

# Regional Repository

**Resource Directory: Created by Service Navigators**



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## **Alcohol & Drug Treatment Services**

❖ **Al-Anon** (Alateen, use the website to find a location)

St John's Lutheran Church  
402 Lake Ave, Storm Lake, IA 50588  
Saturday 8:00 PM

Website: <http://www.al-anon.alateen.org/>

Phone Number: 1-888-425-2666

Church Number: 712-732-2400

Support services provided to friends and families of alcoholics through shared experiences, feelings, and frustrations.

St. Mark's Lutheran Church  
1614 W 5th St, Storm Lake, IA 50588  
Thursday 12:00 PM

Website: <https://alcoholicsanonymous.com/find-a-meeting/>

Phone Number: 1-800-643-9618

Church Number: 712-732-5255

❖ **SAMHSA (Substance Abuse and Mental Health Services Administration)** additional services, Mental Health- pg. 34

This service provides referrals to local treatment facilities, support groups, and community-based organizations. Service is open 24/7, 365 Days a year.

Website: <https://www.samhsa.gov/find-help/national-helpline>

Phone Number: 1-800-662-HELP(4357)

Help available in English and Spanish

❖ **Gambling Hotline: 800-BETS-OFF (800-238-7633)**

24 hours/day, 7 days/week

Information and referrals for gambling concerns – for yourself or others

Website: <https://888betsoff.org/getHelp/betsoff.jsp>

❖ **Your Life Iowa** additional services, Mental Health- pg. 35

Your Life Iowa is funded by the Iowa Department of Health and Human Services under the Division of Behavioral Health. Menu has options for help with multiple things. (Alcohol, Drugs, Gambling, Suicide, Adult Mental Health, Childrens Mental Health)

Website: <https://yourlifeiowa.org/alcohol> or <https://yourlifeiowa.org/drugs>

Phone: 855-581-8111 Text: 855-895-8398

Website: <https://yourlifeiowa.org/gambling>

Phone: 800-BETS OFF Text: 855-895-8398

❖ **New Opportunities, Inc.**

**Tobacco Prevention**

Buena Vista County's Tobacco Prevention program is active in our schools and our community. In our schools, our prevention groups are of high school age and are student led. The groups participate in various tobacco prevention activities throughout the school year. In our communities, we take part in retail surveys and promote smoke free housing. We also promote tobacco cessation with the use of Quitline Iowa.

Address Main Office: 23751 Highway 30 East PO Box 427 Carroll, IA 51401

Phone: 712-792-9266; Fax 712-792-5723.

Website: <https://www.newopp.org/>

Monday-Friday 8:00-4:30

Bilingual workers - English and Spanish

❖ **Rosecrance Jackson Centers**

Inpatient and Outpatient treatment facilities that specialize in drug and alcohol addiction treatment and co-occurring mental health disorder treatment for adults.

Address Main Office: 800 5th St., Sioux City, IA 51101

Phone: 712-234-2300; Fax 712-234-2399

WAATS: 1-800-472-9018

Website: <https://rosecrancejackson.org>

Monday-Friday 8:00-4:00

Address Cherokee Office: 789 1/2 N 2<sup>nd</sup> Street Cherokee, IA 51012

Phone: 712-225-2441; Fax 815-720-5080

Address Spencer Office: 1713 McNaughton Way Spencer, IA 51301

Phone: 712-584-2030; Fax: (815) 720-5080

Access to Language Line

❖ **Seasons Center for Behavioral Health** additional services, Mental Health- see page 35

**Substance Use Disorder Services** – Seasons' outpatient substance use disorder program strongly believes and adheres to a 12-step model of addiction treatment. (by referral only)

**DECAT – Specialized Substance Abuse Treatment Program** offers specialized substance abuse services to clients/families involved with the Department of Human Services (DHS). Must be referred by a DHS worker.

**Problem Gambling Treatment** Includes all gambling behavior patterns that compromise, disrupt or damage personal, family, or vocational pursuits.

**Prime for Life – DUI Class** fulfills the required 12-hour alcohol and drug education class after a loss of a driver's license due to OWI or zero tolerance charges

Address Main Office: 201 E 11th Street Spencer, IA 51301

Phone: 800-242-5101

Website: <https://seasonscenter.org/>

Address Storm Lake Office: 824 Flindt Dr. Suite 104 Storm Lake, IA 50588

Phone: 800-242-5101

Are Bilingual - Spanish

## **Buena Vista County Government Offices**

### **❖ Buena Vista County Courthouse:**

PO Box 220, 215 E 5<sup>th</sup> St, Storm Lake, IA 50588-2371

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

Rating 1: for all of BV County Offices

**Driver's License** (renew driver's license) 712-749-2571

Hours M - F 8:15 a.m. - 4:00 p.m.

Website: <https://buenavistacounty.iowa.gov/departments/drivers-license/>

Appointment Only

**Treasurer** (taxes) 712-749-2534

**Clerk of Court** Phone: 712-749-2546

Contact Name: Case Scheduling: Judy Martin

Phone: 712-279-6608

Hours: M-F 8:00am - 4:30pm

Website: <https://www.iowacourts.gov/iowa-courts/district-court/judicial-district-3/district/3/county/buena-vista>

**County Attorney** 606 Geneseo St. Storm Lake, IA 50588

Phone: 712-732-1933

Website: <https://www.bvcountyattorney.org/>

### **Emergency Management/Homeland Security**

411 Expansion Blvd. Storm Lake, IA 50588

Phone: 712-749-2705

Coordinates emergency planning activities and services in the event of a disaster, assists governing officials in the event of a disaster, and promotes public knowledge of emergency management and dissemination to the public.

### **Juvenile Court Services**

Buena Vista County Courthouse, PO Box 1186, Storm Lake, 50588

Phone: 712-749-2564

Delinquency Proceedings, Intake, Informal Adjustments, Formal Proceedings, and Disposition

**BV County Veterans Affairs:** additional services, Education- pg. 9/ Financial & Income Assistance- pg. 19

Can help with referrals, follow up services and assistance to veterans and their families

1709 E. Richland Street Storm Lake, IA 50588

Phone: 712-749-2562

### **❖ Storm Lake City Hall**

Address: 620 Erie St, Storm Lake, IA 50588

Phone: 712-732-8000

Hours: 8:00 - 5:00 M-F

Website: <https://www.stormlake.org/>

## **Disability**

### ❖ **Area Education Agency (AEA)** additional services, Education- pg. 9

Address: 824 Flindt Dr. Storm Lake, IA 50588

Phone: 712-732-2257

Website: <https://www.plaea.org/special-education/>

Iowa's AEAs serve students from birth to the age of 21. The eligibility requirements for children to receive services differ depending on the age of the child. In all cases, however, services are free and are based on eligibility and need. If you believe that a child or student may be in need of AEA services, we are here to assist you! Parents: If you are concerned about your child's learning and/or development, please call 866-540-3858

### ❖ **Children at Home – Iowa Family Support Network**

Address: 1111 9<sup>th</sup> St. Suite 320, Des Moines, IA 50314

Phone: 515-558-9946 Fax: 515-558-9994

Website: <https://www.iafamilysupportnetwork.org/families/children-at-home/>

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 remain at home. An underlying principle of the Children at Home program is that you and your family retain control of decisions which affect your Rating 1: In house interpreters and language line

### ❖ **Early ACCESS**

Prairie Lakes Area Education Agency

Address: 2004 Expansion Boulevard Storm Lake, IA 50588

Phone: 712-458-7028

Website: [www.plaea.org](http://www.plaea.org)

Early ACCESS is Iowa's early intervention system for infants and toddlers with or at risk for developmental delays or disabilities and their families. The focus of Early ACCESS is to support caregivers to help their children learn and grow throughout their everyday activities. This means Early ACCESS providers work with parents and other caregivers to help their children learn.

### ❖ **Hope Haven (formally Faith, Hope, and Charity)**

1723 W. Milwaukee, PO Box 243, Storm Lake, IA 50588

Main Phone: 712-476-2737

Storm Lake Phone: 712-732-5127

Website: <http://www.hopehaven.org/>

Provides quality care for children with special needs including Residential Program, Community Service program, & respite care.

### ❖ **Imagine the Possibilities, Inc. (CRP) (formally Genesis)**

Corporate Office: 1710 E Maple Street, Maquoketa, IA 52060

Local: 1607 N. Lake Ave, Storm Lake, IA

Phone: 563-652-5252 Fax 712-732-3312

Website: <https://imagineia.org/>

Comprehensive range of services to assist individuals with disabilities to be as independent as possible, including supported community living; respite care; community supervised living; pre-vocational services; supported employment; home and vehicle modification; consumer directed attendant care; and more.

Rating 1: Phone Language Services

❖ **Iowa Vocational Rehabilitation Services (IVRS)**

325 W Milwaukee Ave, Suite 2, Storm Lake, IA

Office hours: 8:00 am -4:30 pm Monday-Friday

Phone: 712-732-7238 Fax 712-732-2536

Website: <http://www.ivrs.iowa.gov/>

Assists individuals who have disabilities to reach their employment goals. Appointments are needed.

Eligibility: An individual must have a disability that affects his/her ability to be employed and must need rehabilitation services in order to work. Serving Buena Vista and Cherokee Counties.

Rating 1: Phone Language Services

## **Education**

### **❖ Child Care Centers**

#### **Ready-Set-Grow – Alta**

Phone: 712-200-4250

Email: [readyssetgrowbv@gmail.com](mailto:readyssetgrowbv@gmail.com)

Address: 7123 W Milwaukee Ave Storm Lake, IA 50588 ~Temporarily

#### **Mustang Child Care – Newell**

Phone: 712-272-4147

#### **Sioux Central Child Care– Sioux Rapids**

Phone: (712) 283-2945

### **❖ Head Start/Early Head Start**

Upper Des Moines Opportunities Inc., Buena Vista County

Storm Lake Early Childhood Center

525 Oates Street

Storm Lake, IA 50588

712-732-1358

Website: <http://www.udmo.com/programs-services/early-childhood/>

- **Head Start** is a federally funded preschool program for children ages three and four by September 15 of the school year. The program offers comprehensive services to enrolled children and their families. The Head Start program is child-focused with the overall goal of increasing the school readiness of young children. Income guidelines apply.
- **Early Head Start** home-based parent education services. Staff conduct weekly visits to children in their own home and work with the parent as the child's primary teacher. Early Head Start serves pregnant women, infants, and toddlers. Toddler Classrooms are an option for those who qualify.

