MERCYONE



Community Resources

Chickasaw County and Surrounding Communities

You are not alone. Everyone faces challenges at times, and reaching out for help is a sign of strength, not weakness. Whether you are looking for support, answers, or someone to guide you through a difficult situation, there are people and resources in our community ready to help. This guide is here to connect you with the services and support you need because everyone deserves the opportunity to thrive, heal, and move forward with confidence.

In the State of Iowa, help is only 3 numbers away:

- **Call 911** for emergencies
- **Call or Text 988** for suicide intervention and crisis support
- **Call 211** for community resource information

MercyOne New Hampton Medical Center
308 North Maple Ave.
New Hampton, IA 50659

641-394-4121
MercyOne.org

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ABUSE/NEGLECT

CHILD ABUSE/NEGLECT REPORTING

Phone: 800-362-2178 Address: 1206 S. Main Street, Charles City, IA 50616

If you suspect a child under the age of 18 or a dependent adult is being abused or neglected, please call to report the abuse. Be ready to provide identifying information and the whereabouts of the child. You may remain anonymous.

CEDAR VALLEY FRIENDS OF THE FAMILY

Website http://cvfriendsofthefamily.org/
Crisis Line: 800-410-7233 (SAFE) or 319-352-1108 Address: PO Box 784 Waverly, IA 50677

Cedar Valley Friends of the Family provides free confidential services for persons affected by domestic violence and sexual abuse. Services include a 24-hour crisis line, emergency shelter and transportation, crisis counseling, medical advocacy, legal advocacy, support groups, and transitional housing.

CHILD ABUSE PREVENTION COUCIL

Chickasaw County: Email: cccapcouncil@gmail.com
Floyd/Mitchell County: Email: fmccapc@gmail.com
Phone: 641-228-8030 Address: 1206 S. Main St., Charles City, IA 50616
Meetings – 1st Wednesday of the month. 10:30-12:30pm at the Floyd County HHS Office.

Child Abuse Prevention Councils in Chickasaw and Floyd are associated with Prevent Child Abuse Iowa. Our goal is to increase awareness of and combine efforts to reduce/prevent child abuse. Some events organized by the council may be a yearly clothing drive, provide foster care bags and promoting Child Abuse Prevention during the month of April. Our partners around the table offer parenting classes, in home parenting support, mentoring services, adult education on sexual abuse, child safety presentations in schools, local trainings, and much more.

CRISIS INTERVENTION SERVICE

Website: http://cishelps.org/ Email: CIS@CIShelp.org
24-Hour Helpline: 855-424-9133
Sexual Assault Hotline 800-479-9071 Violent Crime Hotline 855-424-9133
Floyd:
Phone: 641-228-0015 (domestic abuse) 641-832-8456 (sexual abuse)
Address: 208 N. Main Street, Charles City, IA 50616
Mitchell:
Phone: 641-832-8456 (abuse) 641-228-0015 (domestic abuse)
Address: 415 Pleasant Street, Osage, IA 50461

CIS provides free & confidential services for victims of abuse including but not limited to domestic violence, sexual assault, human trafficking, homicide and other violent crimes. Our services include crisis response, advocacy, safety planning and alternative healing options.

HELPING SERVICES FOR YOUTH & FAMILIES- DOMESTIC ABUSE RESOURCE CENTER- (CHICKASAW)

Free & confidential services for those affected by domestic abuse, dating violence, stalking or human trafficking including victim counseling, medical & legal advocacy (including assistance in obtaining a protection order), emergency financial assistance, support groups, child advocacy & safety planning. Services offered in English & Spanish. They also offer community & school trainings & presentations free of cost.

Phone: 800-383-2988 Address: PO Box 372 805 E. Main St. Decorah, IA 52101

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CHICKASAW COUNTY/FLOYD COUNTY
Phone: 641-228-5713 Email: CFloyd01@dhs.state.ia.us
Address: 1206 S. Main Street, Charles City, IA 50616

IOWA COALITION AGAINST DOMESTIC VIOLENCE
Website: http://icadv.org/ Domestic Violence Hotline: 800-770-1650 or Text "Iowa Help" to 20121

The Iowa Coalition against Domestic Violence is composed of people dealing with the concerns of battered women and their families. Our programs support and involve battered women of all racial, social, religious, and economic groups, ages, and lifestyles.

NATIONAL DOMESTIC VIOLENCE HOTLINE
Website: http://www.thehotline.org/ Crisis Line: 800-799-7233 (SAFE) Text: 88788

The national Domestic Violence Hotline believes that every caller deserves to be treated with dignity and respect and that every family deserves to live in a world free from violence. They believe that safe homes and safe families are the foundation of a safe society.

SHELTERS FOR ABUSED WOMEN
Chickasaw: Cedar Valley Friends of the Family
Phone: 800-410-7233 (SAFE) or 319-352-0037 Crisis Intervention Service- Phone: 800-479-9071

ASSISTED LIVING

Cerro Gordo (Mason City)	
Willow Point	641-423-7722
Homestead	641-423-4809
Bremer (Sumner)	
Hillcrest	563-578-8591
Chickasaw	
Cedar Vale (Nashua)	641-435-4040
Kensington Place (New Hampton)	641-394-3316
Whispering Willows (Fredericksburg)	563-237-5075
Fayette	
The Maples Assisted Living	563-422-9200
Traditions (West Union)	563-853-8376
Copper Creek Senior Living	563-412-4722
Good Samaritan Society- West Union	563-422-3814
Floyd (Charles City)	
Port Charles	641-257-3003
Cedar Health	641-228-1612
Riverside Senior Living	641-228-2800
Howard	
Colonial Manor of Elma	641-393-2134
Howard Residential Care Facility (Cresco)	563-547-3589
Patty Elwood Center (Cresco) (Dementia Specialty)	563-547-4393
Winneshiek County (Decorah)	
Wellington Place Assisted Living	563-382-2292
Oneota Village Assisted Living	563-382-1865
Aase Haugen Assisted Living	563-382-3603
Barthell Eastern Star Home	563-382-8787

CHILDREN AND FAMILIES

ASK EACH OTHER-IN-PERSON AND OR VIRTUAL SUPPORT GROUP

ASK Resource Center
Phone: 800.450.8667 Website: https://www.askresource.org/inpersonsupportgroup

A Space to Connect, Share, and Support One Another
Raising a child with unique needs can feel isolating — but you don't have to go through it alone. Join one of ASK's in-person or virtual parent support groups for a welcoming space to:

- Connect with other parents who understand
- Share ideas, resources, and experiences
- Collaborate on challenges and problem-solve together
- Feel supported by others who've been there

BRIDGES MENTORING PROGRAM

Website: www.bridgesmentoring.com
Phone: 641-732-3566 Address: PO Box 131, Osage, IA 50461

Community based mentoring program serving the Osage, Riceville and St. Ansgar school districts.

CATHOLIC CHARITIES

Phone: 800-772-2758 Website: http://www.catholiccharitiesdubuque.org

Services include mental health counseling for individuals, families and couples, adoption services, pregnancy counseling, refugee resettlement, post-abortion counseling and disaster relief.

CEDAR RIVER COMPLEX

Website: http://www.cedarrivercomplex.com/
Phone: 641-832-3600 Address: 809 Sawyer Drive, Osage, IA 50461

Located in Mitchell County, Iowa, the Cedar River Complex is a multi-faceted recreation facility which includes an events center, a wellness center, the Mitchell County Historical Museum and an auditorium.

CHARLES CITY LEARNING CONNECTION

See Facebook page for more information

The Learning Connection is a program that recognizes and supports parents as their child's first and most important teacher. Weekly classes are offered in the Charles City Community School District that enhance children's development during the early years of life while strengthening families through the education and support of all parents by encouraging the healthy growth and development of their children and preventing child abuse and neglect.

CHICKASAW COUNTY RELIEF

Phone: 563-379-8761 Address: 2275 South Linn Avenue Po Box 183, New Hampton, IA 50659
Provides financial assistance to those in immediate need with restrictions. Assistance may include rent, food, clothing, utilities, medical care and referrals to other assistance programs.

CHICKASAW WELLNESS COMPLEX

Website: http://www.wellnesscomplex.com/
Phone: 641-394-5433 Address: 1050 West Hamilton, New Hampton, IA 50659
The CWC offers a variety of classes and programs for all ages at their wellness and recreational facility.

CHILD CARE RESOURCE AND REFERRAL
New Hampton Office serves Chickasaw, Floyd, and Mitchell Counties
Phone: 319-433-7760 Address: 2275 South Linn Avenue, New Hampton, IA, 50659

Child Care resource and referral (CCR&R) is a community based organization that provides resources, advocacy, and education to the community to provide accessible and affordable child care services. Services are available to parents, child care providers, employers, and the community.

CHILD SUPPORT RECOVERY UNIT
Website: Floyd County HHS Office
Phone: (641) 228-5713 Address: 1206 S. Main Street, Charles City, IA 50616

The closest Child Support Recovery Unit (CSRU) to New Hampton, IA is located at the Floyd County Health and Human Services (HHS) office in Charles City, which serves Chickasaw County

CHILDREN AT HOME
888-IAKIDS1

The Children-At-Home program is designed to assist you and your family in securing the services and supports that you identify as necessary in helping your child to remain at home. Financial assistance is intended to enable you to obtain those services and supports, which are not met by other services programs.

COMMON SENSE PARENTING
Boys Town: Phone: 531.355.3083 Website: **https://www.parenting.org/classes**

Common Sense Parenting is a practical, skill-based program from Boys Town that helps parents build confidence and manage everyday challenges. Offered in person or virtually, the classes teach proven strategies to improve communication, reduce problem behaviors, and strengthen parent-child relationships.

COURT APPOINTED SPECIAL ADVOCATE PROGRAM (CASA)
Chickasaw County falls under the 2nd Judicial District for CASA Locations in Iowa.
State Program Office Phone: (866) 448-4608 State Program Email: casaiowa@hhs.iowa.gov

CRISIS INTEVENTION, STABILIZATION, AND REUNIFICATION (CISR)
Northern Service Area: cblack01@dhs.state.ia.us Website: https://hhs.iowa.gov/programs/CPS/cps-contracts/cisr

CISR in Iowa is a coordinated, state-funded system for rapid, targeted child welfare responses during crises, combining emergency shelter, foster care, and group residential services to protect children and support family reunification. CISR is made up of three contracts; Child Welfare Emergency Services (CWES), Qualified Residential Treatment Programs (QRTP) and Supervised Apartment Living (SAL).

Child Welfare Emergency Services (CWES) provides short-term child welfare support to help keep children safe and address urgent family needs. Services can include crisis intervention, in-home support, mediation, or emergency out-of-home placement when needed, with referrals made through Iowa HHS, Juvenile Court Services, or law enforcement.

- YYS of North Iowa has shelter/ temporary informal beds- Shelter Map v4

QRTP/Foster Group Care provides a structured, 24/7 licensed living setting for children in foster care who need out-of-home support. Services focus on safety, stability, life skills development, family involvement, and maintaining connections to home and community while supporting the child's rehabilitation needs.

- QRTP Map v3

Supervised Apartment Living Foster Care (SAL) is the least restrictive foster care placement in Iowa. Youth either

live in a cluster site living arrangement (where up to 6 youth can live in the same building and are supervised 24/7 or is a scattered-site living arrangement (where a youth is placed in their own living arrangement, such as an apartment, and have access to contractor staff 24/7. The living arrangement must provide the youth with an environment in which the youth can experience living in the community with less supervision than other types of foster care placements. Contractors must provide life-skills training services to youth in SAL.

- https://hhs.iowa.gov/media/9482/download?inline

EARLY ACCESS (0-36 MONTHS)
Website: **http://www.aea267.k12.ia.us/**
Office Hours at all locations: 8:00 am – 4:30 pm
Phone: 1-800-542-8375 or 319-273-8200 Address: 1521 Technology Parkway, Cedar Falls, IA 50613

Early Access is a partnership for families and children ages 0-3 to provide a working relationship between staff and parents to help identify, coordinate, and recognize necessary services for children to grow and develop. The family and providers work together to identify and address specific family concerns and priorities as they relate to the child's overall growth and development

IOWA FATHERS
Website: www.iowafathers.com

Iowa Fathers offer on-going support and parental education regarding child custody, child support, child visitation, dissolution of marriage, and other community resources including access to legal consultation.

KEYSTONE AEA
New Hampton
Phone: 800-632-5918 OR 641-715-765 Address: 206 W. Main St, New Hampton, IA 50659-1009

FADSS (FAMILY DEVELOPMENT AND SELF-SUFFICIENCY PROGRAM)
Website: https://neicac.org/

CHICKASAW COUNTY - NEW HAMPTON FADSS
Phone: 563-379-8761 Address: 2275 S. Linn Ave PO Box 183, New Hampton, IA 50659-0183

HOURS MAY 1 – AUGUST 31:
M, W 8:00am – 4:00pm
T, Th, 8:00am – 3:00pm
F 8:00am – 12:00pm

FADSS is a voluntary support program for families who are enrolled in FIP (Family Investment Program) and who are working with PROMISE JOBS. The program includes home visits, family goal planning, family advocacy, and special needs.

EARLY HEAD START/HEAD START
Northeast Iowa Community Action
Website: https://neicac.org/programs/education/
Phone: 563.382.8436 Address: 305 Montgomery Street PO Box 487, Decorah, IA 52101

Early Head Start is a home visitation program that provides services to eligible pregnant women and children ages birth to 3 years old. The program conducts home visits and provides opportunities for group socialization. The primary focus is to help the parent(s) be their child's first and most important teacher and assist to improve their parenting skills. Early Head Start Home Visitors will also provide guidance for children's transition to Head Start or other preschool programs.

