for interviews, and networking with prospective employers to provide business support and services.

## Health and Mental Health Services

- Services to Promote Independence: With the help of access services (e.g., transportation, case management, information and assistance), in-home services (e.g., personal care, chore and homemaker assistance, or home modifications) and community services (e.g., mental health services, adult day care), individuals can prevent early institutionalization and instead continue living at home or in their community of choice. Area Agencies on Aging work at the local level to coordinate services and to provide information, referral and assistance, options counseling, case management, and the development of a person-centered plan of care.
- Mental Health: IDA collaborates with a variety of agencies and organizations to expand public knowledge and understanding of mental health and the aging process, to design, test and promote the use of innovative ideas and best practices in mental health programs and services for older Iowans, and to help provide mental health training to personnel within the field of aging. In addition, IDA works to address the unique needs of older Iowans with Alzheimer's disease or other dementias, as those illnesses are most prevalent among individuals over age 65.
- Veteran-Directed Home and Community Based Services (VD-HCBS): This program is a partnership with the Veterans Health Administration (VA) to help veterans of any age who are enrolled in the Iowa City VA Medical Center and are potential candidates for nursing facility placement to receive

care at home, in a caregiver's home, or in an independent living community. For more information, contact the Iowa City VA Medical Center at (319) 338-0581 or (800) 637-0128.

- **Case Management:** The IDA distributes funds to the AAAs to provide case management services. These services are designed to promote and support the independent living of older Iowans by helping them coordinate the home and community-based services and supports they need. By helping individuals access support in the form of home-delivered meals, health care services, emergency response systems and assistive devices, homemaker and chore services, adult day services, and transportation, many can maintain their independence and "age in place" according to their wishes.
- **Nutrition Services:** Through the AAAs, this service provides congregate and home-delivered meals to individuals aged 60 or older, their spouses regardless of age, and, in some cases, caregivers and those under age 60 with disabilities. Nutrition education and nutrition counseling are also provided. Each AAA maintains a list of meal sites and nutrition service providers within its Planning Service Area and can assist with enrolling an individual in the program.
- **Evidence Based Programs:** Iowa's Area Agencies on Aging administer evidence-based programs geared towards older adults. This includes falls prevention programming, caregiver services, and chronic disease self-management services. The evidence-based programs offered by each AAA vary, so please reach out to your local AAA to inquire about which programs are offered. IDA also works in collaboration with the Iowa Department of Public Health and the Iowa Falls Prevention Coalition to educate aging network professionals, at-risk individuals, family members, caregivers and the general public.
- **Iowa Return to Community Pilot Initiative:** The IDA is developing a service in some AAA's service areas to enhance care transition services and foster partnerships with hospitals, long-term care facilities, home- and community-based service providers, Iowa Legal Aid, and other organizations that assist non-Medicaid individuals age 60 or older following long-term care facility or hospital stays. The service provides person-centered planning and coordination of services critical in assisting individuals, and their families, in navigation of the health care system and to ensure that support services are in place to meet the care needs and independent living preferences of the individual.

## **Legal Services**

- **Legal Assistance:** This program serves individuals aged 60 and older by providing: legal advice and representation, information and education, and referrals in civil legal matters throughout the state. The program's role is to identify legal problems and legal service needs of older Iowans and adults with disabilities, with priority given to those who are most vulnerable due to social and/or economic circumstances. Common legal problems concern housing, consumer fraud, collection, elder abuse/exploitation, Social Security/SSI, Medicare, Medicaid, discrimination, guardianships and conservatorships, advance directives and wills/estates. Legal Hotline for Older Iowans: (515) 282-8161 or (800) 992-8161
- **Office of Public Guardian:** The OPG strives to enhance the quality of life for Iowans who are not capable of making their own decisions about legal, financial or health care matters. To be eligible, an individual must be an Iowa resident who is at least 18 years old, must meet the legal standard for appointment of a guardian or conservator, must have no appropriate or responsible person available to serve as guardian or conservator, and must be without adequate resources to compensate a private professional guardian or conservator. The OPG will only be appointed by the court as the guardian or conservator of last resort. For more information, contact the Office of Public Guardian at (515) 725-3333 or (800) 532-3213.