### **❖ Private Preschools**

Grace Lutheran Preschool, 1407 West 5<sup>th</sup> St, Storm Lake, IA 50588

Phone: 712-732-5005

### **❖ Preschools and Elementary Schools**

Albert City Truesdale – Albert City – Phone: 712-843-5416

Website: <http://www.albertct.k12.ia.us>

Alta Community School – Alta – Phone: 712-200-1010 (Administration Office Number)

Website: <https://www.alta-aurelia.org/>

Newell-Fonda CSD – Newell – Phone: 712-272-3324

Website: <http://newell-fonda.k12.ia.us>

Sioux Central CSD – Sioux Rapids – Phone: 712-283-2571

Website: <http://www.sioux-central.k12.ia.us/>

Storm Lake CSD – Storm Lake – Phone: 712-732-8076 Admin 8060

Website: <http://storm-lake.k12.ia.us/>

Saint Mary's Catholic School – Storm Lake – Phone: 712-732-4166

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

Storm Lake CSD- Early Elementary - 712-213-2110

New Elementary - 712-732-8047



❖ **Middle Schools** (websites listed under Elementary)

Albert-City Truesdale – Albert City – Phone: 712-843-5416  
 Alta Community School - Aurelia – Phone: 712-200-2000  
 Newell-Fonda – Newell – Phone 712-272-3324  
 Sioux Central CSD – Sioux Rapids – Phone: 712-283-2571  
 Storm Lake CSD – Storm Lake – Phone: 712-732-8080 Admin 8060  
 Saint Mary's Catholic School – Storm Lake – Phone: 712-732-4166

❖ **High Schools** (websites listed under Elementary)

Alta CSD – Alta – Phone: 712-200-1331  
 Newell-Fonda CSD – Newell – 712-272-3325  
 Saint Mary's Catholic School – Storm Lake – 712-732-4166  
 Sioux Central CSD – Sioux Rapids – 712-283-2571  
 Storm Lake CSD - Storm Lake – 712-732-8065 Admin 8060  
 (After school study group Media Center 3:30-4:30 M-Th, students who take E2020 classes can work in alternative buildings. 3:30 – 5:30 M-Th)

❖ **Colleges**

Buena Vista University (BVU) – Phone: 712-749-2400 Admissions: 800-383-9600  
 800-383-2821  
 610 W 4<sup>th</sup> Street, Storm Lake, IA 50588  
 Website: <http://www.bvu.edu/> Facebook

Iowa Central Community College (ICCC) – Phone: 712-732-2991  
 916 N Russell St., Storm Lake, IA 50588 Contact Name: For ESL and English  
 Provides GED and ESL classes - Elizabeth Peterson 515-574-1961  
 Facebook Website: <http://www.iowacentral.edu/>

❖ **County Veterans Service Officer (Buena Vista County Veterans Affairs)** additional services, Financial & Income Assistance- pg. 19

1709 E Richland Ave, Storm Lake, IA 50588  
 Phone: 712-749-2562  
 Assist veterans and family members in applying for veterans' benefits (i.e.: pension or service connected compensation, medical, death and burial, education, home loan, life insurance).

❖ **Prairie Lakes Area Education Agency** additional services, Disability- pg. 6

824 Flindt Drive, Suite 105, Storm Lake, IA 50588  
 Phone: 712-732-2257  
 Website: <https://www.plaea.org/>

Lending Library for Teachers: 800-594-9494  
 Regional support system for K-12 school districts, providing **special services, training, and technical assistance** for school staff, students, and their families.  
 Rating 1: Phone Language Services

❖ **Public Libraries**

Alta Community Library;  
 1009 Main Street Alta, IA 51002 Phone: 712-200-1250  
 Hours: Monday: 10am - 5pm

Tuesday: 1pm - 7pm  
 Wednesday: 10am - 5pm  
 Thursday: 1pm - 7pm  
 Friday: 10am - 4pm  
 Saturday: 9am - 12pm  
 Sunday: CLOSED

Albert City Public Library  
 215 Main Street, Albert City, IA 50510      Phone: 712-843-2012  
 Hours: Monday- Friday: 10am- 5:30pm  
         Saturday: 9am - 11am

Linn Grove Public Library  
 110 Weaver Street, Linn Grove, IA 51033      Phone: 712-296-3919  
 Hours:

Marathon Public Library  
 306 W Attica, Marathon, IA 50565      Phone: 712-289-2200  
 Hours:

Newell Public Library  
 205 E 2<sup>nd</sup> Street, Newell, IA 50568      Phone: 712-272-4334  
 Hours:

Sioux Rapids Memorial Library  
 215 2<sup>nd</sup> Street, Sioux Rapids, IA 50585      Phone: 712-283-2064  
 Hours:

Storm Lake Public Library (Telehealth room available)  
 609 Cayuga Street, Storm Lake, IA 50588      Phone: 712-732-8026  
 Hours: Monday - Friday: 9am - 6:30pm  
         Saturday: 10am - 2pm  
         Sunday: CLOSED

Rembrandt Public Library  
 Main Street 7 Broadway Rembrandt, IA, 50576      Phone: 712-286-680

## **Employment**

### ❖ **Goodwill Connection Center**

Address: 229 W. Milwaukee Storm Lake, IA 50588

Phone: 712-732-0912 Hours: M – F 9:00 am – 5:00 pm

\*Closed 12 - 1 for lunch

Goodwill of the Great Plains is an advocate for Economic Self Sufficiency through Employment and Education.

Education: resume and cover letter preparation, job postings, workshops, application assistance, and interview preparation. Technology: available computers, Wi-Fi Access, free printing and local faxing, and multimedia projection screen.

Networking: Community resources, employment resources, free online learning, job search sites, career fairs, and resource room.

Rating 1: they do have other language services

### ❖ **Imagine the Possibilities (formally Genesis Development)** Refer to Disability see page 6

Local: 1607 N. Lake Ave, Storm Lake, IA

Phone: 563-652-5252 Fax 712-732-3312

### ❖ **Iowa Vocational Rehabilitation Services** Refer to Disability see page 7

Phone: 712-732-7238 Fax 712-732-2536

325 W Milwaukee, Suite 2 (Mon to Fri. 8 a.m–4:30 p.m.)

Website: <http://www.ivrs.iowa.gov/>

Rehab Assistant Director: Dianne Barry

Agency works with individuals 14 and older who have documented disabilities, but will also help those without documented disabilities). Language line available.

### ❖ **Iowa Works of Spencer**

217 W 5th St, PO Box 1087, Spencer, 51301

Phone: 712-262-1971, or

Faith Miller, Regional Manager

3 Triton Circle, Fort Dodge, IA 50501

515-576-3131 Ext 47236 (Office)

[faith.miller@iwd.iowa.gov](mailto:faith.miller@iwd.iowa.gov)<<mailto:faith.miller@iwd.iowa.gov>>

[www.iowaworks.gov](http://www.iowaworks.gov)<<http://www.iowaworks.gov>>

Website: <http://www.iowaworkforce.org/>

Hours: M-T-Th-F 8:00-4:30 Wed 9:00-4:30

Primary services: job placement, job insurance filing, services for veterans, labor market information, re-employment services.

Additional services: pre-employment training, skills assessment, resume writing, on-the-job training, at-risk youth. A **Resource Center** is available for use of computer equipment.

Rating 2: Services in other languages available.

**Note re. Unemployment:** Individuals always have the right to file for Unemployment Insurance Benefits when they find themselves in a situation where they have lost employment (temporary or permanent). They can apply online at

<https://workforce.iowa.gov/> and click on "Unemployment" then click on "Apply for Unemployment Benefits (Initial Claim)". If you are working with someone, an employee from Tyson or somewhere else and they have lost their

employment, I would always encourage them to apply for Unemployment Insurance Benefits. They can come to any IowaWORKS office for assistance on the process and to find employment if they are looking for other options -

IowaWORKS Offices | Iowa Workforce Development<<https://workforce.iowa.gov/jobs/iowaworks>>.

❖ **Job Corps**

National Info-Line: 800-733-JOBS; (800-733-5627)

Website: <https://www.jobcorps.gov/>

❖ **Denison Job Corps Center**

10 Opportunity Dr, P.O. Box 610, Denison, IA 51442

Phone: 712-263-4192; Fax: 712-265-2494

Education and training of young persons: ages 16-24, solo parent program on site.

For application information: contact one of the numbers above.

Have service in spanish as well as phone language line. Rating 1

## **Family Safety – Children - Youth - Families**

❖ **Boys Town of Iowa** additional services, Mental Health- pg. 33

Address: Ho-Chunk Centre

600 Fourth Street, Suite #901

Sioux City, IA 51101

Phone: Sioux City 712-258-6523

Website: <https://www.boystown.org/iowa/contact>

**Boys Town National Hotline® (800-448-3000)** is a free resource and counseling service that assists youth and parents 24/7, year round, nationwide.

**In-Home Family Services:** help teach families not only how to handle issues after they arise but also how to prevent them from becoming more disruptive, while they remain in their home.

**Community Support Services:** Children and parents can tap into a wide variety of resources to learn how to help themselves through advice from our experts or receive direct care through specialized services. Most resources focus on prevention rather than intervention.

**Boys Town's Common Sense Parenting®** research based parent education model. Contact 531.355.1059 to learn more about bringing Common Sense Parenting to your community.

**YourLifeYourVoice.org** is a special website that enables and encourages teens to share their problems and concerns positively and provides access to immediate help in a crisis. <https://www.yourlifeyourvoice.org/>

**School Based Programs** provide a variety of training and instruction resources for teachers, administrators and other school staff that can support or enhance an educational environment. Programs are based on the Boys Town Education Model®, which focuses on skills teaching, relationship building and effective discipline procedures.

Rating 2 have services in other languages through phone language lines

❖ **Buena Vista, Crawford, Sac, Early Childhood Iowa (BVCS ECI)**

Home office – Breda, IA

Phone: 712-673-4610

Contact Name: Annette Koster

[bvcs.earlychildhoodiowa.org](http://bvcs.earlychildhoodiowa.org)

The BVCS Early Childhood Iowa 3-County Board provides funding to programs for children prenatal through age five through a Request for Proposal process.

**Preschool Tuition Scholarships** (income eligibility)

Financial assistance for 3 & 4-year-old preschool tuition. Application required, available on the BVCS ECI website, or calling the office.

❖ **Centers Against Abuse & Sexual Assault (CAASA)**

Main Office PO Box 996, Spencer, IA

24/7 HOPEline Phone: 877-362-4612

Business Line: 712-262-4612 Fax: 712-262-7616

Buena Vista: 712-363-5758 712-363-5688

Webpage: <https://www.caasaonline.org/>

**CAASA** provides crisis services to victims of **sexual violence**.

Offer services in spanish and have a phone line for other languages

❖ **Child and Adult Care Food Program**

Upper Des Moines, Opportunities

101 Robin Street PO Box 519. Graettinger, IA 51342

(800) 245-6151 ext 1013, (712) 859-3885 ext 1013, (712) 298-2450

Website: <http://www.udmo.com/CACFP.htm>

Subsidizes healthy meals and snacks in participating registered Child Development Homes and licensed child care centers. Child care providers: call for information on how to participate.