The Head Start program is a full day, full week preschool experience for low-income and disabled children 3-5 years old.

The Head Start approach addresses not only the educational needs of children, but also the health, nutrition, social, mental health and literacy needs as well. Children participate in activities that promote motor, language, social/emotional, cognitive skills, literacy, science and math. All classrooms provide an inclusive environment for children with disabilities. Nutritious breakfast, lunch and snack are provided daily through the CACFP program and Head Start partners with Northeast Iowa Food & Fitness to help children and families learn about healthy, local foods.

ELEVATE CARE INTERVENTION
Email: shenson@elevateccbhc.org

Elevate's Family and Youth Crisis Intervention Program provides in-home support for children and families to reduce further involvement with DHS, Juvenile Court Services, or law enforcement. Services focus on identifying strengths and needs, connecting families with resources, and developing action plans to support positive outcomes. Referrals are accepted from DHS, JCS, and law enforcement.

ELEVATE MOBILE CRISIS
Phone: 988 or YLI 855.581.8111

Mobile crisis response for Chickasaw County is available 24/7 through Elevate. Call or text 988, or call Your Life Iowa at (855) 581-8111 to request a mobile crisis team. Offer onsite and in-person interventions to individuals experiencing a mental health crisis.

FaDSS (Family Development & Self-Sufficiency Program) FADDS
Northeast Iowa Community Action
Phone: 563.419.8243 Address: 305 Montgomery Street PO Box 487, Decorah, IA 52101
Website: https://neicac.org/programs/fadss/

FaDSS is a home visitation program for low income families available in all 99 counties in Iowa. FaDSS families participate voluntarily in free services in partnership with their FaDSS Family Development Specialist who works with the whole family to address their basic needs, improve child well-being, and develop career opportunities that, in turn, improve lives, families, and communities.

FAMILIES FIRST COUNSELING SERVICES
Phone: 319-433-0395 Address: 111 Plaza Circle, Waterloo, IA 50701
Website: **http://www.families-first.net**

A family-centered service provider in north central Iowa. Services include individual services, family counseling, crisis intervention, and psychological testing.

FAMILY INVESTMENT PROGRAM
Phone: 800-532-1275 OR (641) 228-5713 (served via the Floyd County Office)
Address: 260 E. Prospect Street, New Hampton, IA 50659
Hours: Monday through Friday, 8:00 AM to 4:30 PM

Provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives.

FAMILIES TOGETHER/LSI
Phone: 319-352-2630 Address: 106 16th St. S.W., P.O. Box 848, Waverly IA 50677
Website: https://lsiowa.org/

Families Together is an in-home visitation program dedicated to strengthening and preserving the family. Families Together staff can help with skill development to help cope with family demands, referrals to community resources, creative ways to interact with your child, guidance and support, and other services that are useful to area families.

FOUR OAKS COMMUNITY BASED
Phone: 844-364-0259 Address: 80 North Eisenhower Avenue Mason City, IA 50401
Website: https://fouroaks.org/about/

Four Oaks is a statewide Iowa agency dedicated to helping children and families overcome challenges through foster care and adoption, prevention services, community-based services, and treatment services, with a strong emphasis on family stability, community support, and long-term success. Four Oaks Foster & Adoptive Family Connections provides foster care and adoption support for all of Iowa's five service areas.

One of Four Oaks four PMIC residential programs for children in Iowa is located in Mason City. These programs serve children between the ages of 6 and 18 who have serious emotional, behavioral, and mental health conditions. The basic foundation of these programs is designed to help youth develop positive self-concepts as well as social and problem-solving skills, while integrating child and family treatment components.

FRANCIS LAUER – A YSS ORGANIZATION
Phone: 641-423-7362 Address: 50 North Eisenhower Avenue, Mason City, IA 50401

Francis Lauer provides services to children and families including: Child Welfare Emergency Services, Shelter, Boys Day Program, Girls Day Program, Community Services, Outpatient Services

IFAPA (IOWA FOSTER AND ADOPTIVE PARENTS ASSOCIATION)
Phone: 515-229-8747 Address: 6900 N.E. 14th Street, Suite 25, Ankeny, IA 50023
Website: **http://www.ifapa.org/**

FAPA empowers, supports, and advocates for foster, adoptive and kinship families in Iowa. IFAPA provides training, peer support and resources to promote safety, permanency, and well-being for Iowa's children.

IOWA FAMILY SUPPORT NETWORK (IFSN)
Phone: 1-888-IAKIDS1 (1-888-425-4371) Website: https://www.iafamilysupportnetwork.org/

Iowa Family Support Network (IFSN) is a statewide system that provides information and resources to expecting families or families with young children and professionals that serve them. You will find information that includes; family support services; group-based parent education programs; and prenatal services.

INTEGRATED RESPONSE
Phone: 641-228-0113

Integrated Response provides an intensive service option for community schools and the general public when responding to crisis contracts involving children who are at risk of out-of-home placement. The goal of this program is to decrease the number of family foster or shelter placements for youth, to prevent families from entering the traditional DHS/JCS services, and to be a potential referral source for those families whose abuse is not confirmed but have moderate to high risk for abuse.

IOWA KIDSNET
Phone: 800-243-0756 Website: www.iowakidsnet.com

Iowa KidsNet is a statewide partnership of six Iowa agencies dedicated to the safety and permanency of children and families through foster care, adoption and reunification with birth families. We offer free support services to foster and adoptive families.

LEARNING CONNECTION
Phone: 641-390-1890
Various locations in Charles City, Osage, and St. Ansgar

The Learning Connection is a program that recognizes and supports parents as their child's first and most important teacher. Weekly classes are offered in the Charles City, Osage, and St. Ansgar Community School Districts that enhance children's development during the early years of life while strengthening families through the education and support of all parents by encouraging the healthy growth and development of their children and preventing child abuse and neglect.

MATERNAL AND CHILD HEALTH PROGRAM
North Iowa Community Action Organization
Butler, Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, and Worth
Phone: 800-657-5856
Address: 218 5th St SW, P.O. Box 1627, Mason City, IA 50401 or 404 N. Jackson P.O. Box 473, Charles City, IA 50616

Visiting Nurse Association of Dubuque
Howard, Winneshiek, Chickasaw, Fayette, Clayton, Allamakee, Delaware, Dubuque
Phone: 563-556-6200

The maternal and Child Health program includes a variety of services focused on promoting healthy children, healthy families, and healthy communities by promoting early prenatal care that will continue throughout pregnancy and through childhood, focusing on any special needs identified.

PARENT PARTNERS
Phone: 641-420-8706

Parent Partners program matches parent mentors who have previously been involved with the child welfare system with a birth parent who is currently involved with the system. Parent partners are role models, mentors, resources, and support.

OUR KIDS COUNT
Phone: 641-228-5713 or 641-330-7833 Website: http://www.fmc4change.wix.com/home

Our Kids Count is a parent support and education group offered in the community for parents of children ages 0-10. The group is possible through generous community partnerships including host site Trinity United Methodist Church, ISU Extension and Outreach, and many others. Sessions may include a family meal and interaction, or childcare and featured speaker, all at no cost to participants. Call for information or to reserve your spot.

PARENT PARTNERS
Children and Families of Iowa
Chickasaw, Cerro Gordo, Floyd, Mitchell counties are apart of the Northern Service Area
Phone: 712.229.9738 or 515.368.2066 Send referrals to nsaparentpartners@cfiowa.org

Parent Partners program matches parent mentors who have previously been involved with the child welfare system with a birth parent who is currently involved with the system. Parent partners are role models, mentors, resources, and support.

SAFE HAVEN FOR NEWBORNS
Website: https://hhs.iowa.gov/programs/CPS/safe-haven

The Safe Haven Act is a law that allows parents - or another person who has the parent's authorization - to leave an infant up to 90 days old at a hospital, health care facility, a fire station, through a newborn safety device, or to an Adoption Service Provider without fear of prosecution for abandonment. A parent may also contact 911 and relinquish physical custody of an infant up to 90 days old to a first responder of the 911 call.

STAR MENTORING PROGRAM
Phone: 641-394-4053 X 220 Address: 260 E. Prospect Street, New Hampton, IA 50659
Website: ccstarmentoring@gmail.com

Community based mentoring program serving the New Hampton, Fredericksburg, Nashua school district.

WIC (WOMEN, INFANTS AND CHILDREN) SUPPLEMENTAL FOOD PROGRAM
New Hampton WIC Clinic - Visiting Nurse Association
Chickasaw County Office Building- Third Wednesday of the month
Phone : 563.556.6200 Address: 260 E. Prospect, New Hampton, IA 50659
Website: https://hhs.iowa.gov/assistance-programs/food-assistance/wic-Iowa/program-resources

The WIC Program strives to improve nutritional status of low income pregnant women and children less than five years old. The program provides nutritional education and vouchers for mild, cheese, peanut butter, eggs, cereal, beans, juice, and infant formula. The program also assists mothers who are breast-feeding by providing manual breast pumps and loaning electric breast pumps.

YMCA
Phone: 641-228-2254 Address: 800 Hulin Street, Charles City, IA 50616
Website: http://www.charlescityymca.com/

YSS of North Iowa(previously YSS Francis Lauer)
Outpatient: 515.232.4977 Shelter: 641.423.7362
Address: 50 North Eisenhower Avenue, Mason City, IA 50401
Website: https://yss.org/about-us/locations/yss-of-north-iowa/

YSS has supported youth and families across Iowa with their programs. Based in Mason City, YSS of North Iowa is the northernmost YSS location and provides counseling services, crisis stabilization, emergency shelter, and aftercare support for foster care alumni.

COUNSELING AND MENTAL HEALTH SERVICES

CATHOLIC CHARITIES

General Inquiries 800-772-2758 Housing Inquiries 877-235-1007
Website: http://www.catholiccharitiesdubuque.org

Services include mental health counseling for individuals, families and couples, adoption services, pregnancy counseling, refugee resettlement, post-abortion counseling and disaster relief.

CICS DISABILITY ACCESS POINT (DAP)

CICS serves as the Disability Access Point for District 3. CICS helps individuals with disabilities, families, and caregivers connect with information, assistance, options counseling, referrals, and other disability-related supports, including some non-Medicaid long-term services and supports.
To connect with CICS, call (515) 513-6870
Website: https://www.cicsmhds.org/

COUNSELING AND FAMILY CENTERED SERVICES

Phone: 641-394-2505 Address: 951 N. Linn Ave. Suite 3 New Hampton, IA 50659

A mental health agency within the community that serves a large part of northeast Iowa. Services include evaluations, therapy, conflict resolution, play therapy, Behavioral Health Intervention Services (BHIS) for children (including crisis) and Children's Mental Health Waiver (CMHW).

CRISIS RESOURCES

The 988 Suicide & Crisis Lifeline is available 24/7 by call or text for immediate mental health crisis support.

Mobile crisis response for Chickasaw County is available 24/7 through Elevate. Call or text 988, or call Your Life Iowa at (855) 581-8111 to request a mobile crisis team.

FAMILIES FIRST COUNSELING SERVICES

Phone: 319-433-0395 Address: 111 Plaza Circle, Waterloo, IA 50701
Website: http://www.families-first.net

A family-centered service provider in north central Iowa. Services include individual services, family counseling, crisis intervention, and psychological testing.

IOWA PRIMARY CARE ASSOCIATION BEHAVIORAL HEALTH SYSTEM NAVIGATION

Helps individuals, families, and community partners connect with mental health, substance use, gambling, housing, transportation, and other support services. System Navigation is free and available to all Iowans, regardless of income or insurance. It does not provide treatment or counseling but helps connect people to the right services.

To connect with a system navigator, call Your Life Iowa at 855. 581-8111. Providers call 515.505.8988
Website: http://www.iowapca.org

MENTAL HEALTH AMERICA

Phone: 800-969-6642 Website: https://mhanational.org/

Mental Health America (MHA) is the nation's leading nonprofit dedicated to promoting the mental health and well-being of all people living in the U.S. Work at both the national and local levels to advance this mission through public education, research, advocacy and public policy, and direct service. Work is informed, designed, and led by the lived experience of those most affected.

MERCYONE NORTH IOWA BEHAVIORAL SERVICES
Phone: 641.494.5170 or 641.428.7797
Website: https://www.mercyone.org/northiowa/services/behavioral-health-care

MercyOne Behavioral Services offers a variety of programs and services to assist individuals and families who have behavioral health concerns. The programs and services are offered on both an inpatient and outpatient basis and include individual therapy, family and group therapy as well as various kinds of psychological testing. Telehealth available dependent on service. Located in Mason City.

MERCYONE WAVERLY MENTAL AND BEHAVIORAL HEALTH CARE
Phone: 319.352.9500 Address: 217 20th St. NW, Waverly, IA 50677
Website: mercyone.org

Offers psychiatric medication management, mental health therapy, clinical social work, addictions counseling. Telehealth appointments available.

NATIONAL ALLIANCE ON MENTAL ILLNESS
Phone: 800.950.6264 Website: http://www.nami.org/

The nation's largest mental health organization, dedicated to improving the lives of people affected by mental illness through education, support, advocacy, and public awareness.

NORTHEAST IOWA BEHAVIORAL HEALTH
Phone: 563.382.3649 Website: neibh.org

Offers psychiatric evaluation and medication management, mental health therapy, substance-use treatment, crisis counseling, and specialized programs. Telehealth available. Services adults and children. Offices in Decorah, Oelwein, Waukon, Elkader, Cresco, West Union.

NORTH IOWA COUNSELING
Phone: 319.559.1065 Website: nicounseling.com

Offers mental health clinical assessment, individual therapy, family and relationship counseling, and behavioral intervention services (BHIS). Office locations Waverly, Charles City, and Waterloo.