## Resources

- Aging and Disability Resource Centers [ADRCs]: To help older Iowans, adults with disabilities, veterans and caregivers learn more about long-term living services and supports available throughout the state, ADRCs serve to:
  - Provide objective information, advice, counseling and assistance
  - Equip Iowans with the tools and resources they need to make informed decisions about aging in place
  - Raise awareness about the full range of long-term living options available in Iowa
  - Connect Iowans to public and private service providers and programs at the local level

To be connected with your local ADRC or AAA, for information on any of the programs listed in this guide, or for information and referral: <https://iowa.myresourcedirectory.com/>, (866) 468-7887.

## List of Area Agency on Aging by County

County	Area Agency on Aging	Phone Number	Website
Adair	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Adams	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Allamakee	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Appanoose	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Audubon	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Benton	The Heritage Area Agency on Aging	(800) 332-5934	<a href="https://www.heritageaaa.org/">https://www.heritageaaa.org/</a>
Black Hawk	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Boone	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Bremer	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Buchanan	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Buena Vista	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Butler	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Calhoun	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Carroll	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Cass	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Cedar	The Heritage Area Agency on Aging	(800) 332-5934	<a href="https://www.heritageaaa.org/">https://www.heritageaaa.org/</a>
Cerro Gordo	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Cherokee	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Chickasaw	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Clarke	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Clay	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Clayton	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Clinton	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Crawford	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Dallas	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Davis	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>

<b>County</b>	<b>Area Agency on Aging</b>	<b>Phone Number</b>	<b>Website</b>
Decatur	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Delaware	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Des Moines	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Dickenson	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Dubuque	Northwest Iowa Area Agency on Aging (NEI3A)	(800)779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Emmet	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Fayette	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Floyd	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Franklin	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Fremont	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Greene	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Grundy	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Guthrie	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Hamilton	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Hancock	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Hardin	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Harrison	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Henry	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Howard	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Humboldt	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Ida	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Iowa	The Heritage Area Agency on Aging	(800) 332-5934	<a href="https://www.heritageaaa.org/">https://www.heritageaaa.org/</a>
Jackson	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Jasper	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Jefferson	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Johnson	The Heritage Area Agency on Aging	(800) 332-5934	<a href="https://www.heritageaaa.org/">https://www.heritageaaa.org/</a>
Jones	The Heritage Area Agency on Aging	(800) 332-5934	<a href="https://www.heritageaaa.org/">https://www.heritageaaa.org/</a>
Keokuk	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Kossuth	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Lee	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Linn	The Heritage Area Agency on Aging	(800) 332-5934	<a href="https://www.heritageaaa.org/">https://www.heritageaaa.org/</a>
Louisa	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Lucas	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Lyon	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Madison	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Mahaska	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Marion	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Marshall	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Mills	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Mitchell	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Monona	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Monroe	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Montgomery	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Muscatine	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
O'Brien	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>

<b>County</b>	<b>Area Agency on Aging</b>	<b>Phone Number</b>	<b>Website</b>
Osceola	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Page	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Palo Alto	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Plymouth	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Pocahontas	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Polk	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Pottawattamie	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Poweshiek	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Ringgold	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Sac	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Scott	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Shelby	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Sioux	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Story	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Tama	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Taylor	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Union	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Van Buren	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Wapello	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Warren	Aging Resources of Central Iowa	(800) 747-5352	<a href="https://www.agingresources.com/">https://www.agingresources.com/</a>
Washington	The Heritage Area Agency on Aging	(800) 332-5934	<a href="https://www.heritageaaa.org/">https://www.heritageaaa.org/</a>
Wayne	Milestones Area Agency on Aging	(855) 410-6222	<a href="https://www.milestonesaaa.org/">https://www.milestonesaaa.org/</a>
Webster	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Winnebago	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Winneshiek	Northwest Iowa Area Agency on Aging (NEI3A)	(800) 779-8707	<a href="https://www.nei3a.org/">https://www.nei3a.org/</a>
Woodbury	Connections Area Agency on Aging	(800) 432-9209	<a href="https://www.connectionsaaa.org/">https://www.connectionsaaa.org/</a>
Worth	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>
Wright	Elderbridge Agency on Aging	(800) 243-0678	<a href="https://elderbridge.org/">https://elderbridge.org/</a>

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contact Caitlin Owens at  
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