❖ **Child Care Resource and Referral (CCR&R)** funding provided by DHS

Mid-Sioux Opportunity Inc., 418 Marion St, Remsen IA 51050 Website: <https://midsioux.org/>

Phone: 712-786-2001 or 800-859-2025 Office Email: [info@midsioux.org](mailto:info@midsioux.org)

CCR&R Website: <http://iowaccrr.org/>

Help communities expand access to affordable quality child care. Let CCR&R help your community take action to improve services for our children and our economic future. Child Care data available for the state and per county yearly, 5-year and 10-year trend.

Rating 1: Have a interpreting phone line

**Request Iowa Department of Human Services application packet from** your local CCR&R office for Child Development Home or Child Care Home accepting Child Care Assistance email

[ccrr@midsioux.org](mailto:ccrr@midsioux.org). Registration application information <https://iowaccrr.org/providers/AP/>

**Child Care Resource and Referral Parent Service Team (CCR&R)**

Phone: 855-244-5301 (588-CHILD-01)

CCR&R refers parents to programs that are most likely to meet their specific needs. Referrals are provided so that parents can look into all of their options - licensed Child Care Centers (CCC), licensed Preschools, registered Child Development Homes (CDH), non registered Child Care Homes (CCH) and Department of Education programs. CCR&R gives referrals instead of recommendations or suggestions because CCR&R encourages parents to take the time to research child care programs and providers and make the decision that they feel will be best for their family.

Rating 1: have phone language line

❖ **Consultant Services to Early Care Environments**

**Child Care Consultant:** Mid-Sioux Opp. -Child Care Resource & Referral

Phone: 712-541-2432 – Consultation to assist with the DHS registration/licensing process (non-regulatory). Provides information on a variety of child care issues including business management and quality ratings. Appointments needed. Services provided via site visits, phone consultation, email, workshops.

**Child Care Nurse Consultant (CCNC):** Webster County Health Department

Iowa Department of Public Health. Healthy Child Care Iowa <https://idph.iowa.gov/hcci/consultants>

Phone: 515-573-4107 – CCNC are Registered Nurses who provide on-site consultation, training, and technical assistance to early childhood care and education providers. Child care and early education businesses may call or send questions to a CCNC about health and safety policies, health programs, health of personnel, and specific child health or safety issues.

: Spanish speaking interpreter or language phone line

❖ **Decat/CPPC (Community Partnership for Protecting Children)**

DHS Office Address: PO Box 375, Orange City, IA 51041

Phone: 712-737-2943 ext. 298

A local child-welfare/juvenile justice community planning initiative designed to lead and advocate local prevention, family-centered, and community-based activities to decrease out-of-home and community placements. Promote the four strategies of CPPC: Shared Decision Making, Family Team Decision Making, Community/Neighborhood networking, and Policy Practice change.

Rating 2: Have spanish interpreters as well as a phone line

❖ **Centralized Child Care Assistance (CCA)**

Eligibility Unit determines initial and ongoing eligibility for Child Care Assistance. This includes processing new applications, reviews, and changes reported by families receiving Child Care assistance.

Payment and Registration Unit processes child care payments for providers and handles all provider applications, renewals, and changes reported by providers. DHS CCA Eligibility, Human Services

Phone: 866-448-4605 Fax: 515-564-4032

❖ **Child/Dependent Adult Protection**

Centralized hotline: report suspected Abuse at: Statewide Child/Dependent Adult Abuse Hotline (24 hours/day) 1-800-362-2178.  
language phone line

❖ **Child Support Recovery Unit**

625 N West Street  
Carroll, IA 51401:  
712-792-5691 FAX: 515-564-4125

❖ **Early ACCESS Refer to Disability see page 6**

Prairie Lakes Area Education Agency  
824 Flindt Drive, Suite 105, Storm Lake, IA 50588  
Phone: 712-732-2257  
Rating 1: Phone Language Services

❖ **Family Access Center**

Address: 1812 24<sup>th</sup> Ave West, Suite 205, Spencer, IA 51304  
Phone: 712-580-3030

<https://familyaccesscenter.org/>

Family Access Center is to support individuals in overcoming life's challenges through empowerment as we embrace preserving, restoring, and strengthening through quality services.

Rating:1

❖ **Family Crisis Centers (FCC)**

Phone: 800-382-5603  
STORM LAKE Office (serving BV, Cherokee & Pocahontas counties)  
712 449 7203

Contact: Yoseline Padilla, Bilingual Victim Advocate  
SPENCER Office

1812 24th Avenue West, Spencer, IA 51301

Phone: 712-580-3030

SIOUX CENTER Office

1520 N Main Ave. Sioux Center, IA 51250

Contact: beth Judd, Coordinator for Family Visitation and Exchange Center

Phone: 712 722 4404

Website: <https://familycrisiscenters.org/>

FCC provides crisis services to victims of domestic violence.

**Homicide and Violent Crime Division** provides Western Iowa Survivors of Homicide & Other Violent Crimes support & counseling for tragic situations.

**24 hour crisis line:** 800-770-1650 or text line: iowahelp 20121, crisis counseling, advocacy & support groups for adults and children, shelter, medical, & legal advocacy, school outreach & violence prevention programs, community education & information programs, & professional education. All services free and confidential

❖ **Family Development Associates**

<https://www.family-development.org/>

P.O Box 231, Mount Vernon, IA 52314

1-800-261 5097

Online classes for Iowa divorcing families with children in the middle. The state of Iowa mandates that divorcing families attend a class that provides education and affirmation for parents with children in the middle of the divorce. Children which may be facing a change in their living arrangement. For attendee safety, the state of Iowa has allowed us to move to our training online.

❖ **Family Development and Self-Sufficiency (FaDSS)**

620 Michigan Street, Storm Lake, IA 50585

Phone: 712-732-1757 or 515-576-7774

Contact Name: Maggie Reyes

Website: <http://www.udmo.com/FaDSS.htm>

FaDSS is a state-sponsored program to help families who are receiving FIP work to become self-sufficient, through home visits and work with a Family Development Specialist. Eligibility: Adult members of the household must receive FIP (cash assistance through DHS). Call for an appointment.

❖ **Family STEPS Program**

Buena Vista Public Health & Home Care

1709 E. Richland Ave, PO Box 663, Storm Lake, IA 50588

Phone: 712-749-2548

Website: <https://buenavistacounty.iowa.gov/departments/public-health-home-care/#steps>

Office Hours: Mon – Fri, 8:00-4:30; On-call 24/7

Offers SerivFree home visits providing support and education to expectant parents and to parents with children up to age 5. Designed to help provide children a healthy start and to reduce the stress associated with the birth of a baby. No income guidelines.ies in English and Spanish

RATING 1, Have spanish interpreter

❖ **Human Trafficking Hotline:**

Phone: 888-373-7888

❖ **Hope Haven (Faith, Hope, and Charity)** Refer to Disability see page 6

Address: 1815 W. Milwaukee, PO Box 243, Storm Lake, IA 50588

Phone: 712-732-5127 Website: <http://www.hopehaven.org/>

❖ **Head Start/Early Head Start**

Upper Des Moines Opportunities Inc., Buena Vista County

Storm Lake Early Childhood Center

525 Oates Street, Storm Lake, IA 50588

712-732-1358

Website: <http://www.udmo.com/programs-services/early-childhood/>

- **Head Start** is a federally funded preschool program for children ages three and four by September 15 of the school year. The program offers comprehensive services to enrolled children and their families. The Head Start program is child-focused with the overall goal of increasing the school readiness of young children. Income guidelines apply.
- **Early Head Start** home-based parent education services. Staff conduct weekly visits to children in their own home and work with the parent as the child's primary teacher. Early Head Start serves pregnant women, infants, and toddlers. Toddler Classrooms are an option for those who qualify.

❖ **Iowa Child Care Complaint Hotline**

Phone: 1-844-786-1296

Hotline to report complaints strictly related to child care settings.

❖ **Iowa Family Support Network, EveryStep** (Family Support Coordinated Intake)

Address: 1111 9<sup>th</sup> St. Suite 320 Des Moines, IA 50314



Phone: 515-558-9946 Fax: 515-558-9994

Email: [iafamilysupportnetwork@everystep.org](mailto:iafamilysupportnetwork@everystep.org)

Website: <https://www.iafamilysupportnetwork.org/about-us/>

Monday through Friday, 8:00 a.m. to 6:00 p.m.

Iowa Family Support Network provides a coordinated intake and referral system to assist families, child healthcare providers, and other professionals with information and support. We also provide resources for young children from newborn up to 5 years old. Families, child healthcare providers, and other professionals can make referrals and obtain information about their child's development, family support services, and IDEA Part C early intervention.

Rating 1: Phone Language Line

❖ **Iowa State University Extension & Outreach – Buena Vista County** Additional Services, Financial & Income Assistance- pg. 20

Address: 701 Seneca Street, Suite 1, Storm Lake, IA 50588

Phone: 712-732-5056

Website: <http://www.extension.iastate.edu/buenavista/>

Office email: [xbuenavista@iastate.edu](mailto:xbuenavista@iastate.edu)

Facebook page (ISU Extension Buena Vista County): <https://www.facebook.com/isubuenavistacounty/>

ISU Extension and Outreach provides research-based information for families in the topics of nutrition, family life, money management, youth, agriculture, communities, and business and industry.

The Iowa 4-H Clover Kids' purpose of the Iowa 4-H Clover Kids program is to foster the development of life skills that are essential for the cognitive, social, emotional, and physical maturation of kindergarten through third graders by providing a unique, age-appropriate educational opportunity.

The Iowa 4-H Program is for youth in 4<sup>th</sup>-12<sup>th</sup> grades. This program provides opportunities for young people to develop skills they can use throughout their life. Iowa 4-H provides educational opportunities in five program areas: agriculture and natural resources, leadership and civic engagement, communication and the arts, healthy living, and STEM (science, technology, engineering, and mathematics) and through various delivery modes such as afterschool programs, camps, events, clubs, schools, and online settings

❖ **Juvenile Court Services | Buena Vista County – Ida County**

<https://www.iowacourts.gov/iowa-courts/juvenile-court>.

PO Box 1186 | Storm Lake, IA 50588

Phone: 712-221-9724

[audra.oneill@iowacourts.gov](mailto:audra.oneill@iowacourts.gov)

Delinquency Proceedings, Intake, Informal Adjustments, Formal Proceedings, and Disposition

❖ **Mentoring** (Storm Lake Middle School)

Striving Toward All Reaching Success (STARS) Mentoring Program of Storm Lake,

1811 Hyland Drive, Storm Lake, IA 50588

Phone: 712-732-8080 Contact Name: Angie Woodford

Who can volunteer? Any adult 18 and over with an interest in supporting a young person can become a STARS mentor for a youth grades 5-12. How much time does it take? Just 1 hour a week!

What time of day would I meet with my mentee? As a school-based mentoring program, you can meet with your mentee anytime during the school day. Matches can also meet after school hours.