PATHWAYS BEHAVIORAL HEALTH- WAVERLY
Phone: 319-352-2064 Address: 111 10th Street, Waverly, IA 50677

Provides services to all ages including individual, family, and group counseling as well as psychiatric counseling.

NORTH IOWA REGIONAL SERVICES
Phone: 319. 291.2455 or 319. 229.2240 Website: https://www.nirservices.com/ Located in Waterloo.

Provides juvenile detention, crisis, and behavioral health services, including Adult Crisis Stabilization, Subacute Mental Health Services, an Access Center, Juvenile Detention, Brownstone Youth Services, transportation, and ankle monitoring.

PATHWAYS BEHAVIORAL SERVICES
Phone: 319.235.6571 Website: pathwaysb.org

Offers psychiatric medication management, mental health therapy, substance-use treatment, crisis & support services, and prevention & education. Serve both adults and children. Telehealth available. Office locations in Waterloo,

Waverly, Allison, Fredericksburg, and Independence.

PATHWAYS BEHAVIORAL HEALTH- FREDERICKSBURG

Phone: 563-237-5300 Address: 602 S. Washington Avenue, Fredericksburg, IA 50630

Provides services to all ages including individual, family, and group counseling as well as psychiatric counseling.

PRAIRIE RIDGE INTEGRATED BEHAVIORAL HEALTHCARE

Phone: 641. 424. 2391 Website: https://prairieridge.net

Offers integrated mental health and substance use treatment for adults and youth. Their services include outpatient therapy, substance-use evaluations and treatment, recovery support, and community-based prevention and education. Telehealth available service dependent. Main office, Men's Resident Facility, Women's Resident Facility, and Downtown Drop in Center are located in Mason City. Outreach locations include Marshalltown, Forest City, Algona, Charles City, Hampton, Grinnell, Eldora, and Tama.

SENIOR LIFE SOLUTIONS

Phone: 641-394-4121 Address: 308 North Maple Avenue, New Hampton, IA 50659
Website: https://www.mercyone.org/services/senior-life-solutions

Mercy Medical Center- New Hampton's Senior Life Solutions program is an intensive outpatient program designed to meet the unique needs for older adults age 65 and up who are struggling with symptoms of depression and anxiety, or difficulty with life transitions often related to aging. For more information or to make a referral call today.

THEIN THERAPY LLC

Laurie Thein LMHC, EMDR, LMT
Phone: 563-237-5157 Cell: 319-404-0553 Website theintherapy@gmail.com
Address: 123 East Main Street, PO Box 155, Fredericksburg, IA 50630

Provides mental health counseling for most disorders including anxiety, depression, PTSD, ADHD. Trauma specialty using EMDR and Cognitive Behavior techniques. Alternative healing techniques such as meditation, Reiki, and Healing Touch. Licensed massage therapist for relaxation, stress management, health and injury issues, and pain management.

WAVERLY HEALTH CENTER BEHAVIORAL HEALTH

Phone: 319.352.4120 Address: 312 9th St. SW, Waverly, IA 50677
Website: waverlyhealthcenter.org

Offers psychiatric medication management, therapy and counseling, psychiatric evaluations and diagnostic assessments, and care coordination. Telehealth appointments available. Serves adults and children.

YSS OF NORTH IOWA

Counseling: 641-423-5479 Shelter: 641-423-7362
Address: 50 North Eisenhower Avenue, Mason City, IA 50401

For over 40 years, YSS of North Iowa has provided hope and opportunity to youth. Based in Mason City, this center is the northernmost location for YSS—bringing much-needed services to families in this part of the state. Previously known as YSS Francis Lauer, YSS of North Iowa offers counseling services, crisis stabilization, emergency shelter, and aftercare for foster care alumni. The nonprofit organization is truly community-based, tailoring its services to fit the specific needs of the families in our neighborhood.

DISABILITY ASSISTANCE

CHILDREN AT HOME

Phone: 641-228-5713 Address: 1206 South Main Street, Charles City, IA 50616

A program dedicated to assisting families with support and services they need, including adapted clothing and equipment, counseling, home modification, parent education, recreation, respite and child care, special foods, transportation and emergency services.

COMPREHENSIVE SYSTEMS

Phone: 641-228-4842 (Main Building)
Address: 1700 Clark Street, Charles City, IA 50616

Phone: 641-228-4182 (Burling House)
Address: 910 1st Avenue, Charles City, IA 50616

Phone: 641-228-4842 (Crestview)
Address: 310 9th Street, Charles City, IA 50616

Phone: 641-394-2670 (New Hampton Building)
Address: 841 W Main Street, New Hampton, IA 50659

Phone: 641-394-3344 (Treasure Chest/Comp Systems)
Address: 111 W Main Street, New Hampton, IA 50659

An accredited, community-based, private, non-profit Iowa corporation providing residential and employment services to individuals with special needs. Services include residential, vocational, and volunteer experiences.

NORTHEAST IOWA COMMUNITY ACTION - CHICKASAW COUNTY RELIEF

Chickasaw: Phone: 563-379-8761 Address: 2275 South Linn Avenue Po Box 183, New Hampton, IA 50659

IOWA VOCATIONAL REHABILITATION SERVICES (IVRF)

Phone: 641-422-1551 Address: 600 South Pierce Ave, Mason City, IA 50402 Hours: M-F 8:00 am to 4:30 pm

IVRS provides counseling and guidance, training and job placement assistance for persons identified as having a diagnosed disability.

NORTH STAR COMMUNITY SERVICES

Bremer: 319-352-1425 Chickasaw: 641-394-4535 Address: 951 North Linn, Suite 1, New Hampton, IA 50659

Provides Supported Community Living (SCL) that addresses the desires, goals, strengths, abilities, needs, health, safety and life span issues of persons living in their own homes or apartments.

DURABLE MEDICAL EQUIPMENT

CHARLES CITY	
Rotech Healthcare Inc.	641-228-7537
Main Street Drug	641-228-3519
CRESCO	
Home Medical Equipment	563-547-5573
Rotech	800-632-0056
DECORAH	
Mayo Clinic Store	563-382-0028
MASON CITY	
MercyOne North Iowa Home Medical Equipment	641-422-6444
MercyOne Mason City Home Medical Supply	641-428-5920
Quality Medical Services	641-423-4592
NEW HAMPTON	
Towncrest Pharmacy	641-394-4156
WATERLOO	
Greenwood Pharmacy	319-234-6673
Lincare 319-232-1770 Medicap Home Medical	319-287-8087
MercyOne Home Medical Equipment	319-272-5626
Unity Point at Home-Home Medical Equipment	319-874-4960
WAVERLY	
Meyer Pharmacy- Home Medical Solutions	319-352-3120
Restore Independent Mobility Inc… (power chairs)	319-464-1441

EDUCATION

SCHOOL DISTRICTS

CHARLES CITY
Website: http://www.charlescityschools.org/

Phone: 641-257-6500
Address: 1204 1st Ave, Charles City, IA 50616

Charles City Middle School
Phone: 641-257-6530
Address: 1200 1st Ave, Charles City, IA 50616

Charles City High School
Phone: 641-257-6510
Address: 1 Comet Drive, Charles City, IA 50616

Immaculate Conception School
Phone: 641-228-1225
Address: 1203 Clark Street, Charles City, IA 50616

Lincoln Elementary School
Phone: 641-257-6560
Address: 600 5th Avenue, Charles City, IA 50616

Washington Elementary School
Phone: 641-257-6570
Address: 1406 N Grand Ave, Charles City, IA 50616

Carrie Lane Alternative School
Phone: 641-426-5975
Address: 502 N Jackson St, Charles City, IA 50616

FREDERICKSBURG/SUMNER
Website: https://www.sfcougars.org/

Fredericksburg Elementary School
Phone: 563-237-5364
Address: 401 E High St, Fredericksburg, IA 50630

Durant Elementary School
Phone: 563-578-3354
Address: 601 West 5th St, Sumner, IA 50674

Sumner-Fredericksburg Middle School
Phone: 563-237-5334
Address: 300 E Main St, Fredericksburg, IA 50630

Sumner-Fredericksburg High School
Phone: 563-578-3341
Address: 802 W Sixth St, Sumner, IA 50674

NASHUA-PLAINFIELD
Website: http://www.nashua-plainfield.k12.ia.us/

Nashua-Plainfield Elementary School
Phone: 641-435-4114
Address: 621 Panama St. Nashua, IA 50658

Nashua-Plainfield Middle/Sr. High School
Phone: 641-435-4835
Address: 612 Greeley St., Nashua, IA 50658

NEW HAMPTON
Website: http://www.new-hampton.k12.ia.us/

New Hampton Elementary School
Phone: 641-394-2134
Address: 206 W Main St, New Hampton, IA 50659

New Hampton Middle School
Phone: 641-394-2134
Address: 711 W Main St, New Hampton, IA 50659

New Hampton High School
Phone: 641-394-2134
Address: 710 W Main St, New Hampton, IA50659

St. Joseph Community School
Phone: 641-394-2865
Address: 216 N Broadway Ave, New Hampton, IA 50659

OSAGE
Website: https://www.osageschools.com/

Lincoln Elementary School
Phone: 641-732-5856
Address: 515 Chase St, Osage IA 50461

Osage Middle School
Phone: 641-732-3127
Address: 820 Sawyer Drive, Osage, IA 50461

Osage High School
Phone: 641-732-3102
Address: 820 Sawyer Drive, Osage, IA 50461

EARLY HEAD START, HEADSTART AND PRESCHOOL

CHILD CARE RESOURCE AND REFERRAL

Website: http://iowaccrr.org/

HEAD START

Charles City
Phone: 641-228-4514 Address: 404 N. Jackson St., Charles City, IA 50616
New Hampton
Phone: 641-394-4512 Address: 206 W Main Street, New Hampton, IA 50659
Osage
Phone: 641-732-3158 Address: 515 Chase St., Osage, IA 50461

PRESCHOOL

Central Preschool- Charles City
https://www.facebook.com/Central-Preschool-124186424280779/
Phone: 641-228-6803 Address: 601 Milwaukee Street Suite 1, Charles City, IA 50616 St.
John Christian Preschool
https://www.facebook.com/StJohnChristianPreschool/
Phone: 641-228-7274 Address: 200 S Main Street, Charles City, IA 50616
TLC Learning Center https://www.facebook.com/p/TLC-The-Learning-Center-61559135930996/
Phone: 641-228-4525 Address: 201 5th Avenue Suite 2, Charles City, IA 50616
Nashua-Plainfield Preschool
https://www.nashua-plainfield.k12.ia.us/pre-k-website/
Phone: 641-435-4114 Address: 621 Panama Street, Nashua, IA 50658
Rockford Preschool
http://www.rockford.k12.ia.us/
Phone: 641-756-3508 Address: 1460 Highway 147, Rockford, IA 50468

AEA EDUCATION AGENCIES

CENTRAL RIVERS AEA

Phone: 319-273-8200 Address:1521 Technology Parkway Cedar Falls, IA 50613
Website: https://www.centralriversaea.org/

EARLY ACCESS (0-36 MONTHS)

Phone: 1-800-542-8375 or 319-273-8200 Address: 1521 Technology Parkway, Cedar Falls, IA 50613
Website: **http://www.aea267.k12.ia.us/** Office Hours at all locations: 8:00 am – 4:30 pm

KEYSTONE AEA

Phone: 563-245-1480 Address: 1400 Second Street NW Elkader, Iowa 52043

WAVERLY-SHELL ROCK LIED CENTER

Phone: 319-352-5991 Address:106 16TH Street S.W., Waverly, IA 50677

COLLEGES AND CONTINUING EDUCATION

BUENA VISTA UNIVERSITY

Phone: 800-383-9600 Address: 610 West 4th Street, Storm Lake, IA 50588
Website: https://www.bvu.edu/

Phone: 712-749-1000- Access to any Buena Vista Site
Address: 500 College Drive, Mason City, IA 50401 (Located in the Activity Center)

EDUCATIONAL OPPORTUNITY CENTER PROGRAM (EOC)

Phone: 319-273-2311 Address: 1227 W 27th Street, Cedar Falls, Iowa 50614
Website: https://eop.uni.edu/

Our mission is to expand awareness about educational opportunities and to assist eligible students to enroll in a GED program or post-secondary institution. The UNI EOC program strives to assist individuals with overcoming educational barriers.

HAWKEYE COMMUNITY COLLEGE

Phone: 319-296-2320 Address: 1501 East Orange Road, Waterloo, Iowa 50704
Website: https://www.hawkeyecollege.edu/

ISU EXTENSION AND OUTREACH

Website: https://www.extension.iastate.edu/
Chickasaw
Phone: 641-394-2174 Address: 115 North Broadway Avenue, New Hampton, IA 50659
Floyd
Phone: 641-228-1453 Address: 112 North Main Street, Charles City, IA 50616
Mitchell
Phone: 641-732-5574 Address: 315 Main Street, Osage, IA 50461

NIACC GED PROGRAM

Phone: 888-466-4222 Address: 500 College Drive, Mason City, IA 50401
Website: https://www.niacc.edu/

Phone: 641-228-4634 Address: 203 Brantingham Street, Charles City, IA 50616
Website: https://www.niacc.edu/community/niacc-centers/charles-city-center/

NORTHEAST IOWA COMMUNITY COLLEGE

Phone: 563-562-3263 Address: 1625 Highway 150 South, Calmar, Iowa 52132
Website: https://www.nicc.edu/about/locations/calmar/

NORTH IOWA AREA COMMUNITY COLLEGE

Phone: 641-423-1264 or 888-466-4222 Address: 500 College Drive, Mason City, IA 50401
Website: https://www.niacc.edu/

WARTBURG

Phone: 800-772-2085 Address: 100 Wartburg Boulevard, Waverly, IA 50677
Website: https://www.wartburg.edu/

LIBRARIES

ALTA VISTA PUBLIC LIBRARY
Website: https://www.altavista.lib.ia.us/
Phone: 641-364-6009 Address: 203 S White Avenue, Alta Vista, Iowa 50603

CHARLES CITY PUBLIC LIBRARY
Website: http://www.charles-city.lib.ia.us/ Email: director@charles-city.lib.ia.us
Phone: 641-257-6319 Address: 910 Clark Street, Charles City, IA 50616

CRESCO PUBLIC LIBRARY
Website: https://www.cresco.lib.ia.us/ Email: webmaster@cresco.lib.ia.us
Phone: 563-547-2540 Address: 320 N Elm Street, Cresco, Iowa 52136

ELMA PUBLIC LIBRARY
Website: https://www.elma.lib.ia.us/
Phone: 641-393-8100 Address: 319 Oak Street, Elma, Iowa 50628

IONIA COMMUNITY LIBRARY
Website: https://www.ionia.lib.ia.us/ Email: director@ionia.lib.ia.us
Phone: 641-394-4803 Address: 101 W Iowa Street, Ionia, Iowa 50645

LAWLER PUBLIC LIBRARY
Website: https://www.lawlerpubliclibrary.com/ Email: lawlerlibrary@gmail.com
Phone: 563-238-2191 Address: 412 E Grove Street, Lawler, Iowa 52124

NASHUA PUBLIC LIBRARY
Website: http://www.nashua.lib.ia.us/ Email: naslib@butler-bremer.com
Phone: 641-435-4635 Address: 220 Brasher Street, Nashua, IA 50659

NEW HAMPTON PUBLIC LIBRARY
Website: http://www.newhampton.lib.ia.us/ Email: director@newhampton.lib.ia.us
Phone: 641-394-2184 Address: 20 West Spring Street, New Hampton, IA 50659

OSAGE PUBLIC LIBRARY
Website: https://www.osage.lib.ia.us/https-nilc-tlcdelivers-com-8490
Phone: 641-732-3323 Address: 406 Main Street, Osage, IA 50461

UPHAM MEMORIAL LIBRARY
Website: https://www.fredericksburg.lib.ia.us/ Email: director@fredericksburg.lib.ia.us
Phone: 563-237-6498 Address: 138 W Main Street, Fredericksburg, Iowa 50630

ELDERLY SERVICES

ADULT ABUSE HOTLINE

Phone: 800-362-2178 Website: http://dhs.iowa.gov/dependent_adult_abuse Email: csiu@hhs.iowa.gov

Available 24 hours a day, 7 days a week. The Dependent Adult Abuse program provides evaluations and assessments of alleged abused dependent adults. The program endeavors to provide services and makes referrals to assist abused dependent adults acquire safe living arrangements. "Dependent adult" means a person eighteen years of age or older who is unable to protect the person's own interests or unable to adequately perform or obtain services necessary to meet essential human needs, as a result of a physical or mental condition which requires assistance from another, or as defined by department rule.

ALZHEIMERS ASSOCIATION-GREATER IOWA CHAPTER

Phone: 800-738-8071

24-Hour Telephone for support services, safe return, care consultation, outreach, referrals, community education, lending library, research support, speaker's bureau, The Alzheimer's Association 24/7 Helpline operates 24 hours a day, seven days a week, in 140 languages. Our staff is highly trained and knowledgeable about all aspects of Alzheimer's disease. You can also call us for emotional support-as often as you need.

ALZHEIMER'S/MEMORY CARE UNITS

The Highlands previously known as Aase Haugen Home, Decorah	563-382-6281
Chautauqua 11th Street, Charles City …….…….	641-228-2353
Country Meadow Place Assisted Living and Memory Care ……...	641-423-7722
Good Samaritan Nursing Center, West Union ……..……	563-422-3814
Copper Creek Senior Living, West Union	563-422-9200
Whispering Willows, Fredericksburg ……..…….	563-237-5075
Copper Creek Senior Living……..……	563-853-8376

CHARLES CITY FOSTER GRANDPARENT PROGRAM

Phone: 641-257-6327 Address: 705 3rd Avenue, Charles City, IA 50616
Website: http://www.cityofcharlescity.org/index.aspx?nid=124

The mission of the Foster Grandparent Program is to bring together an elderly person and a young child in ways that help each to grow in giving, caring, and learning. The Charles City Foster Grandparent Program (FGP) focuses on helping children meet their developmental and educational needs in reading, spelling, mathematics, writing, and social skills. To be eligible for the Foster Grandparent Program you must be at least 55 years of age, meet an income guideline, and like being with and helping children.

ELDERBRIDGE AGENCY ON AGING

Phone: 800-243-0678 Address: 1190 Briarstone Drive, Ste. 3, Mason City, IA 50401
Website: http:///www.elderbridge.org/

Elderbridge Agency on Aging provides free, one-on-one assistance to people with Medicare and their families via telephone and face-to-face sessions, public education presentations and other programs. Covers Mitchell, Floyd, Worth, Cerro Gordo, Franklin, etc.

EXTENDED CARE FACILITIES

Chickasaw County	
Accura Healthcare of New Hampton (Linn Haven)	641-394-3151
Cedar Vale Assisted Living	641-435-4040
Colonial Manor of Elma	641-393-2134
New Hampton Nursing and Rehabilitation Center	641-394-4153
Whispering Willows Assisted Living and Memory Wing	563-237-5075
Floyd County	
Cedar Health (Charles City) Alzheimer's Unit	641-228-1612
Chautauqua Nursing (Charles City)	
Skilled Nursing Facility/Alzheimer's Unit (11th Street)	641-228-2353
Skilled Nursing Facility (9th Street)	641-228-5351
Mitchell County	
Faith Lutheran Home Inc. (Osage)	641-732-5511
Good Samaritan Society (Osage)	641-713-4912
Osage Rehab	641-732-5520
Riceville Community Rest Home	641-985-2606

LEGAL HOTLINE FOR OLDER IOWANS

60 & Over call: 800-992-8161, Under 60 call: 800-532-1503 Website: https://iowalegalaid.org/get-help/

The Legal Hotline provides legal advice and other services to Iowans. You can get legal information and advice about most non-criminal issues, including: Consumer and Finance (home repairs, debt problems, telephone and utility issues), housing, family law, grandparent visitation and other issues, individual rights (guardianships, privacy, elder abuse), wills and life planning, health care (Medicaid, prescriptions, health care directives, and insurance), public benefits (social security, Medicaid, elderly property tax credit, energy assistance), nursing home and long term care (resident rights, paying for care). The Hotline's services are free and confidential.

LIFELONG LINKS

Phone: 866-468-7887 Website:https://lifelonglinks.org/

Iowa's resource for older adults, adults with disabilities, veterans and their caregivers who are planning for long-term independent living. The goal is to connect people to local service providers who can help maintain independence at home or in the community

FOOD RESOURCES

Charles City …….	641-228-6830
New Hampton …….	641-394-3173
MOMS Meals http://www.momsmeals.com	877-508-6667
Naomi's Kitchen http://www.naomiskitchen.com	319-665-4707
SNAP www.IowaFBA.org	800-944-3663
GA Foods	866-575-2772
Homestyle Direct	866-735-0921
Sister's Home Style Entrees	515-332-1928
Tasty Tuesday- Chickasaw Event Center	641-394-3173

Noon meals are available Monday through Friday for elderly or homebound individuals. The meals are prepared by Floyd County Medical Center and delivered by local volunteers.

MEDICARE

Social Security Administration General Information and Services
Phone: 800-772-1213
Address: 317 Washington Street, Decorah, IA 52101 OR 3121 Greyhound Dr. Ste 1, Waterloo, IA 50701

NORTHEAST IOWA AGENCY ON AGING

Phone: 800-779-8707 Address: 201 Tower Park Drive, Suite 100, Waterloo, Iowa 50701
Website:http://www.nei3a.org/

Hawkeye Valley Area Agency on Aging coordinates services for individuals to help them maintain the independence they desire. Services we provide include option counseling, case management, meal programs, caregiver support, respite services, consumer protection, evidence base health programs, and advocacy. The mission of HVAAA is to empower older persons to live safe and independent lives with dignity, purpose, and self-determination.

PUBLIC HEALTH/HOME HEALTH CARE

Chickasaw

Phone: 641-394-4053 Address: 260 East Prospect Street, New Hampton, IA 50659
Website: https://chickasawcounty.iowa.gov/public_health/

Floyd

Phone: 641-257-6111 Address: 1003 Gilbert Street, Charles City, IA 50616
Website: https://www.floydcoia.org/186/Public-HealthHome-Health-Care-Services

Mitchell

Phone: 641-832-3500 Address: 415 Pleasant Street, Suite 100, Osage, IA 50461
Website: https://mcpublichealth.com/

Home Health is dedicated to enabling people to be self-supporting and self-sufficient, stabilization of families, preventing inappropriate institutionalization, and protecting vulnerable children and adults. The Home Health Care Aide program provides a full range of supportive services in your home so you can go about your activities of daily living.

SENIOR CITIZEN'S CENTER

Charles City Senior Center
Phone: 866-468-7887 Address: 900 Hulin Street, Charles City, IA 50616
Website: https://hhs.iowa.gov/locations/charles-city-senior-center

Chickasaw Event Center/Senior Center
Phone: 641-394-3173 Address: 301 North Water Avenue, New Hampton, Iowa 50659
Website: https://sites.google.com/view/chickasaweventcenter/home

SOCIAL SECURITY ADMINISTRATION

Social Security Administration
Phone: 800-772-1213
Address: 625 Village Green Dr., Mason City, IA 50401 OR 3121 Greyhound Dr., Waterloo, Iowa 50701
Website: https://www.usa.gov/agencies/social-security-administration

VISITING ANGELS

Phone: 641-428-0484 Address: 5 North Federal Avenue, STE 103, Mason City, Iowa 50401

Provides the following services for a few hours a day up to 24/7 care: Bathing and dressing assistance, assistance with walking, medication reminders, errands and shopping, light housekeeping, meal preparation, companion care, respite care for families, transitional care, and end of life care. Minimum is 3 hours at a time. Payers accepted: Private pay.

EMPLOYMENT

EXPRESS EMPLOYMENT PROFESSIONALS

Phone: 641-423-5613 Address: 12 North Delaware, Mason City, IA 50401
Website:www.expresspros.com/masoncityia

IOWA WORKFORCE DEVELOPMENT

Phone: 641-424-1524 Address: 60 South Pierce Ave, Mason City, IA 50401
Website:https://workforce.iowa.gov/

MANPOWER INC. JOBS

Phone: 641-421-7430 Address: 1314 4th Street S.W. Suite 105, Mason City, IA 50401
Website:www.manpower.us

MATERSON STAFFING SOLUTIONS

Phone: 641-423-1830 Address: 1915 4th Street SW, Mason City, IA 5040PROMISE JOBS
Phone: 800-392-2230 or 641-422-1528 Address: 600 South Pierce Avenue, Mason City, IA 50401
Website:https://www.mastersonstaffing.com/staffing-solutions/staffing-agency-mason-city/
Website:https://www.iowaworkforcedevelopment.gov/promise-jobs

Promise Jobs provides work and training services for people in families qualified for FIP. Services include: assessment of job readiness, basic education, post-secondary education, parenting classes, life skills training, and mentoring and family development. The program also pays childcare expenses for people involved in these activities and transportation for participants in activities other than paid work. A co-payment may be charged for childcare assistance provided when someone works.

UNEMPLOYMENT INSURANCE SERVICE CENTER

Phone: 877-891-5344
Website:https://www.iowaworkforcedevelopment.gov/file-claim-unemployment-insurance-benefits

The Unemployment Insurance Service Center is a division of the Iowa Workforce Development. They provide services to businesses, workers, and the citizens of Iowa by gathering unemployment insurance taxes, sustaining the Iowa Unemployment Compensating Trust Fund and making payments to eligible jobless workers.