❖ **Parent Partner**

Website: <https://dhs.iowa.gov/Child-Welfare/parentpartner/families>

Kristine Miller, Parent Partner Coordinator (Audubon, Buena Vista, Carroll, Crawford, Greene, Guthrie, Harrison, Sac, Shelby) 507-461-3368 kristinem@cfiowa.org or  
 Courtney Vestal, South Western Service Area Coordinator 402-670-6147 courtneyv@cfiowa.org  
 State Parent Partner Operations Coordinator – Melony Gravenish 712-229-9738 melonys@cfiowa.org  
 Website to locate Parent Partner Program Service Area Contacts

[https://dhs.iowa.gov/sites/default/files/Parent\\_Partners\\_Map.pdf?112320211824](https://dhs.iowa.gov/sites/default/files/Parent_Partners_Map.pdf?112320211824)

Parent Partners actively work with families involved with the Department of Human Services (DHS) due to child protection issues.

They help with engagement in case plans, maintain connections when children are out of home care, assist in parent child reunification goals or plans. Parent Partners provide parents with resources, encouragement and support

#### ❖ **The Bridge of Storm Lake**

529 Seneca Street – PO Box 181 – Storm Lake, IA 50588

Phone: 712-213-0195

Email: office@thebridgeofstormlake.com Website: [www.thebridgeofstormlake.com](http://www.thebridgeofstormlake.com)

Office Hours: Monday – Thursday 9:00 am – 3:30 pm

A Faith-Based, Positive Youth Development non-profit. Providing support and empowerment opportunities for Storm Lake youth.

**Endless Sea Coffee** roasted fresh at The Bridge of Storm Lake as a training opportunity for youth.

Website: [www.endlesseacoffee.com](http://www.endlesseacoffee.com) coffee is available for purchase.

#### ❖ **St. Paul's Lutheran Church Swaddling Clothes Mission Center**

St. Paul's Lutheran Church 1112 Bailey St., Sac City, IA 50583

[saccity@swaddlingclothes.org](mailto:saccity@swaddlingclothes.org)

The second Saturday and Thursday of each month. Saturday 9am-11am and Thursday 4:30 to 6:30pm. Free clothes Newborn through 4T; Free Diapers, wipes and other baby items. No income qualifications required.

## **Financial & Income Assistance**

### ❖ **Center for Siouxland: Consumer Credit Counseling of Iowa**

715 Douglas Street, Sioux City, IA 51101

Phone: 800-509-5601 or 712-252-1861 Visit us on Facebook

Website: <http://www.centerforsiouxland.org>

Provides assistance, information and direction by building bridges between people with needs and people with the solutions through community assistance, money management and senior programs.

### ❖ **Child Support Unit**

Enforces payment of ordered child support, assists in modifying or ending a child support order when appropriate.

Phone: 1-888-229-9223 (Toll Free)

Website: <https://childsupport.ia.gov/>

Rating 2: Language Phone Line

Child Support Recovery Unit

625 N West Street

Carroll, IA 51401:

712-792-5691 FAX: 515-564-4125

### ❖ **Department of Human Services (DHS) Buena Vista County**

DHS Courthouse Annex, 311 E 5<sup>th</sup> St, Storm Lake, IA 50588

Phone: 712-749-2536

DHS Website: <http://dhs.iowa.gov/>

Income and Resources for Meeting Basic Needs

(Income and resource/asset guidelines apply) <http://www.dhs.state.ia.us/>

- Medicaid/Title 19 – health care
- Cash Assistance (FIP – Family Investment Program)
- Food Assistance (SNAP/Food Stamps)
- Child Care Payment Assistance
- Job Training Assistance
- Civil Commitment for Sexual Offenders

Have spanish interpreters

- Verification of Emergency Health Care Services Form 470-4299 for 3 day emergency. Complete this form along with medicaid application and submit to Iowa Medicaid

### ❖ **Department of Human Services (HHS) Carroll County-serves Sac and Crawford Counties**

712-255-2621 or 712-224-5645

Email Info for SNAP/Medicaid: [Imagingcenter4@dhs.state.ia.us](mailto:Imagingcenter4@dhs.state.ia.us)

[IMEMemberservices@dhs.state.ia.us](mailto:IMEMemberservices@dhs.state.ia.us) member services

\*Mail applications to: Iowa Department of Human Services

Imaging Center 1

417 E. Kaneshville Blvd.

Council Bluffs, IA 51503

### ❖ **County Veterans Service Officer (Buena Vista County Veterans Affairs)** additional services,

Education- pg. 9

1709 E Richland Ave, Storm Lake, IA 50588

Phone: 712-749-2562

Assist veterans and family members in applying for veterans' benefits (i.e.: pension or service connected

compensation, medical, death and burial, education, home loan, life insurance).

❖ **Health Insurance Marketplace**

Individuals and small businesses can use the Marketplace to purchase affordable health insurance from a choice of products offered by qualified health plans. The Marketplace will also coordinate eligibility and enrollment with Medicaid and CHIP (the **hawk-i** program).

Website: <https://www.healthcare.gov/>

Phone: 1-800-318-2596

Rating 2: Language Phone Line

❖ **Iowa Mediation Service (Offices around the State)**

1441 29<sup>th</sup> Street, Suite 120 West Des Moines, IA 50266

Phone: 515-331-8081

Email: [admin@iowamediationservice.com](mailto:admin@iowamediationservice.com)

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

Non-profit organization dedicated to solutions for farmers, families, organizations, and any group or individual who may find themselves in need of a conflict management expert. Mediation provides a low-cost, low-risk approach to managing personal and business matters that are large or small in nature. Financial assistance services provided through the means of mediation, arbitration, focus group facilitation, training and consultation.

❖ **Iowa State University Extension & Outreach – Buena Vista County** Additional Services, Family Safety-Children-Youth-Families- pg. 17

Address: 701 Seneca Street, Suite 1, Storm Lake, IA 50588

Phone: 712-732-5056

Website: <http://www.extension.iastate.edu/buenavista/>

Office email: [xbuenavista@iastate.edu](mailto:xbuenavista@iastate.edu)

Facebook page (ISU Extension Buena Vista County): <https://www.facebook.com/isubuenavistacounty/>

Research-based, information for families (nutrition, family life, money management, youth (through 4-H and other programs), agriculture, communities, and business and industry. Specific services include workshops, publications in print and on-line, individual consultation and more.

❖ **New Opportunities**

Providing community action services to the counties of Sac, Carroll

1710 W Main St, Sac City, IA 50583

Website: <https://www.newopp.org/county-offices>

Phone: (712) 662-3236

❖ **MidAmerican Energy Delay Disconnect Form:**

Mid American-Credit Dept: Po Box 4350 Davenport, IA, 52808-4350

Phone: 800-952-0112 or Fax: 563-333-8690

Complete an Iowa Medical Protection Request form if a person is not able to pay electricity due to illness or health situation and submit to delay disconnection for 30 days.

❖ **Mid Sioux Opportunity**

Providing community action services to the counties of Cherokee, Ida, Sioux, Lyon and Plymouth.

Main office: 418 S Marion St. Remsen, IA 51050

Website: <https://midsioux.org/>

(800) 859-2025—Can assist via phone

❖ **Salvation Army** - limited assistance through Storm Lake Police Department

Phone: 712-732-8010 Christian based services meeting the needs of communities through disaster relief and emergency financial assistance.

Rating 1: can find someone who speaks specific language

#### ❖ **Supplemental Security Income (SSI)**

Social Security Administration (SSA),

1610 12th Ave SW, Spencer, IA 51302

Office: 1-866-273-6050 TTY: 1-800-352-0778 Fax: 1-833-950-2640

Determines eligibility for services, takes applications for assistance, and answers questions dealing with social security. Monthly income available for low-income individuals who are disabled or over 65.

National Toll-Free: 800-772-1213 <http://www.socialsecurity.gov/>

#### ❖ **Sioux City, IA SSA Office**

Office: 866-338-2859

Fax: 833-950-3571

#### ❖ **Upper Des Moines Opportunity (UDMO) Outreach Office**

620 Michigan St, Storm Lake, IA 50588

Phone: 712-732-1757

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

Open Mon-Fri 8 a.m. - 4 p.m. and by appointment.

**Food Pantry Hours:** Refer to Food Resource see page 22

**Low-income Home Energy Assistance Program (LIHEAP)** is designed to aid qualifying low-income Iowa households (homeowners and renters). Applications are accepted on a first come/first serve basis from November 1 through April 30 (October 1 for households with elderly/disabled members).

- In the payment of a portion of their residential heating cost for the winter heating months.
- encourage regular utility payments,
- To promote energy awareness and to encourage reduction of energy usage through energy efficiency, client education, and weatherization.
- Emergency Food Pantry, and a variety of other assistance programs, including a clothing & furniture shop.

#### **Other Services Offered through the UDMO Outreach Office**

- **LIHEAP Crisis Assistance:** Helps in a life threatening situation for temporary shelter, fuel, blankets, heaters and furnace repair. Furnace replacement may be available for homeowners.
- **Emergency Voucher:** Provides eligible applicants with limited financial help for basic needs.
- **Client Advocacy:** Assisting clients with providers and organizations to receive assistance resolving difficult situations.
- **Adopt-A-Family Christmas Program:** Families are “adopted” in the surrounding communities at Christmas time and are provided with gifts and food for the holiday.
- **Special Projects:** School supplies/clothing, holiday food baskets, based on available funding.

**Offers services in spanish**

## **Food Resource**

### ❖ **Community Helping Hands**

228 N Main St Albert City, IA

Tuesday 10am-3pm, Thursday 10-1pm, Saturday 9-11am

Must have ID to get food and 1 adult per address

Phone Number: 712-334-0482

Email: [douglas.enger@gmail.com](mailto:douglas.enger@gmail.com) Contact Cheryl Abbas 712 334 0482

### ❖ **Congregate Meals**

Sponsored by 60+ Nutrition Agency and Elderbridge Agency on Aging.

<https://elderbridge.org/>

Senior Meal Sites for Buena Vista County

- WEL-life Nursing home (Alta) in house dining available call for reservation also provides Meal on Wheels. Phone 712-200-2620
- Good Samaritan Society (Newell) Meals on Wheel 712-272-3327 Call for more information.
- Storm Lake Senior Center, 1628 E. Lakeshore Drive  
Serves noontime meals Monday - Friday. For more information Contact Elderbridge or sign up at the site or call 712-732-2828

For eligible diners (persons 60 and older, his/her spouse and dependents with disabilities) meeting income guidelines, a half-price donation is suggested. For eligible diners with income above guidelines, a full-price contribution is suggested. For those under age 60, full price applies. Food stamps can be used. Call to find out the current price.

Rating 1

### ❖ **Eden Garden:**

Contact Richard at 712-299-0646. Open most evenings (seasonal) 5-8 pm u-pick, payment – 30 min.

Weeding preferred or free will donation. Watch the site for what is available to harvest.