FAITH COMMUNITY

ST. BERNARD'S CATHOLIC CHURCH
Phone: 641-393-2520
Address: 116 E Washington St, Alta Vista, IA 50603

ZION LUTHERAN CHURCH
Phone: 641-364-2115
Address: 200 S White Ave, Alta Vista, IA 50603

BETHANY ALLIANCE CHURCH
Phone: 641-228-1318
Address: 1100 Clinton, Charles City, IA 50616

CALVARY BAPTIST CHURCH
Phone: 641-228-5362
Address: 703 Milwaukee St, Charles City, IA 50616

ST. JOHN'S LUTHERAN CHURCH
Phone: 641-228-3397
Address: 200 S. Main St., Charles City, IA 50616

TEMPLE BAPTIST CHURCH
Phone: 641-228-4964
Address: 101 L, Charles City, IA 50616

CONGREGATIONAL CHURCH
Phone: 641-228-5310
Address: 502 N Jackson, Charles City, IA 50616

CROSS EVANGELICAL LUTHERAN CHURCH
Phone: 641-228-5379
Address: 312 1st Ave, Charles City, IA 50616

FIRST BAPTIST CHURCH
Phone: 641-228-1906
Address: 105 Chapel Lane, Charles City, IA 50616

THE BRIDGE CHURCH
Phone: 641-228-3182
Address: 913 S Main St, Charles City, IA 50616

TRINITY UNITED METHODIST CHURCH
Phone: 641-228-5368
Address: 601 Milwaukee St, Charles City, IA 50616

GRACE EPISCOPAL CHURCH
Phone: 641-228-4519
Address: 902 5th Ave, Charles City, IA 50616

JORDAN RIVER CHURCH
Phone: 641-257-1119
Address: 102 N Main St, Charles City, IA 50616

MESSIAH LUTHERAN CHURCH
Phone: 641-228-6772
Address: 705 3rd Ave, Charles City, IA 50616

TRINITY UNITED METHODIST CHURCH
Phone: 641-228-5368
Address: 601 Milwaukee St, Charles City, IA 50616

WEST ST. CHARLES UNITED METHODIST CHURCH
Phone: 641-228-5723
Address: 2068 March Ave, Charles City, IA 50616

COLWELL UNITED OF CHRIST CHURCH
Phone: 207-974-8291
Address: 1403 Colwell Ave, Colwell, IA 50620

HILCREST BAPTIST CHURCH
Phone: 563-237-5772
Address: 300 Southeast Ave, Fredericksburg, IA 50630

ST. PAUL'S LUTHERAN CHURCH
Phone: 563-237-5759
Address: 222 S Washington Ave, Fredericksburg, IA 50630

REPUBLIC CHURCH
Phone: 641-435-2150
Address: 1794 280th St, Ionia, IA 50645

ST. BONIFACE CATHOLIC CHURCH
Phone: 641-394-5435
Address: 204 E Prairie St, Ionia, IA 50645

OUR LADY OF MT. CARMEL
Phone: 563-569-8259
Address: 3040 IA-24, Lawler, IA 52154

CEDAR POINT
Phone: 641-435-4850
Address: 310 Main St, Nashua, IA 50658

LITTLE BROWN CHURCH
Phone: 641-435-2027
Address: 2730 Cheyenne Ave, Nashua, IA 50659

METHODIST CHURCH
Phone: 641-435-4433
Address: 314 Brasher St, Nashua, IA 50658

ST. MICHAEL'S CATHOLIC CHURCH
Church office: 641-435-2070
Parish Center: 641-435-2187
Address: 602 Cedar St, Nashua, IA 50658

ST. JOHN'S LUTHERAN CHURCH
Phone: 641-435-2396
Address: 300 Merrill St, Nashua, IA 50658

IMMACULATE CONCEPTION
Phone: 641-394-2105
Address: 114 N Wapsi St, North Washington, IA 50659

GOOD SHEPHERD CATHOLIC CHURCH
Phone: 641-394-2105
Address: 313 W Court St, New Hampton, IA 50659

HARVEST CHURCH
Phone: 641-394-4380
Address: 481 S Linn Ave, New Hampton, IA 50659

NEW HAMPTON UNITED METHODIST CHURCH
Phone: 641-394-2893
Address: 201 N Locust Ave, New Hampton, IA 50659

PRARIE LAKES CHURCH
Phone: 641-456-6880
Address: 234 S Linn Ave, New Hampton, IA 50659

REDEEMER LUTHERAN CHURCH
Phone: 641-394-2296
Address: 611 W Court St, New Hampton, IA 50659

TRINITY LUTHERAN CHURCH
Phone: 641-394-2552
Address: 223 S Water Ave, New Hampton, IA 506

FINANCIAL ASSISTANCE

BETS OFF
Phone: 800-BETS-OFF (800-238-7633) Website: http://www.1800betsoff.org/

Bets Off is a hotline for help and treatment for those addicted to gambling and their families. Call to get help for someone who has a gambling addiction and to find out where treatment programs are available.

CHICKASAW COUNTY VETERANS AFFAIRS
Phone: 641-394-3232 Address:2275 South Linn Avenue, New Hampton, IA 50659

CONSUMER CREDIT COUNSELING SERVICES OF NORTHEASTERN IOWA, INC
Phone: 800-714-4388 Website: https://www.cccsofiowa.org/

Consumer Credit Counseling provides information and advice on financial situations and concerns.

DEPARTMENT OF HUMAN SERVICES (MEDICAID)
Phone: 641-228-5713 Address: 1206 South Main Street, Charles City, IA 50616

DHS provides support and information on many topics with assistance for finances such as food assistance, job training, cash assistance, child support, childcare, medical insurance assistance, as well as mental health and disability services. There is no cost for information; however, individual service fees will vary.

FLOYD COUNTY GENERAL ASSISTANCE
Phone: 641-257-6363 Address: 1206 South Main Street, Charles City, IA 50616

County relief provides financial assistance to those in immediate need including rent, deposits, and utilities. Must meet income guidelines and be 18 years of age.

FREE BANKRUPTCY ADVICE
Phone: 800-379-0985
Website: https://mylifemycommunityvirginia.org/program/53061/free-bankruptcy-advice

FREE FINANCIAL COUNSELING
Email: karief@iastate.edu -OR- Email: jeannet@iastate.edu
Phone: 515-357-6628 -OR- Phone: 319-234-6811
Address: 3420 University Avenue Suite B, Waterloo, IA 50701
For more information, contact: ISU Extension Family Resource Management Program Specialist

IOWA LEGAL AID AND MIGRANT AND MINORITY ADVOCACY
Phone: 800-532-1275 Address: 202 1st Street SE # 102, Mason City, IA 50401
Website: https://iowalegalaid.org/

JUSTICE FOR OUR NEIGHBORS (A LEGAL DIVISION OF LEGAL AID)
Phone: 515-255-9809
Justice for Our Neighbors is a non-profit program to help low income immigrants.

MITCHELL COUNTY GENERAL ASSISTANCE
Phone: 641-832-3500 Address: 415 Pleasant Street, Osage, IA 50461
General assistance provides financial assistance to those in need with income restrictions.

NORTHEAST IOWA COMMUNITY ACTION (NEICAC)
Phone: 563-379-8761 Address: 2275 South Linn Avenue (Po Box 183), New Hampton IA 50659

Provides financial assistance to those in immediate need with restrictions. Assistance may include: rent, food, clothing, utilities, medical care, and makes referrals to other assistance programs.

NORTH IOWA COMMUNITY ACTION ORGANIZATION
Phone: 641-423-7766 or 800-873-1899 Address: 100 1st St NW, Mason City, IA 50401

SHIIP WAVERLY HEALTH CENTER	319-483-1300
SHIIP MERCYONE NEW HAMPTON	641-394-4121
SHIIP FLOYD COUNTY MEDICAL CENTER	641-257-5505
SHIIP REGIONAL HEALTH SERVICES OF HOWARD CO	563-547-6335

SMALL BUSINESS DEVELOPMENT
Phone: 641-422-4111 Address: 500 College Drive, Mason City, IA 50401
Website: http://www.niacc.edu/pappajohn/

The Small Business Development provides information and support for small business owners. Services include one-on-one counseling, workshops, online support, and other resources.

SOCIAL SECURITY OFFICE
Phone: 800-772-1213
Decorah 563-382-2924
Mason City 866-365-6708
Waterloo 888-456-9554
Website: https://www.ssa.gov/

UNIVERSITY OF IOWA LEGAL CLINIC
Phone: 319-335-9023
Boyd Law Building 130 Byington Road, Iowa City, Iowa 52242

The clinic offers free advice on immigration matters and other issues.

USDA RURAL DEVELOPMENT-Phone: 319-352-1715

VETERANS AFFAIRS- Phone: 641-394-3232

VOCATIONAL REHAB
Phone: 319-234-0319 Address: 3420 University Avenue, Suite D, Waterloo, IA 50701

We work with Iowans with disabilities and help them find successful employment across the workforce

FOOD ASSISTANCE

CHICKASAW PRIDE PANTRY (Open 24/7)
Phone: 641-394-1626 Address: 710 W. Main St, Door #3, New Hampton, IA 50659

COMMUNITY PANTRY
Phone: 641-435-2396 Address: 300 Merrill Street, Nashua, IA 50658
Monday and Thursday 9 AM to 2 PM, Tuesday and Wednesday 9 AM to 7 PM, Saturdays 9 AM to noon

LITTLE FOOD PANTRY
Located in front of the Nashua City Hall 402 Main St, Nashua, IA 50658

MOBILE FOOD PANTRY
Address: 300 Merrill Street, Nashua IA 50658
Every 3rd Thursday of the month 4-5:30 PM

NASHUA AREA FOOD PANTRY
Phone: 641-435-4595 Address: 115 Woodbridge St, Nashua, IA 50658
Friday 9:00 AM - 11:00 AM And by appointment

MEALS ON WHEELS
Phone: 641-228-6830
Noon meals are available Monday through Friday for elderly or homebound individuals. The meals are prepared by Floyd County Medical Center and delivered by local volunteers.

SALVATIO N ARMY
Chickasaw County 641-394-4331
Phone: 641-228-3397 Address: 200 South Main Street Charles City, IA 50616
Provides emergency financial assistance (up to $40), emergency shelter, and food and nutrition programs.

MEALS PROGRAMS

Charles City.	641-228-6830
MOMS Meals http://www.momsmeals.com	877-508-6667
Naomi's Kitchen http://www.naomiskitchen.com	319-665-4707
SNAP www.IowaFBA.org	800-944-3663
GA Foods	866-575-2772
Homestyle Direct	866-735-0921
Sister's Home Style Entrees	515-332-1928
Tasty Tuesday- Chickasaw Event Center	641-394-3173

WIC (WOMEN, INFANTS AND CHILDREN) SUPPLEMENTAL FOOD PROGRAM
New Hampton WIC Clinic - Visiting Nurse Association
Chickasaw County Office Building- Third Wednesday of the month
Phone : 563.556.6200 Address: 260 East Prospect, New Hampton, IA 50659
Website: https://hhs.iowa.gov/assistance-programs/food-assistance/wic-Iowa/program-resources

HEALTHCARE

ALLEN WOMEN'S HEALTH-UNITY POINT HEALTH

Phone: 319-235-5090 Address: 233 Vold Drive, Waterloo, IA 50703
Website: https://www.unitypoint.org/locations/allen-womens-health

Allen Women's Health provides family planning including birth control and prenatal care, gynecological services, education, and many other services. If you have no insurance or a limited income, you can apply for the Iowa Medicaid Family Planning Waiver. If approved, you can get your exam and a year's worth of supplies for free as well as actual Medicaid Insurance coverage for all your Family Planning related services.

AMERICAN CANCER SOCIETY

Phone: 800-227-2345 Website: http://www.cancer.org/

The ACS provides information and advocacy along with community programs of prevention and cancer control.

AMERICAN DIABETES ASSOCIATION

Phone: 800-342-2383 Website: http://www.diabetes.org/

The mission of the association is to prevent and cure diabetes and to improve the lives of all people affected by diabetes. To fulfill this mission, the American Diabetes Association funds research, publishes scientific findings, provides information and other services to people with diabetes, their families, health professionals and the public.

CARING PREGNANCY CENTER

Phone: 641-424-2237 Address: 830 15th St SW, Suite 1, Mason City, IA 50401
Website: http://www.cpcmasoncity.org

A Christ-centered response to the needs of women confronted with crisis pregnancies. Services include pregnancy testing, abstinence education, post-abortion counseling, clothing, diapers and information about options and ongoing friendships throughout pregnancy.

CHICKASAW COUNTY PUBLIC HEALTH NURSING SERVICE

Phone: 641-394-4053 Address: 260 East Prospect Street, New Hampton, IA 50659
Website: https://chickasawcounty.iowa.gov/public_health/

Chickasaw County Public Health Nursing provides a variety of nursing services to citizens living in Chickasaw County. Chickasaw Public Health believes that each client, family, and the community have the right to high-quality, safe, and efficient home health care provided by competent nursing professionals within the constraints of available resources.

FLOYD COUNTY MEDICAL CENTER CLINIC

Phone: 641-228-5151 Address: 800 11th Street, Charles City, IA 50616

MERCYONE WATERLOO FAMILY MEDICINE

Phone: 319-272-5000 Address: 2710 St. Francis Drive, Waterloo, IA 50702

MERCYONE WAVERLY FAMILY MEDICINE

Phone: 319-352-9500 Address: 217 20th Street N.W., Waverly IA, 50677

Services include anesthesiology, cardiology, Convenient Care, family practice, pain management, counseling, gastroenterology, geriatrics, gynecology, endocrinology, internal medicine, nephrology, occupational health, oncology/hematology, orthopedics, otolaryngology, pediatric, podiatry, surgery, urology and women's health.

DENTAL SERVICE FOR CHILDREN (I-SMILE)

Visiting Nurse Association- Covers Chickasaw County
Phone: 563-245-1145 Address: 600 Gunder Road, Elkader Iowa 52043
I-Smile Coordinator- Kiane Smith Email: Kiane.smith@unitypoint.org

WEBSTER COUNTY HEALTH DEPARTMENT

Covers Floyd/Mitchell
Phone: (515) 417-8439 Address: 723 1st Avenue South, Fort Dodge, IA 50501
I-Smile Coordinator- Lezah Hanson Email: Lezah.hanson@webstercountyia.gov

Provides care coordination and support to families with children who need dental care. The I-Smile Coordinator can help with setting up dental appointments, providing reminders of when the dental appointment is, arranging for transportation to the dental appointment, and providing education on oral health care.

VNA FAMILY PLANNING SERVICES

To Schedule an Appointment, please call 563-245-1145 Address: 600 Gunder Rd Ste 5 Elkader, IA 52043

VNA Family Planning provides reproductive and sexual healthcare services including contraceptive care and counseling, pregnancy testing and counseling, well woman exams, and sexually transmitted disease testing and treatment.

FLOYD COUNTY MEDICAL CENTER

Phone: 641-228-6830 Address: 800 11th Street, Charles City, IA 50616 Website: http://www.fcmc.us.com/

FCMC provides inpatient and skilled nursing care, as well as numerous outpatient services. FCMC outpatient specialty clinic offers cardiology, endocrinology, ENT, nephrology, orthopedics, podiatry, and urology services.