<https://www.facebook.com/EdenGardensStormLake>

### ❖ **Food Assistance (SNAP/Food Stamps)** Refer to Financial & Income Assistance see page 19

See Department of Human Services, <http://dhs.iowa.gov/>

Local DHS Phone Number: 712-749-2536

### ❖ **Food Pantry** additional services, Financial & Income Assistance- pg. 20

Upper Des Moines Opportunity (UDMO) Outreach Office

620 Michigan St, Storm Lake, IA 50588

Phone: 712-732-1757; Fax: 712-732-2420

Wednesdays and Thursdays can call for an appointment

Service available to eligible families with little or no food. 10-14 day supply of food and non-food items available. May be accessed once a week and items available depend on supply. Bread/Garden

Surplus/Eggs: Items donated by businesses and people in the community – availability depends on supply.

Clay County Outreach

Address: 19 10th St. SW Spencer, IA 51301

Phone: 712-262-7409

### ❖ **Friends With Food:** <http://stmarkstormlake.com>

The Food Bank of Iowa, St. Mark Lutheran Church, and SALUD Multicultural Health Coalition of Storm Lake have partnered together to offer a monthly food delivery to those who are permanently or temporarily homebound and with no easy access to transportation. As official partners of the Food Bank of Iowa, we order our food from them to distribute to these families on the third Thursday of each month.

Email: salud.of.stormlake@gmail.com  
 Phone: St. Mark Lutheran Church office 712.732.5255

Contact Name: Diane Daniels  
 Contact Name: Julie Cook

- ❖ **Lord's Cupboard:** United Methodist Church 218 Prospect St. Alta open Friday, income based, distribution based on family size. Phone 712-200-2304  
 Coordinator: Sue Geyer

❖ **Marathon:**  
 Meals offered on Thursday; call the Tuesday before the week you wish to eat. Karen 712- 289-4011 or Burtie 712-289-2286.

❖ **Mobile Food Pantry Storm Lake:**  
 Iowa Food Bank/Kiwanis (monthly) 4<sup>th</sup> Wednesday of each month.  
 Usually Located outside behind UDMO. Typically 1 box per adult. If members use this service they are no longer eligible for Friends with Food and vise-versa.  
 Duane & Donna Queen ddqueen70@live.com

❖ **Newell Food Pantry:** 203 W 2<sup>nd</sup> Street  
 Open the 2<sup>nd</sup> & 4<sup>th</sup> Sat 9:00 – Noon. Serving the Newell Fonda area, two documents to show proof of residency are required such as current bills. Emergency distribution is available, call to set up an appointment. 712-272-3240  
<https://www.facebook.com/NewellPantry/>

❖ **Tornado Alley:** Storm Lake School Food Pantry available to Storm Lake students every school day as needed.  
 Storm Lake Community School District 712-213-2110. Contact Name: Kristine Brandenberger  
 Facilitator, students and fam. services  
 kbrandenberger@slcsd.org

- ❖ **Tornado Packs:** Weekly distribution of food to Head Start/ Preschool children in need.  
 Lakeside Presbyterian Church 712 732 2076 Contact Name: Erick Olsen

❖ **United Methodist Church Food Rescue**  
 211 East 3rd Street  
 Storm Lake, IA 50588  
 Monday Evenings 4pm-5pm  
 Packaged food from BVRMC. No questions asked or qualifications

❖ **WIC (Women, Infants and Children)** Refer to Health see page 26  
 Storm Lake Office: 1709 Richland Dr. Storm Lake, IA  
 Cell Phone: 712-213-1230 or call Public Health 712-749-2548 Fax: 712-732-1471  
 Website: <http://www.udmo.com/WIC.htm>

For Residents in Surrounding Communities  
 Sac County Family Development Center-Food program only for Sac County Residents. Hours and programs vary so call or stop. 1710 W. Main Street Sac City, IA 50583 712-662-3236  
 Mid Sioux Food Pantry  
 Hours and Programs Vary. Call or Stop. 921 S. 2nd Street Cherokee, IA 51012 712-225-3322  
 Ida County Residents 703 West HWY 175 Suite 1, Ida Grove, IA 51445 712-364-2175

## Health

### ❖ **Buena Vista Public Health and Home Care**

1709 E. Richland Ave, PO Box 663, Storm Lake, IA 50588 Office Hours: Mon – Fri, 8:00-4:30; On-call  
24/7 Phone: 712-749-2548 Fax: 712-749-2549

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

**Skilled Nursing Services:** for people of all ages, provided by Registered Nurses, Therapists, and/or Home Care Aides. Payment options: Medicare, Medicaid (Title 19), Private Health Insurance, Client/Private Pay/Sliding fee scale, State Grant, Veterans Administration, Elderbridge, Worker's Compensation.

\* No patient is denied home health care if they are unable to pay a fee.

**Blood Pressure Screening:** Open to the public, to have blood pressure checked by nursing staff, recommended to call first, medical counseling regarding your blood pressure if applicable.

**Child, Adolescent and Adult Immunizations:** Scheduled on either the 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> Tuesday of the month from 1:00-6:00 p.m. Alternate appointments available. Call for information. Vaccinations children (birth through 18), free; Adult immunizations (Hepatitis B, Hepatitis A, Tetanus, Flu, & Pneumonia) are also available, fee for service.

- Flu clinics will be posted during flu season (call the office).

**Health Education/Presentations:** health education is a key to promoting healthy behaviors. Public Health Nurses will do a presentation on various health related issues, or current diseases, such as diabetes, head lice, vaccinations or other health related topics.

### **Lead**

All children from age 12 mo. 0 6 years are eligible to receive a lead blood test. Recommendations are that every child in the age range, regardless of risk, be tested for lead. A child must have at least one lead blood test completed upon entry into kindergarten.

### **Presumptive Medicaid Eligibility**

“Presumptive Medicaid Eligibility” is a program designed to allow pregnant women and children to receive Medicaid coverage for medical care while a formal Medicaid/hawki eligibility determination is being made by the Department of Human Services.

**Public Health Emergency Preparedness:** grant dollars to assist in the planning and preparations and as needed the execution of emergency actions in the event of a natural or man-made disaster or disease outbreak.

**Safe Sharps Program:** Buena Vista County Public Health and Home Care will follow OSHA Standards. The public can pick up a sharps container for a minimum charge from Public Health office and return it to Public Health office when the container is ready to be disposed of at no additional charge. Only sharps in containers purchased from the agency will be handled by agency staff. Client must be participating in an agency program.

**Tuberculosis (TB) testing and follow up** tuberculosis skin test during office hours, every day except Thursday. TB skin testing requires a return visit to our office in 48 to 72 hours to have their test read. Fee applies. Call for appointment.

**Family STEPS** in-home visitations program Refer to Family Safety children-youth-families see page 16.

**WIC** (see page 26)

### ❖ **Buena Vista Regional Medical Center (Hospital)**

Address: 1525 W 5<sup>th</sup> St, Storm Lake, IA 50588

Phone: 712-732-4030

Website: <http://www.bvrmc.org/http://www.loringhosp.org/>

Provides general and surgical care for inpatient, outpatient care, participates in the Medicare and Medicaid programs. Available services: Cardiac Rehab, Emergency Services, Laboratory, Nursing Services, OB, Pharmacy, Pulmonary Rehab, Outpatient Services, Radiology Services, Respiratory



Therapy, Physical Therapy and Rehab, Surgical Services more services may be available.  
 Outpatient specialty clinics include cardiology, ear nose and throat, general surgery, nephrology, orthopedics, sports medicine, oncology, physiatrist, podiatry, and urology more services may be available.  
 Financial Assistance Department: 712-213-8688 or Fax 712-213-4036

#### ❖ **First Embrace Obstetrics**

BVRMS's First Embrace Obstetrics birthing center. Call 712-213-8662 to set up a tour and learn more about pediatric services and your birth center team at First Embrace obstetrics. Support during your pregnancy and after delivery.

#### ❖ **Hawk-i (Healthy and Well Kids in Iowa)**

**hawk-i** health care coverage for uninsured children of working families. Low or no cost. The **hawk-i** program offers dental only coverage for children who have health insurance but may not have dental coverage.

Hawk-I Program

PO Box 851

Des Moines, IA 50304-9925

Phone: **800-257-8563** (Mon–Fri, 8 a.m.-7 p.m.)

Website: <https://dhs.iowa.gov/hawk-i>

To qualify, a child must live in Iowa and:

- Be under 19 years old
- Have no other health insurance (including Medicaid)
- Be a citizen of the United States or a qualified alien
- Be in a family that meets the hawk-i income limits
- Cannot be the dependent of a State of Iowa employee

*Public Health can also help with these applications*

#### ❖ **I-Smile™ Program**

Cell Phone: 515-227-3232 for additional information.

Dental children can receive dental screenings and preventative fluoride on their teeth at WIC clinics, Head start centers, preschools and childcare centers. Oral health education is provided to children and families. School based clinics offer sealants to children in 2<sup>nd</sup> thru 8<sup>th</sup> grades. The I-Smile Coordinator can also assist with making a dentist appointment. The program targets pregnant women and children under the age of 21.

#### ❖ **Proteus** Additional service, Older Adult- pg. 37

107 North 7<sup>th</sup> Street, Fort Dodge IA 50501

Website: <http://www.proteusinc.net/>

Phone: 800-798-8225 or 1 (800) 372-6031

Basic education, vocational training, and other program services to assist eligible seasonal and migrant farm workers and/or their dependents to acquire full-time non-seasonal jobs that offer financial stability. Proteus also helps to stabilize workers' seasonal agricultural employment through local delivery of supportive services.

#### ❖ **SafeNetRx**

Provides free 30-day supply of covered medications for up to 6-months with a valid prescription through their mail-in order pharmacy.

Website: <https://safenetrx.org/>

Phone: 515-276-0066

Email: [pharmacy@safenetrx.org](mailto:pharmacy@safenetrx.org)

#### ❖ **United Community Health Center**

Address: 715 W. Milwaukee Ave, Storm Lake IA 50588

Phone: 712-213-0109 or 855-871-0109 Fax: 712-213-0186

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

**Medical Office Hours:**

Monday 8:00am to 5:00pm

Tuesday 8:00am to 5:00pm

Wednesday 8:00am to 5:00pm

Thursday 8:00am to 6:00pm

Friday 8:00am to 5:00pm

Saturday 8:00am to 12:00pm

**Dental Office Hours:**

Monday 8:00am to 5:00pm

Tuesday 8:00am to 5:00pm

Wednesday 8:00am to 5:00pm

Thursday 8:00am to 6:00pm

Friday 7:00am to 3:00pm

Saturday CLOSED

\*Closed for lunch each day from 12:00pm to 1:00pm

Appointments recommended; same day scheduling available. General primary and preventative health care for children and adults, including well-child and well-adult exams, sports physicals, vaccinations for children and adults, family planning, laboratory and low-cost pharmacy services. Spanish and Sudanese interpreters and language line available.