FREDERICKSBURG FAMILY HEALTH CLINIC

Phone: 563-237-5316 Address: 115 Schult Ridge Road, Fredericksburg, IA 50630

HAWK-I HEALTH CARE COVERAGE FOR KIDS PROGRAM

Phone: 800-257-8563 Website: https://hhs.iowa.gov/medicaid/plans-programs/hawki

Hawk-I (Healthy and Well kids in Iowa) is a health insurance program for children of limited income families. Children under the age of 19 can qualify for low or no cost health insurance. Call or go online for an application and list of income guidelines.

IOWA CARE FOR YOURSELF

Phone: 319-346-6575 Address: 610 Oak St. Allison, IA 50602
The Iowa Care for Yourself program covers free or low-cost breast and cervical cancer screenings, including mammograms, Pap tests, and diagnostic follow-up testing for eligible residents. Covers Bremer, Butler, Chickasaw, Floyd, Franklin, Howard, Mitchell, Winnebago, and Worth Counties.

IOWA HEALTHY FAMILIES LINE

Phone: 800-369-2229 Website:https://hhs.iowa.gov/contacts/healthy-families-line
24/7 Hotline to assist families with finding resources for childcare, birth control, domestic abuse, maternal and prenatal care, postpartum depression and STI.

IMMUNIZATION CLINIC

Chickasaw
Phone: 641-394-4053 Address: 260 East Prospect Street, New Hampton, IA 50659
Website: https://chickasawcounty.iowa.gov/public_health/vaccines_and_immunizations/

Floyd
Phone: 641-257-6111 Address: 1003 Gilbert Street, Charles City, IA 50616

Mitchell
Phone: 641-832-3500 Address: 415 Pleasant Street, Suite 100, Osage, IA 50461
Website: https://mcpublichealth.com/public_health/immunizations/

LIVING WITH HIV PROGRAM

Phone: 800-657-5856 Address: 100 1st Street N.W. Suite 200, Mason City, IA 50401
Website: https://nicao-online.org/living-with-hiv/

The Living with HIV Program provides free support and information services to individuals diagnosed with HIV or AIDS, or those needing general information about HIV/AIDS.

WOMEN, INFANTS, AND CHILDREN (WIC)- NORTH IOWA COMMUNITY ACTION

Phone: 800-657-5856 ext. 315 for an appointment Address: 1404 North Jackson, Charles City, IA 50616
Website: https://hhs.iowa.gov/locations/wic-clinic-north-iowa-community-action-charles-city

The Women, Infants, and Children Program (WIC) offers nutrition support and food assistance to income-eligible pregnant and postpartum women and children under the age of five.

WOMEN, INFANTS, AND CHILDREN (WIC)- VISITING NURSES ASSOCIATION (VNA)

Phone: 563-245-1145 - Elkader Office/Phone: 563-556-6200- Dubuque Office
Address: 260 E. Prospect Street, New Hampton, IA 50659
Held on the 3rd Wednesday of each month
Website: https://hhs.iowa.gov/locations/wic-clinic-visiting-nurse-association-dubuque-new-hampton

The Women, Infants, and Children Program (WIC) offers nutrition support and food assistance to income-eligible pregnant and postpartum women and children under the age of five.

DEPARTMENT OF HUMAN SERVICES (DHS)- MEDICAID

Phone: 641-228-5713 Address: 1206 South Main Street, Charles City, IA 50616
Website: https://hhs.iowa.gov/locations/floyd-county-dhs
Covers Bremer, Chickasaw, Floyd, and Mitchell Counties.

Medicaid is a program that pays for covered medical and health care costs of people who qualify. The Medicaid program is funded by federal and state governments and is managed by the Iowa Health and Human Services. A wide range of medical and health care services are available through the Medicaid program. These services are covered only if they are medically necessary.

MERCY MEDICAL CENTER AND CLINIC-NEW HAMPTON

Website: https://www.mercyone.org/location/mercyone-new-hampton-medical-center-0
Phone: 641-394-4121 Address: 308 North Maple Avenue, New Hampton, IA 50659

MITCHELL COUNTY REGIONAL HEALTH CENTER

Website: http://www.mcrhc.com/

Osage

Phone: 641-732-6100 Address: 620 North 8th Street, Osage, IA 50461

Riceville

Phone: 641-985-2122 Address: 713 Woodland Avenue, Suite A, Riceville, IA 50466

St. Ansgar

Phone: 641-736-4401 Address: 140 West 4th Street, Suite 1, St. Ansgar, IA 50472

NASHUA CLINIC

Phone: 641-435-4133 Address: 80 Amherst Boulevard, Suite 400, Nashua, IA 50658
Website: https://waverlyhealthcenter.org/

WAVERLY HEALTH CENTER

Phone: 319-352-4120 Address: 312 9th Street SW, Waverly, IA 50677
Website: https://waverlyhealthcenter.org/

POISON CONTROL CENTER

Phone: 800-222-1222 Website: http://www.aapcc.org/

24-hour telephone guidance for poison emergencies, poison prevention education, hazard detection and elimination, and health care cost containment. If a victim is not breathing or is unconscious, call 911 immediately.

PUBLIC HEALTH/HOME HEALTH CARE

Chickasaw: Phone: 641-394-4053 Address: 260 East Prospect Street, New Hampton, IA 50659
Website: https://chickasawcounty.iowa.gov/public_health/
Floyd: Phone: 641-257-6111 Address: 1003 Gilbert Street, Charles City, IA 50616
Mitchell: Phone: 641-832-3500 Address: 415 Pleasant Street, Suite 100, Osage, IA 50461
Website: http://www.mchhcph.com/

Home health care services are dedicated to enabling people to be self-supporting and self-sufficient, preventing inappropriate institutionalization and protecting vulnerable individuals. Home health care provides a range of services including things such as assistance with daily needs, household duties, meals, money management, and skilled nursing.

STI TESTING AND SEXUAL HEALTH CLINICS

Black Hawk County Public Health
The Pinecrest Building, 5th Floor
Phone: 319-291-2413 Address: 1407 Independence Avenue, Waterloo

Monday: 9:30 - 11:30 a.m. & 1 - 4 p.m.
Tuesday – Friday: 8:30 – 11:30 a.m. & 1 – 4 p.m

Cerro Gordo Health Department
Phone: 641-421-9300 Address: 2570 4th St SW Suite1, Mason City, IA 50401

Winneshiek County Public Health
Phone: 563-382-4662 Address: 305 Montgomery St, Decorah, IA 52101Suite 3

SU FAMILIA- NATIONAL ALLIANCE FOR HISPANIC HEALTH

Phone: 866-783-2645

The National Hispanic Family Health Helpline provides free reliable and confidential health information in Spanish to help callers navigate the health system.

VETERANS

VA clinics provide primary ambulatory care, telemental health and routine prescriptions processed through the mail for qualified Veterans.

Black Hawk Veterans Affairs Office - 319-291-2512
Bremer County Veterans Affairs Offie - 319-352-4209
Chickasaw County Veterans Affairs Office - 641-394-3232
Floyd County Veterans Affairs Office - 641-228-1850
Howard County Veterans Affairs Office - 563-547-9212
Winneshiek Veterans Affairs Office - 563-382-5786
Des Moines VA Hospital - 515-699-5999
Iowa City Veterans Hospital - 319-338-0581
Decorah VA Clinic - 563-387-5840
Mason City VA Clinic- 641-494-5000
Waterloo VA Clinic - 319-235-1230
Non VA Emergency Report Number - 877-724-7842
VA Central Iowa (Des Moines) - 515-699-5999
VA Iowa City - 319-338-0581
VA Central Iowa Information System- 855-560-1717
Veterans Crisis Line - 800-273-8255 Press 1
Veterans Suicide Line - 988 Press 1

WIC (WOMEN, INFANTS, AND CHILDREN) SUPPLEMENTAL FOOD PROGRAM

Website: https://nicao-online.org/wic-nutrition/
Phone: 800-657-5856 Address: 100 1st Street N.W. Suite 200, Mason City, IA 50401

The WIC Program strives to improve nutritional status of low income pregnant women and children less than five years old. The program provides nutritional education and vouchers for milk, cheese, peanut butter, eggs, cereal, beans, juice, and infant formula. The program also assists mothers who are breast feeding by providing manual breast pumps and loaning electric breast pumps.

HOSPICES

CARE INITIATIVES HOSPICE
Website: https://www.careinitiatives.org/
Phone: 319-232-6148 Address: 6915 Chancellor Drive, Suite A, Cedar Falls, IA 50613

CEDAR VALLEY HOSPICE
Website: https://www.cvhospice.org/
Phone: 800-626-2360 Address: 900 Tower Park Drive, Waterloo, IA 50701

GUNDERSEN PALMER LUTHERAN HOME HEALTH & HOSPICE (Emplify Health)
Website: https://www.gundersenhealth.org/locations/palmer/patients-and-visitors/home
Phone: 608-782-7300

HOWARD COUNTY COMMUNITY HOSPICE
Website: https://rhshc.com/services/howard-county-community-hospice/
Phone: 563-547-2989 Address: 235 8th Avenue West, Cresco, IA 52136

MERCY ONE NORTH IOWA HOSPICE
Phone: 641-428-6208 Address: 232 2nd Street, S.E., Mason City, IA 50401

ST. CROIX HOSPICE
Website: https://www.stcroixhospice.com/charles-city-ia/
Phone: 641-924-0444 Address: 302 N Grand Avenue, Ste. 5, Charles City, IA 50616

WINNMED HOSPICE
Phone: 563-387-3024 Address: 901 Montgomery Street, Decorah, IA 52101

HOUSING ASSISTANCE

CASA APARTMENTS
Phone: 888-255-2272 Address: 2105 Clarkview, Charles City, IA 50616

CATHOLIC CHARITIES
Housing Inquiries 877-235-1007 General Inquiries 800-772-2758
Website: http://www.catholiccharitiesdubuque.org

Services include mental health counseling for individuals, families and couples, adoption services, pregnancy counseling, refugee resettlement, post-abortion counseling and disaster relief.

CHARLES CITY HOUSING AUTHORITY
Phone: 641-228-6661 Address" 205 Greenlees Circle, Charles City, IA 50616
Website: https://charlescityhousing.org/default.aspx

CEDAR CREST APARTMENTS
Phone: 641-228-7679

FREDERICKSBURG HOUSING: RIGHTWAY MANAGEMENT SERVICES
Phone: 563-432-6160

FREDERICKA HAVEN: FREDERICKA, IOWA
Phone: 515-295-2927

GREENE HOUSING: GREENE, IOWA
Phone: 515-295-2927

LANTERN PARK APARTMENTS: CHARLES CITY
Phone: 641-228-7679

LANTERN PARK APARTMENTS: WAVERLY, IOWA
Phone: 319-352-4135

MAPLE VIEW MANOR: NORA SPRINGS, IOWA
Phone: 515-295-2927

READLYN AREA HOUSING: READLYN, IOWA
Phone: 319-334-7110

WAVERLY SENIOR HOUSING: WAVERLY, IOWA
Phone: 319-352-3394

IOWA HOUSING SEARCH.ORG
Phone: 877-428-8844 Website: http://www.iowahousingsearch.org

IOWA MORTGAGE HELP HOTLINE
Phone: 877-622-4866

The Attorney General's Office urges Iowans to call the Iowa Mortgage Foreclosure Hotline if they are at risk of losing their home to foreclosure. The Hotline may be able to help some Iowa borrowers find a way to avoid losing their homes. The Foreclosure Hotline is a toll-free number to the Iowa Mediation Service, an independent third party that will explore if borrowers and their lenders might be able to agree on some approach to avoid foreclosure. The Hotline is voluntary for all parties, and it does NOT offer funds or payments to borrowers.

LIFELONG LINKS- NORTHEAST IOWA COMMUNITY ACTION CORPORATION

Phone: 641-394-2007 Address: 2275 South Linn Avenue, New Hampton, Iowa 50659
Website: https://lifelonglinks.org/ P

Services: Area Agencies on Aging, Crisis Intervention, Debt Management, Emergency Food, Food Pantries, Housing Expense Assistance, Nutrition Related Public Assistance Programs, Older Adult/Aging Issues, Personal Finances Administration, Personal Financial Counseling, Prescription Expense Assistance, Residential Housing Options, Senior Advocacy Groups, Utility Assistance, and Weatherization Programs

NORTH IOWA COMMUNITY ACTION (NICAO)

North Iowa Community Action Organization
Butler, Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, and Worth
Phone: 800-657-5856
Address: 218 5th St SW, P.O. Box 1627, Mason City, IA 50401 or 404 N. Jackson P.O. Box 473, Charles City, IA 50616

Low Income Home Energy Assistance Program provides assistance with heating bills during the winter months, emergency fuel deliveries, and assistance with repairs or replacements of furnaces.

NORTHEAST IOWA COMMUNITY ACTION (NEICAC)

Phone: 563-379-8761 Address: 2275 South Linn Avenue (Po Box 183), New Hampton IA 50659
Provides financial assistance to those in immediate need with restrictions. Assistance may include: rent, food, clothing, utilities, medical care, and makes referrals to other assistance programs.

EMERGENCY SHELTERS & TRANSITIONAL HOUSING

New Beginnings House of Hope (Northern Lights Alliance for the Homeless): Located at 202 1st St NW, Mason City. Operates short-term and emergency shelters for homeless women, children, and veterans.
Phone: (641) 423-5920.

Walter House Program (Northern Lights Alliance for the Homeless): A transitional and sober living facility designed for homeless men.
Phone: (641) 380-0047.