Payment options: Private insurance, Medicare and Medicaid accepted.

Sliding fee scale for those without insurance (bring one month's pay stubs or last year's tax return to determine fee).

Services in other languages available

❖ **UnityPoint Hospice**

112 W 5<sup>th</sup> Street, Storm Lake, IA

Phone: 712-749-2741

Website: <https://www.unitedpoint.org/homecare/storm-lake-region.aspx>

UnityPoint Home Care Services in Storm Lake offering Nursing Care, Rehabilitation Therapy, Infusion Therapy

❖ **Women's, Infant and Children Food Programs (WIC)**

Upper Des Moines, Opportunity 101 E. Robins St. Graettinger, IA 51342

Office Phone: 712-859-3885 Cell Phone: 712-260-7181

Storm Lake Office: 1709 Richland Dr. Storm Lake, IA

Cell Phone: 712-213-1230 or call Public Health 712-749-2548 Fax: 712-732-1471

Website: <http://www.udmo.com/WIC.htm>

UDMO's WIC program provides monthly financial allotments and food resources to women and children whose incomes are at or below 185% of the federal poverty guidelines. Target populations include:

- Pregnant women (through pregnancy and up to 6 weeks after birth or after pregnancy ends)
- Breastfeeding women (up to infant's 1st birthday)
- Non-breastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends)

Infants (up to 1st birthday) Children up to their 5th birthday

## Health Care Facilities

### ❖ Good Samaritan Society (Holstein)

Address: 505 W. 2nd St., Holstein, IA, 51025

Phone: (712) 900-3571

Website: <https://www.good-sam.com/locations/holstein>

### ❖ Lake View Manor Senior Apartments–

Address: 904 E. Milwaukee, Storm Lake, IA 50588

Phone: 712-732-1126

Contact Name: Kim Terwilleger

Email: [kimberly.terwilleger@rhf.org](mailto:kimberly.terwilleger@rhf.org)

<https://www.assistedlivingcenter.com/facilities/ia/storm-lake/lakeview-manor-50588/>

### ❖ Methodist Manor Retirement Community

Administration Office Address: 1206 W 4<sup>th</sup> St, Storm Lake, IA

Phone: 712-732-1120

Website: <https://www.mmrcsl.org/>

Methodist Manor consists of 3 different locations all in Storm Lake

Bayside View (Nursing Home Care) - 1206 W 4th St., Storm Lake, IA

Otsego Place (Assisted Living) - 520 Otsego St., Storm Lake, IA

Lake Point Villa (Independent Living) - 408 Barton St., Storm Lake, IA

Phone: 712-732-1120

Phone: 712-213-5879

Phone: 712-732-9338

### ❖ Storm Lake Senior Housing

Address: 210 E. 13<sup>th</sup> St, Storm Lake, IA 50588

Phone: 712-732-1425

Office manager: Barb Lucht

Office Hours: By appointment only

Email: [stormlake@paramark.us](mailto:stormlake@paramark.us)

Phone: (712) 732-1425

### ❖ WEL-life of Alta

Address: 705 W 7<sup>th</sup> St, Alta, IA 51002

Phone: 712-200-2620

Email: [admin@wlalta.com](mailto:admin@wlalta.com)

<http://www.wlalta.com/ALF/Default.aspx>

Only English

# Housing Assistance

## ❖ Buena Vista County USDA Rural Development – Area 9

1619 North Lake Ave, Storm Lake, IA 50588

Phone: (712) 732-1851 Ext 4; Fax: 855-251-2245

<http://www.rd.usda.gov/>

Mon-Fri, 8:00 - 4:30

**Home Repair Assistance.** Very low-cost loans available to make needed home repairs or renovations. In some cases grants are also available. Income guidelines apply.

**Home Buyer Program.** Low-cost home loans with no down payment required available for purchase of homes in rural areas (including small towns). Income guidelines apply.

Rating :1

## ❖ Low-Income Home Energy Assistance Program (LIHEAP)

Upper Des Moines Opportunity (UDMO) - Buena Vista County Outreach Office

620 Michigan St, Storm Lake, IA 50588

Phone: 712-732-1757; Fax: 712-732-2420

Website: <https://www.udmo.com/programs-services/energy/liheap/>

Federally-funded program designed to assist low income families meet the cost of home heating by providing a one-time payment to the heating utility. Homeowners and renters are eligible, within the federal poverty guidelines. Applications are accepted on a first-come, first-serve basis November 1 - April 30 of each year. Households with a member 60 years of age or older, those who are disabled, and those in crisis can begin applying October 1st.

## ❖ Northwest Iowa Regional Housing

217 West 5<sup>th</sup> St PO Box 1493, Spencer, IA 51301

Phone: (712) 262-7460 or 1-855-262-7225 Fax: 712-662-7665

Website: <https://nwirha.org/contact/>

Housing assistance to benefit low to moderate income home buyers or home owners, including a Revolving Loan Fund for home repairs, and down payment assistance. Council of Governments (COG) also assists communities with housing issues on a larger scale

Individual must go to the website and create account, submit 3 of the following:

Copy of driver's license, copy of lease, copy of pay stubs, proof children are registered in school, copy of utility bill, copy of voter registration card, copy of vehicle registration at time of application.

## ❖ Weatherization

Upper Des Moines Opportunity (UDMO) - Buena Vista County Outreach Office

620 Michigan St, Storm Lake, IA 50588

Phone: 712-732-1757; Fax: 712-732-2420

Website: <https://www.udmo.com/programs-services/energy/>

Minor home improvements to reduce residential energy costs, available to homeowners and to renters.

Typical steps include blowing insulation; sealing doors; duct sealing; and basic heating repair. Education given on use and maintenance of improvements made.

Rating 1: Offer services in other languages

## Law Enforcement Services

### ❖ Buena Vista County Sheriff

Address: 411 Expansion Blvd., Storm Lake, IA 50588

Phone: 712-749-2530 (911 for EMERGENCIES)

### ❖ Alta Police Department Administrative

Address: 223 Main St, Alta, IA 51002

Phone: 712-200-2251

### ❖ Newell Police Department

Address: 207 E 2<sup>nd</sup> St., Newell, IA 50568

Phone: 712-730-1091

### ❖ Storm Lake Police Department

Address: 401 E. Milwaukee, Storm Lake, IA 50588

Phone: 712-732-8010

## Legal

### ❖ DIA (Department of Inspections and Appeals)

6200 Park Ave. Suite 100 Des Moines, IA 50321

Phone: 515-281-7102

The DIA inspects, licenses and certifies health care providers, suppliers and medical professionals. Investigates fraud of public assistance programs and conducts hearings to settle issues between Iowans and some State and local government agencies.

### ❖ Iowa Concern Hotline

Phone: 1-800-447-1985

Website: [www.extension.iastate.edu/iowaconcern/](http://www.extension.iastate.edu/iowaconcern/)

Free, confidential 24/7 hotline to assist with issues causing stress, including financial, legal and other issues. Attorney on staff to provide legal information. Operated by Iowa State University Extension. Information and live chat available on-line.

rating 2: Language Phone Line

### ❖ Iowa Legal Aid

Northwest Iowa Regional Office, 520 Nebraska Ave, Sioux City IA

Phone: 1-800-532-1275

<https://www.iowalegalaid.org/organization/iowa-legal-aid-northwest-iowa-regional-office>

Legal representation for low-income Iowans in selected situations.

Information available on-line, in English, Spanish, Chinese, and Bosnian. On-line chat also available.

### ❖ Legal Hotline for Older Iowans & Pension Rights Project

Phone: 800-992-8161

Website: <https://www.iowalegalaid.org/issues/60-elder-law>

Hours: 9:00 – 4:30 M – F

A project of Iowa Legal Aid. Provides free, confidential legal advice and other services to Iowans age 60 or older. Information and advice about noncriminal issues, including Consumer & Finance, Housing, Family Law, Grandparent Visitation and other issues, Individual Rights, Wills and Life Planning, Health Care, Public Benefits Nursing Home and Long Term Care.

❖ **Office of Ombudsman**

Phone: 515-281-3592 or 888-IA-OMBUD (888-426-6283)

Email: [ombudsman@legis.iowa.gov](mailto:ombudsman@legis.iowa.gov)

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

A legislative office established to investigate complaints and answer questions concerning most state and local government agencies.

❖ **Iowa Attorney General Consumer Protection Office**

Phone: 515-281-5926 or 888- 777- 4590

Email: [consumer@iowa.gov](mailto:consumer@iowa.gov)

Information and enforcement to protect consumers from fraud and ensure fair competition. The Attorney General's office also helps crime victims, raises child support awareness, and provides other legal services to the state of Iowa.

Iowa Attorney General Main Office

Ph: 515-281-5164 Website: <http://www.iowaattorneygeneral.gov/>

Rating 1: Language line

❖ **Juvenile Court Services | Buena Vista County – Ida County**

Websites: <https://www.iowacourts.gov/iowa-courts/juvenile-court>. Or [audra.oneill@iowacourts.gov](mailto:audra.oneill@iowacourts.gov)

PO Box 1186 | Storm Lake, IA 50588

Phone: 712-221-9724

❖ **Family Treatment Court**

Family treatment courts use a family-centered, collaborative approach to serve families with substance use disorders involved in the child welfare system. Multidisciplinary teams coordinate services in a non-adversarial environment.

*Family Treatment Court Coordinator*

*Buena Vista and Webster Counties*

**Iowa Children's Justice**

**Phone: 712-291-6887 (call/text)**

[kathy.stern@iowacourts.gov](mailto:kathy.stern@iowacourts.gov)

# Medicaid Contacts

## ❖ Department of Human Services (DHS) Buena Vista County

DHS Courthouse Annex, 311 E 5<sup>th</sup> St, Storm Lake, IA 50588

Phone: 712-749-2536

DHS Website: <http://dhs.iowa.gov/> Portal Website: <https://iowatotalcare.findhelp.com/>

Income and Resources for Meeting Basic Needs

(Income and resource/asset guidelines apply) <http://www.dhs.state.ia.us/>

- Medicaid/Title 19 – health care
- Cash Assistance (FIP – Family Investment Program)
- Food Assistance (SNAP/Food Stamps)
- Child Care Payment Assistance
- Job Training Assistance
- Civil Commitment for Sexual Offenders

Have spanish interpreters

Medically Exempt Attestation and Referral Form 470-5198

Use this form to assist a medicaid member receive added benefits such as transportation who might not have them currently.

## ❖ Department of Human Services (HHS) Carroll County-serves Sac and Crawford Counties

Phone: 712-255-2621 or 712-224-5645

Email Info for SNAP/Medicaid: [Imagingcenter4@dhs.state.ia.us](mailto:Imagingcenter4@dhs.state.ia.us)

Member services: [IMEMemberservices@dhs.state.ia.us](mailto:IMEMemberservices@dhs.state.ia.us)

\*Mail applications to: Iowa Department of Human Services

Imaging Center 1  
417 E. Kanesville Blvd.  
Council Bluffs, IA 51503

## ❖ Iowa Primary Care Association:

Phone: 866-740-1260

## ❖ Iowa Total Care:

Address: 1080 Jordan Creek Parkway Suite 100 South West Des Moines, IA 50266

Phone: 833-404-1061

## ❖ Iowa Total Care Health Risk Assessment Line:

Phone: 833-856-7666 Molina Healthcare: 844-243-4879

Member Services Line

Website: [www.iowatotalcare.com/](http://www.iowatotalcare.com/)

## ❖ MCO Contact Info:

Welcare Iowa 800-600-4441 (member Services)

Welcare OHI FAX 888-393-8993 (If member needs to produce info on primary insurance)

Primary Care Provider (PCP) change request Form can be completed and faxed to 866-840-4993

Website: <https://iowatotalcare.findhelp.com/>

❖ **MCO Dental Contact Info:**

MCNA Dental: 855-247-6262

[www.mcnaia.net/member](http://www.mcnaia.net/member) Resources/Forms/Oral Health Risk Assessment to complete dental HRA

Delta Dental: 888-472-2793 (members)

[www.dwpiowa.com](http://www.dwpiowa.com) - Under member login-new user need to register/Create an account-complete questions/click finish

❖ **Other Important Medicaid Numbers:**

WISA Team:

515-564-4014 or 712-328-4850 (FAX)

DHS change number: to report a change to income, household size, birth of a child, address change: expect a hold time Or use HHS form 470-5590 Ten Day Report of Change for Medicaid/Hawk-I (if within 10 days) 877-347-5678

Or in Writing to: DHS Customer Service Center  
300 West Broadway, Suite 110  
Council Bluffs, IA 51503



## Mental Health/Counseling

### ❖ **Boys Town of Iowa** additional services, Family Safety-Children-Youth-Families- pg. 13

Phone: Sioux City 712-258-6523

Address: Ho-Chuck Centre 600 Fourth St., Suite #901 Sioux City, IA 51101

Website: <http://www.boystown.org/locations/iowa/>

**Boys Town National Hotline® (800-448-3000)** is a free resource and counseling service that assists youth and parents 24/7, year round, nationwide.

**YourLifeYourVoice.org** is a special website that enables and encourages teens to share their problems and concerns positively and provides access to immediate help in a crisis.

<https://www.yourlifeyourvoice.org/>

Language Phone Line

### ❖ **Catholic Charities**

Sioux City Office

Phone: 712-252-4547

Provide mental health counseling. Mission statement: works toward reducing poverty, promoting human dignity, supporting families, and empowering communities regardless of their religious, social or economic backgrounds.

Website: <https://www.catholiccharitiesusa.org/what-we-do/integrated-health/>

### ❖ **Community Services Department (CDC)**

605 Cayuga St. CourtHouse Annex, Storm Lake, IA 50588

Phone: 712-749-2556

Monday – Friday, 8:00 – 4:30

Provide funding for Turning Point (Sac City), Seasons Center, Plains Area Mental Health, Transition Center (Vail). Care Coordinators in Counties provide services, Intellectual Disabled Person some funding available.

### ❖ **Cherokee Mental Health Institute & Civil Commitment Unit for Sexual Offenders**

1251 West Cedar Loop, Cherokee, IA 51012

712-225-2594 (24 hours a day) or 712-225-6914

Inpatient treatment for adults, who are in need of acute psychiatric service.

<https://dhs.iowa.gov/mhds/mental-health/in-patient/mental-health-institutes/cherokee>

Rating 2

### ❖ **Heartland Counseling**

Address: 813 Flindt Drive Storm Lake, IA

Phone: 712-213-2205 Website: <https://www.heartlandcounselingia.com/>

### ❖ **Hope Harbor Unit - Buena Vista Regional Medical Center**

1525 West 5<sup>th</sup> Street, PO Box 309, Storm Lake, IA 50588

Phone: 712-213-8656 Toll Free: 1-888-712-5433 extension 8656

Geriatric psychiatric unit that serves older adults 62 and older. 10 bed unit.

Rating 1: Have interpreters in the hospital

### ❖ **Integrated Health Services:**

Phone: 712-225-1490

Utilized by youth and adults who live in BV, Carroll, Cherokee, Crawford, Greene, Ida, Monona, Plymouth, Sac and Sioux. Qualifying adults are individuals with schizophrenia, bipolar, major depression and other serious mental health conditions that cause impairment in daily functioning.

Qualifying children are those with SED including a diagnosable mental, behavioral or emotional disorder

that results in impairment of daily functioning.

❖ **Lutheran Services in Iowa**

205 S 7<sup>th</sup> St., Denison, IA 51442 Phone: 712-263-9341

1614 West 5<sup>th</sup> St, Storm Lake, IA 50588 Phone: 712-263-9341

Website: <http://lsiowa.org/>

Behavioral Health Intervention Services (BHIS), In-home skill building servicers for children with chronic mental health issues (Title XIX). Services include: therapy, family communication and support, Pregnancy Prevention, Foster Care and Adoption services.

Rating 1: Have interpreters in Storm Lake office

❖ **MCAT Mobile Crisis**

(Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Ida, Sac, or Woodbury County) The Mobile Crisis Assessment Team (MCAT) provides on-site, in-person intervention for individuals experiencing a mental health crisis. 24/7 program for children and adults that dispatches mental health professional to homes, schools, ERs, or other public places where a mental health crisis (increased depression, anxiety, insomnia, medication management, suicidal ideation, psychosis, or significant change in life) is occurring. MCAT is dispatched through 911 or by contacting Plains Area Mental Health Center at 712-546-4624.

❖ **Plains Area Mental Health Center**

728 Erie St., Storm Lake, IA 50588

Phone: 712-213-8402 Fax: 712-213-8411

Website: <https://plainsareamentalhealth.org/>

Open Access 8am-11am and 1pm-3pm

Provides professional, confidential, psychiatric services for medication management, along with outpatient counseling to assist individuals of all ages, couples, and families. Treatment focuses on issues ranging from stress, depression, anxiety, trauma, abuse, loss, child behavior, and more.

❖ **Royster and Royster Therapy**

Address: 204 West Maple St. Cherokee, IA 51012

Phone: 712-225-5344

❖ **Rolling Hills Community Services Region (RHCS)**

<https://www.rollinghillsregion.com/>

Address: 605 Cayuga – PO Box 253, Storm Lake, IA 50588

Phone: 712-749-2556

Linking individuals, families, and communities to quality services and supports. Services through many Access Points, Plains Area Mental Health, Siouxland Mental Health Center, and Stepping Stones Transitional Living Center.

On-line Directory: Resource Connection <https://www.rollinghillsregion.com/resources>

❖ **SafeNetRx**

Provides free 30-day supply of covered medications for up to 6-months with a valid prescription though their mail-in order pharmacy.

Website: <https://safenetrx.org/> Email: [pharmacy@safenetrx.org](mailto:pharmacy@safenetrx.org)

Phone: 515-276-0066

❖ **SAMHSA (Substance Abuse and Mental Health Services Administration)** Additional service, Alcohol-Drug Treatment- pg. 3

This service provides referrals to local treatment facilities, support groups, and community-based organizations. Service is open 24/7, 365 Days a year.

Website: <https://www.samhsa.gov/find-help/national-helpline>

Phone Number: 1-800-662-HELP(4357)  
 Help available in English and Spanish

❖ **Seasons Center for Behavioral Health** additional services, Alcohol-Drug Treatment- pg. 4

Central Office: 201 East 11<sup>th</sup> Street, Spencer, IA 51301

Phone: 800-242-5101

Storm Lake Office: 824 Flindt Drive, Ste. 104, Storm Lake, IA 50588

Website: <https://seasonscenter.org/>

24/7 Crisis Line 1-800-242-5101. Crisis service as well as Parent Talk Line, staffed by Season Center. Seasons is a comprehensive Behavioral Health Center offering a broad range of psychiatric and behavioral health services to the people and communities in Northwest Iowa.

**Adult Services:** Assertive Community Treatment, Consultation & Education Services, Emergency & Crisis Services, Intensive Psychiatric Rehabilitation, Outpatient Counseling & Therapy, Outpatient Psychiatric, Specialty Supportive Services, Substance Use Disorder, Trauma Therapy, Veteran Service

**Child Services:** Adolescent Substance Use Disorder, Camp Autumn, Consultation & Education Services, Emergency & Crisis Services, Outpatient Counseling & Therapy, Outpatient Psychiatric Services, School-Based Services, Specialty Supportive Services, Specialized Family Services, Trauma Therapy Services.

**Family Services:** Couples Therapy, Family Counseling & Therapy Services, Foster & Adoptive Services/Family Support Center,

Rating 1: Have interpreters in spanish and a language phone line

❖ **Turning Point**

900 Early Street, Sac City, Iowa

Phone: 712-662-8055 Cell: 712-661-8000 Fax: 712-662-8054

Turning Point is a facility that will provide short term crisis stabilization services, 3 to 5 day stay, to individuals who are 18 years of age or older, meet mental health crisis criteria and are not in need of inpatient mental health treatment. Each individual will be screened by an Emergency Department physician, local physician, or a mental health professional to deem that they are medically stable and in a state of mental health crisis.

❖ **Your Life Iowa** additional services, Alcohol-Drug Treatment- pg. 3

Your Life Iowa is funded by the Iowa Department of Health and Human Services under the Division of Behavioral Health. Menu has options for help with multiple things. (Alcohol, Drugs, Gambling, Suicide, Adult Mental Health, Childrens Mental Health)

Website: <https://yourlifeiowa.org/childrens-mental-health> or <https://yourlifeiowa.org/adult-mental-health>

Phone: 855-581-8111 Text: 855-895-8398

# Older Adult

## ❖ Alzheimer's Association

Address: 201 Pierce Street, Suite 110 Sioux City, IA 51101

Website: <https://www.alz.org/iowa?set=1>

Phone : 712-279-580 **24/7 HELPLINE 800.272.3900**

## ❖ Chore Service

Upper Des Moines Opportunity (UDMO) Outreach Office

620 Michigan St, Storm Lake, IA 50588

Phone: 712-732-1757; Fax: 712-732-2420

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

9 a.m. -3 p.m. Mon-Fri or by appointment.

Services include Supportive Services, Health, Prevention & Wellness, Family Caregiver Support, Older Worker Employment Program, Elder Justice & Adult Prevention Services, Medicare support. Private Pay for Services. Financial assistance to pay for yard work and snow removal for individuals age 60 and over. Funded by Elderbridge Agency on Aging. Some seniors age 65 and over qualify for additional assistance (minor home repairs, heavy cleaning) through a Medicaid-funded program.

## ❖ Elderbridge Agency on Aging

714 10<sup>th</sup> Avenue East, Ste. 1 Spencer, IA 51301

Preferred Phone: 800-243-0678

Website: <https://www.elderbridge.org/>

Eligibility: Persons 60 years of age or older and their families

Information, assistance, case management and/or advocacy for a full range of senior needs.