WayPoint Services: Operates the North Iowa Rapid Housing Initiative, which provides rapid re-housing and case management for individuals experiencing homelessness or fleeing domestic and sexual violence.
Phone: (833) 739-0065.

Freedom in His Grace Ministry: homeless shelter that is Christian focused.
Phone: (641) 430-1156.

VICTIM & CRISIS SERVICES

Crisis Intervention Service (CIS):
Address: 206 3rd St NE, Mason City. **24/7 Hotlines:** 855-424-9133 (Domestic Abuse) or 800-479-9071 (Sexual Assault). Provides emergency support, safe shelter, mobile advocacy, and resources for victims of domestic abuse, sexual assault, and human trafficking.

YSS of North Iowa: Based in Mason City. Offers emergency shelter, crisis stabilization, and mental health/substance use counseling primarily for youth and families. Phone: 641-423-3717.

BASIC NEEDS, HOUSING & CASE MANAGEMENT

North Iowa Community Action Organization (NICAO):

Phone: 641-423-7766 Address: 100 1st St NW, Mason City

Provides family development, emergency disaster relief, crisis assistance, and housing support.

NORTH IOWA REGIONAL HOUSING AUTHORITY

Phone: 641-423-0897 Address: 202 1st Street, S.E. Suite 203, Mason City, IA 50401 Website: http://nirha.com/

The North Iowa Regional Housing Authority assists low-income families, seniors, and individuals with disabilities across our eight county jurisdiction in northern Iowa. NIRHA offers Section 8 Housing Choice Voucher and Public Housing. All programs are handicap accessible. Our staff will consider requests for reasonable accommodation.

OUR BROTHER'S KEEPER

Phone: 641-228-5368 Address: 601 Milwaukee Street, Charles City, IA 50626

Our Brother's Keeper is a Ministry of Trinity United Methodist Church offering assistance with rent or utility bills to those who are in need in our Charles City Community. Clients are seen by appointment only. May only receive assistance one time per 12-month period. Must be a Charles City resident for a minimum of 6 months.

RIGHTWAY APARTMENTS- FREDERICKSBURG

Phone: 563-432-6160

IONIA AND NASHUA APARTMENTS- FARLAND PROPERTIES, LLC

Phone: 319-269-7146

ALTA VISTA AND LAWLER APARTMENTS

Kobliska, LLC 319-269-8980

FREDERICKSBURG APARTMENTS- DAWN HANNAWALT

Phone: 641-229-5834

LAWLER APARTMENTS

Phone: 563-380-2127

CEDAR VALLEY SALES & STORAGE: TRAILER DEALERSHIP

Phone: 641-435-8228

SALVATION ARMY

Phone: 641-424-4031 Address: 747 Village Green Dr, Mason City, IA 50401

Phone: 319-235-9358 Address: 89 Franklin Street, Waterloo, IA 50703

The Salvation Army provides emergency shelter, food, transportation and assistance for people in need.

FRIENDS OF THE FAMILY

Cedar Valley Friends of the Family Website: https://www.fofia.org/

Waypoint Call Center for housing services or support 833-739-0065

Victim Services Hotline 319-352-0037 Iowa Victim Call Center text - IOWAHELP to 20121

Transitional housing is provided to individuals experiencing domestic violence. The program services Chickasaw County and provides assistance finding permanent housing, employment assistance, child care services, mental health counseling, substance abuse counseling, outpatient health care, life skills counseling, and transportation assistance.

JOB ASSISTANCE

IOWA VOCATIONAL REHABILITATION SERVICES (IVRF)
Phone: 319-234-0319 Address: 3420 University Avenue, Suite D, Waterloo, IA 50701
We work with Iowans with disabilities and help them find successful employment across the workforce.

IOWA WORKS
Phone: 641-422-1524 Address: 600 South Pierce Ave, Mason City, IA 50401

The Workforce Development Center staff will direct you to computer software, publications and Internet sites that can help you research careers, schools and communities and obtain information regarding current workforce trends. Services include job information, resume service, typing tutorial, job placement assistance, and unemployment insurance.

PROMISE JOBS
Phone: 641-422-1524 Address" 600 South Pierce Ave, Mason City, IA 50401

Provides work and training services for people in families qualified for Family Investment Program. Services include assessment for job readiness, basic education, post-secondary education, parenting classes, life-skills training, mentoring and family development. The program pays childcare expenses for people involved in these activities and transportation for participants in activities other than paid work.

LAW ENFORCEMENT

FOR ALL EMERGENCY CALLS, CALL 911.

FLOYD COUNTY SHERIFF
Phone: 641-228-1821 Address: 101 South Main Street, Suite 501, Charles City, IA 50616

CHARLES CITY POLICE
Phone: 641-228-3366 Address: 105 Milwaukee Mall, Charles City, IA 50616

NORA SPRINGS POLICE
Phone: 641-749-5588 Address: 45 North Hawkeye Avenue, Nora Springs, IA 50458

ROCKFORD POLICE
Phone: 641-756-2335 Address: 206 West Main Avenue, Rockford, IA 50468

MITCHELL COUNTY SHERIFF
Phone: 641-732-4740 Address: 211 South 6th Street, Osage, IA 50461

OSAGE POLICE
Phone: 641-732-3777 Address: 432 Main Street, Osage, IA 50461

CHICKASAW COUNTY SHERIFF
Phone: 641-394-3121 Address: 116 North Chestnut, New Hampton, IA 50659

NEW HAMPTON POLICE
Phone: 641-394-3241 Address: 22 South Locust Ave, New Hampton, IA 506

LEGAL RESOURCE

IOWA CONCERN HOTLINE
Phone: 800-447-1985

By calling Iowa Concern, one has access to an attorney for legal education, stress counselors, and information and referral services for a wide variety of topics.

IOWA FORECLOSURE HOTLINE
Phone: 877-622-4866

The Attorney General's Office urges Iowans to call the Iowa Mortgage Foreclosure Hotline if they are at risk of losing their home to foreclosure. The Hotline may be able to help some Iowa borrowers find a way to avoid losing their homes.

IOWA LEGAL AID AND MIGRANT AND MINORITY ADVOCACY
Phone: 800-532-1275 Website: www.iowalegalaid.org
Iowa Legal Aid is a non-profit organization providing legal assistance to low income and vulnerable Iowans.

DISABILITY RIGHTS IOWA
Phone: 515-278-2502 Address: 666 Walnut Street, Des Moines, IA 50309

IOWA MIGRANT MOVEMENT FOR JUSTICE
Phone: 515-255-9809 Address: 1111 9th Street, West Des Moines, IA 50314

Justice for Our Neighbors is a non-profit program to help low-income immigrants.

LEGAL HOTLINE FOR OLDER IOWANS Phone: 800-532-1275

Legal Hotline provides free and confidential service for Iowans 60 years and older who have questions about non-criminal legal matters.

MADD-MOTHERS AGAINST DRUNK DRIVING
Phone: 877-MADD-HELP (877-275-6233) Website: http://www.madd.org/

MADD is a non-profit founded by a mother whose daughter was killed by a drunk driver. Mothers Against Drunk Driving (MADD) is the nation's largest nonprofit working to protect families from drunk driving, drugged driving and underage drinking. MADD also supports drunk and drugged driving victims and survivors at no charge through local MADD victim advocates and our 24-hour Victim Helpline.

MASON CITY HUMAN RIGHTS
Phone: 641-421-3618 Address: 10 1st Street NE, Mason City, IA 50401

The purpose of the Human Rights Commission is to provide outreach information to the public and contact information pertaining to housing and civil rights complaints.

VOLUNTEER INCOME TAX ASSISTANCE PROGRAM (VITA)
Phone: 800-906-9887 Website: http://www.extension.iastate.edu/humansciences/vita

The volunteer Income Tax Assistance Program offers free tax help to low-to-moderate income people who cannot prepare their own tax returns.

LGBTQ RESOURCES

LGBTQ NATIONAL HELP CENTER
Phone: 888-843-4564 Website: www.glbtnationalhelpcenter.org

The Gay, Lesbian, Bisexual, Transgender, and Questioning (LGBTQ) National Help Center is a non-profit, tax-exempt organization that provides vital peer-support, community connections and resource information to people with questions regarding sexual orientation and/or gender identity.

LGBTQ NATIONAL YOUTH TALKLINE
Phone: 800-246-7743 Website: help@GLBThotline.org

We provide a safe environment on the phone or internet for people of all ages to discuss issues they don't feel comfortable talking about anywhere else.

THE TREVOR PROJECT
Phone: 866-488-7386 Website: http://www.thetrevorproject.org/

The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people ages 14-24. Counselors are available 24/7 on this helpline.

PFLAG NORTH IOWA
Website: www.pflagnorthiowa.org

Visiting a local PFLAG chapter is the best way for parents, family members, friends, or lesbian, gay, bisexual, transgender, and questioning (LGBTQ) people to get support, receive educational materials, and learn about PFLAG's advocacy efforts.

LIFE ALERT

ALLAMAKEE/CLAYTON COUNTY RURAL ELECTRIC 888-788-1551
They provide service in Allamakee, Clayton, Winneshiek, and Fayette counties.

HEARTLAND SECURITY 888-264-6380
PHILLIPS LIFE LINE 800-242-1306

CONNECT AMERICA 800-215-4206
Forms available at the Chickasaw County Public Health office. If a life line is through Connect America, Public Health is able to come out and help with the set up process.

LIFE PROTECT https://lifeprotect247.com/products/mobile-monitoring-unit 844-203-5617

REHABILITATION SERVICES

AA HOPE HOUSE
Address: 805 Wisconsin Street, Charles City, IA 50616

Provides services based on AA principles. Meetings include Alcoholics Anonymous, Narcotics Anonymous, Co-dependency support group, and Emotions Anonymous.

BEHAVIORAL HEALTH SYSTEM NAVIGATION
Phone: 855-581-8111 Address: 2570 4th St SW, Mason City, Iowa 50401
Mondays and Wednesdays: 8:00am - 4:30pm

Free, in person system navigation services. System navigators help to answer questions, research options and offer connection to providers, services, and resources for you or a loved one. They offer FREE help and resources for mental health concerns, alcohol use, suicidal thoughts, housing and food needs, drug use, gambling, addiction, and depression. System navigation services are available to all Iowans free of charge, and there are no insurance requirements.

EAGLE VIEW BEHAVIORAL HEALTH SYSTEM NAVIGATION
Phone: 563-334-9888 Website: eagleviewbh.com

Programs and services include adult and adolescent inpatient psychiatric programs, adult dual diagnosis inpatient programs, adult and adolescent partial hospitalization programs, and adult and adolescent intensive outpatient programs. Services provided no cost assessments offered 24/7, group therapy, psychiatric services, treatment planning, 24/7 nursing support during inpatient care, recreational therapy, trauma-informed care, dual diagnosis specific care, medication management during inpatient and partial hospitalization programs, family and caregiver education, pet therapy, and care coordination and discharge planning. Insurances accepted are private insurances, Medicare, Iowa Medicaid, and Tricare.

MENTAL HEALTH AMERICA
Phone: 800-969-6642 Website: http://mentalhealthamerica.net

Programs help prevent mental and substance use conditions and achieve victory over mental illnesses and addictions through advocacy, education, research and services.

MERCY ONE- HORIZONS UNIT
Phone: 319-272-2873 Address: 2101 Kimball Ave, Waterloo, IA 50702

Detoxification services, chemical dependency outpatient and inpatient treatment programs, relapse prevention and continuing care programs, substance abuse evaluations and treatment referrals..

MERCY ONE RELABILITATION AND WELLNESS CENTER
Phone: 319-272-7200 Address: 2204 Kimball Avenue, Waterloo, Iowa 50702

MercyOne Rehabilitation & Wellness Center offers a wide variety of health and wellness programs to help you live your best life. A 12-month membership includes a choice of unlimited fitness classes in circuit weights and cardiovascular equipment and wellness offerings including a free one-hour personal training session.

MERCY ACUTE REHAB UNIT
Phone: 641-428-5600 Address: 910 North Eisenhower Avenue, Mason City, Iowa 50401

PATHWAYS BEHAVIORAL SERVICES

Phone: 563-237-5300 Address: 602 South Washington Ave, Fredericksburg, IA 50630

Phone: 319-235-6571 Address: 3362 University Avenue, Waterloo, IA 50701

Provides substance abuse treatment programs including inpatient and outpatient, support groups, weekly meetings, substance abuse evaluations and other treatment programs.

PRAIRIE RIDGE ADDICTION TREATMENT SERVICES

Phone: 641-228-1477 Address: 703 North Main Street, Suite 1, Charles City, IA 50616

A private, non-profit corporation offering substance abuse prevention and treatment services in North Central Iowa, as well as providing residential care to a statewide population.

UNITY POINT HEALTH WATERLOO

Phone: 319-235-3941 Address: 1825 Logan Avenue, Waterloo, Iowa 50703

SHARPS DISPOSAL

MERCY MEDICAL CENTER NEW HAMPTON

Phone: 641-394-4121 Address: 308 North Maple Ave, New Hampton, IA 50659

FLOYD, MITCHELL, CHICKASAW COUNTY LANDFILL

Phone: 641-982-4288 Address: 3354 330th Street, Elma, IA 50628

Must call for an appointment and must be in a biohazard container. No businesses, only residents.