Informational meetings and programs for seniors. Provides funding to other organizations that provide services including adult day care, chore, congregate/home delivered meals, homemaker/personal care, legal assistance, medication management, mental health counseling, respite, senior health, and transportation.

## ❖ Iowa Department on Aging

Department of Elder Affairs, 800-532-3213 or 515-725-3333

Website: <https://www.iowaaging.gov/>

Spencer Office- 714 10th Ave. E, Ste. 1 Spencer, IA 51301

Phone: (712) 262-1775 or (800) 243-0678 Fax: (712) 262-7520

Practitioners Guide to Supportive Services This guide aims to assist workforce professionals quickly and accurately locate emergency and long-term resources for workforce program customers to gain economic stability. It includes information on rental assistance, support for utilities and broadband, childcare, the child tax credit, earned income tax credit, nutrition and food security, health care resources, and legal aid among others. Additional information on supportive services is also available on the Department of Labor's technical assistance platform for workforce practitioners, at Workforce GPS <http://www.workforcegps.org/>

## ❖ MOM'S Meals

Address: 3210 SE Corporate Woods Drive Ankeny, Iowa 50021

Phone: 1-800-960-4594

### Hours of Operation:

Monday - Friday: 7:00 AM - 6:00 PM CT

Provide homemade frozen meals for seniors. These can be covered by Medicare plans, Medicaid and private pay and delivered to the persons home to encourage healthy eating. A covered benefit customer is receiving meals as part of a benefit program funded by a third-party. It could be a chronic care, post-discharge or long-term care program funded by their Medicaid or Medicare Advantage health

insurance provider or other government program. The recipient of the meals is not paying for meals out of their own pocket.

❖ **Proteus** additional services, Health- pg. 25

107 North 7<sup>th</sup> Street, Fort Dodge IA 50501

Website: <http://www.proteusinc.net/>

Phone: 800-798-8225 or 1 (800) 372-6031

Basic education, vocational training, and other program services to assist eligible seasonal and migrant farm workers and/or their dependents to acquire full-time non-seasonal jobs that offer financial stability. Proteus also helps to stabilize workers' seasonal agricultural employment through local delivery of supportive services.

❖ **Senior Health Insurance Information Program (SHIIP)**

Phone: 1-800-351-4664 (TTY 1-800-735-2942)

Buena Vista Regional Medical Center representative 712-213-8683

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

Hours: 8:00 am – 4:00 pm M-F

Telephone consultation and free publications to provide information about the insurance questions faced by older adults, including Medicare coverage, Medicare Supplement Insurance Policies, Medicare Part D, Long-Term Care Insurance. In person conferences available.

❖ **Senior Life Connections**

Address: 300 Sioux Valley Drive Cherokee, IA 51012

Phone: 712-225-1509

Outpatient group therapy for older adults 65 and older struggling with anxiety or depression related to aging. Patients meet in a group setting three times a week after an assessment both in person and electronically

# Transportation

## ❖ Access to Care

Phone: 844-544-1389

24/7, can do round trip; 48 business hour notice needed

Do have options for Spanish/ Can request certain companies for rides if there is a preference.

## ❖ NEMT Iowa

Website: <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/nemt>

Phone: 866-572-7662

The NEMT services are for members with full Medicaid benefits, who need travel reimbursement or a ride to get to their medical appointments.

## ❖ Iowa Department of Transportation – Iowa DOT Public Transit

Website: <https://iowadot.gov>

800 Lincoln Way Ames, IA 50010

Phone: 515-239-7870 Fax: 515-233-7983

**24/7 online services** – get Iowa DOT services online, anytime. **Travel** - view Iowa travel conditions, construction, and traffic cameras. **Drivers / Vehicles** - renew Iowa drivers' license, make an appointment, register vehicles. Transit Programs Administrator, Statewide Mobility Coordinator.

## ❖ Modivcare-(Humana Plan)

Phone: 800-243-5560 Provider Assistance-866-277-8958

Medically Exempt Attestation and Referral Form- 470-5198

Use this form to assist a medicaid member receive added benefits such as transportation who might not have them currently.

## ❖ Regional Transit Authority (Rides)

522 10<sup>th</sup> Ave E., PO Box 1240, Spencer, IA

Phone: 712-262-7920 or 800-358-5037 Spanish Number: (800) 264-7190

Website: <http://nwiarides.org>

Will need a MyRides Account: Cashless = can add funds with a card on account

Rules and Regulations: <https://nwiarides.org/wp-content/uploads/Riders-Guide.pdf>

Our company provides quality and dependable taxi service, route, and medical and special trips at reasonable rates. All our transportation vehicles meet and exceed safety regulations and are fully handicap accessible. Our drivers are trained and certified in CPR / first aid, passenger assistance / mobility device, and securement. Wherever life takes you, we'll get you there with care. All rides are cashless.

## ❖ Storm Lake Cab Company

119 E Railroad, Storm Lake, IA 50588

Hours: 8:00AM - 5:00PM Phone: 712-732-4420

Can stop by weekly and ask for a cab ticket. Sign name and they give 10 - \$1 per ride ticket

## ❖ SRTS (Siouxland Regional Transit Services)

Address: 1122 Pierce St. Sioux City, IA 51105

Phone: 712-279-6919

<https://simpco.org/divisions/siouxland-regional-transit-system/request-a-ride/>

<https://simpco.org/divisions/siouxland-regional-transit-system/service-areas-fares/>

## ❖ Taylor Transit LLC.

Address: 6363 190th Street Galva, IA 51020

Mailing: 609 S. Kiel St. Holstein, IA 51025

Phone: 712-660-2350 or 712-660-0687

Open: 24/7/365 (wait times vary on date and time)

## Service Organizations

- American Red Cross- 712-252-4081
- American Legion National website - <http://www.legion.org/>
- Boy Scouts National website - <http://www.scouting.org/>
- Buena Vista Cattlemen's Association <http://www.iacattlemen.org/>
- Buena Vista County Community Foundation  
<http://www.bvcountyfoundation.com/>
- Buena Vista County Corn Producers  
Facebook
- Buena Vista Community Theater, Touch of Broadway, contact information e-mail at  
[bvct@touchofbroadway.com](mailto:bvct@touchofbroadway.com)
- Buena Vista County Fair Board <http://www.extension.iastate.edu/> Phone: 712-732-5056
- Buena Vista County Historical Society Phone: 712-732-4955  
or <http://www.stormlake-ia.com/bvchs/>
- Buena Vista County Pork Producers <http://www.iowapork.org/>
- Buena Vista Regional Medical Center,  
Volunteer Services Coordinator  
Phone 712-213-8619 <http://www.bvrmc.org>
- Community Education/Recreation 930 East 5<sup>th</sup> St (portable #3), Storm Lake, IA 50588 Phone:  
712-732-5711. Engages schools, families and communities in a process designed to establish  
and meet educational and community goals.
- Girls Scouts National website - <https://www.girlscouts.org/>
- Friends of Storm Lake Public Library 712- 732-8026 <http://www.stormlake.lib.ia.us/>
- Gospel Fellowship of Storm Lake
- Kiwanis Meets at Historic Masonic Building 617 Lake Ave, Storm Lake; Website:  
<http://www.hynoonkiwanis.com/>
- Kiwanis Meets at Alta WEL-Life 705 W 7<sup>th</sup> Alta, IA  
National – Find a Club - <http://www.kiwanis.org/>
- 4-H <http://www.extension.iastate.edu/buenavista/4h>  
Phone: 712-732-5056
- Knights of Columbus 712-732-1180
- Life-Line Resources, 507 Lake Ave, Storm Lake,  
IA <http://www.life-lineresources.com/index.html>  
Phone: 712-899-1911

- League of United Latin American Citizens National website - to locate a local chapter  
[http://lulac.org/about/find\\_lulac\\_councils/](http://lulac.org/about/find_lulac_councils/)  
 The Mission is to advance the economic condition, educational attainment, political influence, housing, health and civil rights of the Hispanic population of the United States.
- PFLAG (Storm Lake Chapter) Organization dedicated to supporting, educating and advocating for LGBTQ= people and their families. Monthly meetings at St Mark Lutheran Church  
[PFLAGofStormLake@gmail.com](mailto:PFLAGofStormLake@gmail.com)  
 Meg Mckeon (President) [mckdos@gmail.com](mailto:mckdos@gmail.com)
- SALUD-Multicultural Health Coalition of Storm Lake.  
[www.salud-stormlake.com](http://www.salud-stormlake.com)     [www.facebook.com/SALUDofStormLake](http://www.facebook.com/SALUDofStormLake)  
[salud.of.stormlake@gmail.com](mailto:salud.of.stormlake@gmail.com)  
 Hunger Dialogue:  
 An inclusive platform for open communications about food issues in the community. Learn about the face of hunger from local experts and discuss community strengths and challenges. Together, community members decide community priorities and brainstorm action steps to address those needs.
- School Parent Groups (Booster Clubs, PTA) contact your local school see page 28
- Service Navigators of Buena Vista  
 Email: [servicenavigatorsfbv@gmail.com](mailto:servicenavigatorsfbv@gmail.com)     Phone: 712-299-5092
- Storm Lake Area Arts Council contact (712) 732-7032  
 or email [storm\\_lake\\_area\\_arts\\_council@hotmail.com](mailto:storm_lake_area_arts_council@hotmail.com)
- Storm Lake Chamber  
<http://visitstormlake.com/>
- Storm Lake Rotary Club  
<https://www.facebook.com/SLRotary>



## **Important Numbers**

**Fire and police emergency – 911**  
**Social service resource and referral – 211**  
 (or [www.211iowa.org](http://www.211iowa.org))

**Domestic Violence Hotline (Family Crisis Center):**  
**1-800-382-5603**

**Sexual Assault Hotline**  
**(Centers Against Abuse & Sexual Assault):**  
**1-877-362-4612**

**Domestic Violence Hotline**  
**(CSADV): 1-800-982-7233**

**Human Trafficking**  
**888-373-7888**

**Suicide**  
**Prevention**  
**800-273-8255**

**988**

**Emergency Translation Services**  
**515-282-8269,**  
**option 5, code 7092 - for LEP individuals facing a serious threat to life or**  
**well-being.**

**Statewide Child/Dependent Adult Abuse**  
**Hotline 800-362-2178 (24 hours/day)**

**Iowa Concern Hotline**  
**(for stress, financial and legal issues)**  
**800-447-1985 (24 hours/day)**

Disclaimer: The services and information in this directory are not all inclusive of the resources in our community. If you are aware of other community services you would like to add to this directory or if you know of inaccurate information listed in this directory, please contact BVCS Early Childhood Iowa 712-673-4610 (page 7). Your assistance is greatly appreciated.

Revised 2021, Buena Vista Community Coalition