SOCIAL ORGANIZATION

AMERICAN LEGINON POST 174
Address: 1108 5th Street, Charles City, IA 50616

CHARLES CITY ARTS CENTER
Phone: 641-228-6284 Address: 301 North Jackson Street, Charles City, IA 50616

CHARLES CITY AREA CHAMBER OF COMMERCE
Phone: 641-228-4234 Address: 401 N Main S, Charles City, IA 50616 Website: http://www.charlescitychamber.com/

CHARLES CITY AREA DEVELOPMENT CORPORATION
Phone: 641-228-3020 Address: 401 North Main Street, Charles City, IA 50616

CHARLES CITY COMMUNITY REVITALIZATION
Phone: 641-228-2335 Address: 401 North Main Street, Charles City, IA 50616

CHARLES CITY ELKS LODGE #418
Phone: 641-228-1257 Address: 2111 Clark Street, Charles City, IA 50616

CHARLES CITY LIONS CLUB
Website: http://www.cclionsclub.org/

CHARLES THEATRE/STONY POINT PLAYERS
Phone: 641-228-3821 Address: 405 North Main Street, Charles City, IA 50616

CHICKASAW ATHLETIC BOOSTER CLUB
Phone: 641-394-2144 Address:710 West Main Street, New Hampton, IA 50659

CHICKASAW COUNTY 4-H
Phone: 641-394-2174 Address:115 N Broadway, New Hampton, IA 50659

FLOYD COUNTY HISTORICAL MUSEUM
Phone: 641-228-1099 Address: 500 Gilbert St, Charles City, IA 50616 Website: http://www.floydcountymuseum.org/

CHARLES CITY FOSTER GRANDPARENT
Phone: 641-257-6327

KNIGHTS OF COLUMBUS HALL
Phone: 641-228-5296 Address: 502 Clark Street, Charles City, IA 50616

PAWS HUMANE SOCIETY- FLOYD COUNTY
Phone: 641-228-0262 Address: 303 Shaw Ave, Charles City, IA 50616 Website: http://www.pawsonline.org/

RSVP OF NORTH CENTRAL IOWA
Phone: 641-422-4303 Website: www.niacc.edu/rsvp/

ST. CHARLES (RIVERSIDE) CEMETERY ASSOCIATION
Phone: 641-228-7011 Address: 59 Riverside Avenue, Charles City, IA 50616

UNITED WAY OF NORTH CENTRAL IOWA
Phone: 641-423-1774 Address: 520 S Pierce Ave #204, Mason City, IA 50401 Website: http://www.unitedwaynci.org/

VETERANS OF FOREIGN WARS (VFW)
Phone: 641-228-4335 Address: 1505 North Grand Ave. Charles City, IA 5

SPECIAL NEEDS

ACCESS FOR SPECIAL KIDS
Phone: 800-450-8667 Website: http://askresource.org/

ASK (Access for Special Kids) Resource Center is a parent training, information, and advocacy center for families of children with special needs across the state of Iowa.

ADULT ABUSE AND CHILD ABUSE HOTLINE
Phone: 800-362-2178

Available 24/7. The Dependent Adult Abuse program provides evaluations and assessments of alleged abused dependent adults. The program endeavors to provide services and makes referrals to assist abused dependent adults acquire safe living arrangements. "Dependent adult" means a person eighteen years of age or older who is unable to protect the person's own interests or unable to adequately perform or obtain services necessary to meet essential human needs, as a result of a physical or mental condition which requires assistance from another, or as defined by department rule.

GREAT PLAINS ADA CENTER
Phone: 800-949-4232 Website: http://www.gpadacenter.or

The Americans with Disabilities Act prohibits private employers, state and local governments, employment agencies, and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment.

AUTISM ASSISTANCE PROGRAM
Phone: 641-424-0030 Website: http://www.chsciowa.org/regional-autism-assistance-program.asp

The Regional Autism Assistance Program (RAP) connects individuals and families suspecting or diagnosed with ASD to ASD resources and family-to-family support. Our team of Advanced Registered Nurse Practitioners, Registered Nurses and Family Navigators helps families navigate insurance, education, and medical options.

CAPTION CALL
Phone: 877-557-2227 Website: https://captioncall.com/

Caption Call uses advanced technology and a communications assistant to quickly provide written captions of what callers say on a large, easy-to-read screen. It works like a regular telephone-simply dial and answer calls as usual-speak and listen using a phone handset like always.

CHILDREN AND ADULTS WITH ATTENTION DEFICIT DISORDER OF IOWA (CHADD)
Website: http://www.chadd.org

CHADD is a national organization that offers support, education, and advocacy to individuals with attention deficit disorder and their parents.

CHILDREN AT HOME PROGRAM
Phone: 888-425-4371

The Children-At-Home program is designed to assist you and your family in securing the services and supports that you identify as necessary in helping your child to remain at home. Financial assistance is intended to enable you to obtain those services and supports, which are not met by other services programs.

COMPREHENSIVE SYSTEMS
Phone: 641-228-4842 Address: 1700 Clark Street, Charles City, IA 50616
Website: http://www.comprehensivesystems.org/

Comprehensive Systems is an accredited, community-based, private, non-profit Iowa corporation providing residential and employment services to individuals with special needs. Services include residential, vocational, and volunteer experiences.

DISABILITY RIGHTS EDUCATION AND DEFENSE FUND
Phone: 510-644-2555 Website: http://www.dredf.org/

Disability Rights Education and Defense Fund, Inc. (DREDF) is a national law and policy center dedicated to protecting and advancing the civil rights of people with disabilities through legislation, litigation, advocacy, technical assistance, and education and training of attorneys, advocates, persons with disabilities, and parents of children with disabilities.

EASTER SEAL SOCIETY
Phone: 515-289-1933 Address: 401 N.E. 66th Ave, Des Moines, IA 50313 Website: http://ia.easterseals.com/

Easter Seals mission is to provide exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
Phone: 800-669-4000 Website: http://www.eeoc.gov/

Provides legislation and advocacy to those experiencing, discrimination in the workplace due to race, national origin, color, religion, ethnicity, or disability.

IOWA COMPASS
Phone: 800-779-2001 Website: http://www.iowacompass.org/

Iowa COMPASS is Iowa's free, statewide information and referral service for people with disabilities, their families, service providers, and other members of the community.

IOWA DEPARTMENT FOR THE BLIND
Phone: 800-362-2587 Website: www.idponline.org

Services for people who are legally blind or visually impaired. Works with families and organizations to provide support and general referrals. Vocational Rehabilitation Program, Independent living services, library for the blind and physically handicapped, aids and devices store.

IOWA VOCATIONAL REHABILITATION SERVICES- MASON CITY
Phone: 641-422-1551 Website: www.ivrs.iowa.gov
A partner agency with Iowa Workforce Development provides counseling, training and job placement assistance for individuals who having a diagnosed disability.

JOB ACCOMMODATION NETWORK
Phone: 800-526-7234 Website: http://askjan.org/

The Job Accommodation Network's mission is to facilitate the employment and retention of workers with disabilities by providing employers, employment providers, people with disabilities, their family members, and other interested parties with information on job accommodations, self-employment and small business opportunities.

LEARNING DISABILITY ASSOCIATION OF AMERICA
Phone: 412-341-1515 Website: http://www.ldanatl.org/

A non-profit organization advocating for individuals with learning disabilities. The group is composed of educators, parents, family members, and individuals with learning disabilities. Support for parents, legislation, referrals and information, and adult issues are some of the services provided.

LIFELONG LINKS
Phone: 866-468-7887 Website: www.lifelonglinks.org

Resource for older adults, adults with disabilities, veterans and their caregivers who are planning for long-term independent living.

MENTAL HEALTH AMERICA
Phone: 800-969-6642

Mental Health America, formerly known as National Mental Health Association, is the country's oldest and largest non-profit organization addressing all aspects of mental health and mental illness. Programs help to fulfill its mission of "promoting mental health, preventing mental and substance use conditions and achieving victory over mental illnesses and addictions.

NATIONAL ALLIANCE ON MENTAL ILLNESS
Phone: 800-950-6264 Website: http://www.nami.org/

The National Alliance is dedicated to the eradication of mental illness and the improvement of the lives of those with a mental illness. Services include support, advocacy, education, and research.

NATIONAL CALL CENTER FOR HOMELESS VETERANS
Phone: 877-424-3838 Website: https://www.va.gov/HOMELESS/index.asp

Hotline is intended to assist homeless Veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers and others in the community. Available 24/7. Free and confidential. The hotline and online chat are free and neither VA registration nor enrollment in VA healthcare is required to use either service.

NORTH STAR COMMUNITY SERVICES
Chickasaw: Phone: 641-394-4535 Address: 951 North Linn, Suite 8, New Hampton, IA 50659
Floyd: Phone: 641-394-4535 Address: 302 North Grand Avenue, Charles City, IA 50616

Supported Community Living services address the desires, goals, strengths, abilities, needs, health, safety, and life span issues of persons living in their own homes. SCL services are provided in the home and community of the persons served and is designed to support their choice to live as independently as possible in the community.

OPPORTUNITY VILLAGE
Phone: 641-357-5277 Address: 600 Glen Oaks Drive, Clear Lake, IA 50428 Website: http://www.oppvill.org/

The organization is dedicated to serving people with intellectual disability and other disabilities. Some of the services that are provided include residential services and vocational services.

VA CENTRAL IOWA HEALTH CARE SYSTEM
Phone: 515-699-5999 Website: www.centraliowa.va.gov

SPECIAL OLYMPICS OF NORTHEAST IOWA
Phone: 319-266-3613 Address: 2718 Ryan Drive, Cedar Falls, IA 50613

Special Olympics Iowa (SOIA) is a statewide, non-profit, organization that offers year round sports training and athletic competition in a mixture of Olympic type sports for children and adults with intellectual disabilities. This gives them ongoing opportunities to develop physical fitness, exemplify courage, experience joy and engage in a sharing of gifts, talents and friendship with their families, other Special Olympic athletes and the community.

SUBSTANCE ABUSE

AL-ANON/ALA-TEEN
Phone: 757-563-1600 Website: http://www.al-anon.alateen.org/
The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience to solve their common problems. Al-Anon believes alcoholism is a family illness and changed attitudes can aid recovery. Al-Anon aims to help families of alcoholics. This is done by practicing the 12 Steps, by welcoming and giving comfort to families of alcoholics, and by giving understanding and encouragement to the alcoholic.

ALCOHOL TREATMENT REFERRAL HOTLINE
Phone: 800-ALCOHOL (800-252-6465)

The hotline is available 24 hours a day and is useful to find a treatment facility in your area. They provide help and referrals for people with concerns of drug and alcohol abuse.

ALLEN HOSPITAL COUNSELING CENTER
Phone: 800-303-9996 or 319-235-3550 Address: 212 West Dale Street, Waterloo, IA 50703
Website: https://www.unitypoint.org/waterloo/employee-assistance-program.aspx

Allen Recovery Center offers confidential evaluation services to assess an adolescent's alcohol and/or substance abuse issues. If a problem is identified, certified addiction counselors make recommendations and referrals for educational and/or treatment options. There are limited openings available.

COVENANT HORIZONS
Phone: 319-272-2873 Address: 2101 Kimball Avenue, Waterloo, IA 50702
Website: https://www.wheatoniowa.org/locations/covenant-medical-center/
Covenant Horizons is a family-centered recovery program for drug, alcohol, and substance abusers and their families. A wide variety of trained professionals work together to facilitate the treatment program and coordinated approach that addresses the physical, emotional, and spiritual toll taken by drug, alcohol, and substance abuse.

HAZELDEN BETTY FORD FOUNDATION
Phone: 651-401-6990 Website: http://www.hazelden.org/

For individuals, families, and communities struggling with addiction to alcohol and other drugs, Hazelden (a non-profit organization) helps people transform their lives by providing the highest quality treatment and continuing care services, education, research, and publishing products available today. Services include treatment and continuing care, professional education and training programs, addiction research, and public advocacy.

PATHWAYS BEHAVIORAL SERVICES
Phone: 563-237-5300 Address: 602 Washington Ave, Fredericksburg, IA 50630 Website: http://www.pathwaysb.org/

Pathways Behavior Services provide substance abuse treatment programs including inpatient and outpatient, support groups, weekly meetings, substance abuse evaluations, and other treatment programs.

PRAIRIE RIDGE INTEGRATED BEHAVIORAL HEALTHCARE
Phone: 866-429-2391 or 641-424-2391 Address: 320 North Eisenhower, Mason City, IA 50401
Prairie Ridge Integrated Behavioral Healthcare is a private, not-for-profit corporation providing quality substance abuse and gambling addiction treatment and prevention services to individuals and families throughout the Midwest. Our services are organized around individualized assessments in partnership with our customers to best meet the needs and wants of those seeking our services. A full range of evidence-based prevention and treatment options are available at multiple levels of care.

SAMHSA'S NATIONAL HELPLINE
Phone: 800-662-HELP (4357) Website: https://findtreatment.samhsa.gov/locator/home
A confidential, free, 24-hour-a-day, 356-days-a-year, information service, in English and Spanish, for individuals and family members facing mental health and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations.

QUITLINE
Phone: 800-784-8669 Website: https://www.quitlineiowa.org
Counseling to Iowa smokers who choose to make a quit attempt with Quitline. The program offers access to a trained Quit Coach who will help develop a quitting plan.

TRANSPORTATION/AMBULANCE

CHARLES CITY

Ambulance- AMR……..	641-228-4772
(non-emergency)	641-228-4072
Taxi …….	641-228-6846

CRESCO

Ambulance ……..	563-547-2101
EARL Public Transit ……..	866-382-4259

NEW HAMPTON

Ambulance ……..	641-394-3121
Onboard ……..	319-233-5213
	800-369-3022



MercyOne New Hampton Medical Center along with Chickasaw County Public Health, constructed this resource booklet for the purpose of community and staff use. The information in this book was the best available information at the time of release.